



WELCOME!

We would like to welcome you and your family to Tilbury Tots Early Learning Centre! We are pleased you have chosen our centre and look forward to getting to know you!

We strongly believe in the value of communication. We have prepared this Parent Policy Guide with the intent of providing all of the information that will be helpful to you and your family. We also recognize that it will be of maximum benefit if the lines of communication are always open between your family and our staff. Similarly, while we have policies and procedures to ensure that we provide a high level of care and education for your child(ren), the information that you provide us will help us meet the needs of your child and family more effectively.

As our mission statement states: Our commitment to you is to provide your child(ren) a high level of care in an education setting in which all children have the opportunity to explore their growing potential, develop high self-esteem, learn to respect themselves and others and experience joy and wonder as they learn about their world. Together we will celebrate your child(ren)'s special joys and accomplishments and meet any challenges that may arise.

This Parent Policy Guide is the first step we will take together in your family's child care and education experience with us. We look forward to our relationship with you and your family and whole heartedly welcome you.

The content of our Parent Policy Guide may be altered due to changes in Tilbury Tots Early Learning Centre's policies and procedures or Ministry of Education Guidelines. If you have any questions or concerns, please feel free to call or speak with your Site Supervisor for verification or clarification.

Mission Statement

Our commitment to you and your child(ren) is to provide a high level of care in an educational setting which all children have many opportunities to explore their growing potential, develop high self-esteem and learn to respect themselves. We are committed to always seeking ways to improve our services to meet the needs of the families in our communities. Our personalized childcare is focused on safety and nurturing the unique identities and personalities of all children.

Pedagogical Approach

Tilbury Tots Early Learning Centre adopted the pedagogical approach "How Does Learning Happen?" as mandated by the CCEYA. This highly researched document provides a foundation for Educators to provide a safe and stimulating environment. These four foundations apply to all children regardless of age, ability, culture, language, geography or setting. Children have a natural tendency to seek these conditions on their own.



Belonging: Every child has a sense of belonging when they are connected to others and make valuable contributions to the world.

Well-being: Every child is developing a sense of self and health (mental/physical).

Engagement: Every child is an active and engaged learner who explores the world with body, mind and senses

Expression: Every child is a capable communicator who expresses themselves in many different ways.

Program Evaluation

Tilbury Tots Early Learning Centre's program statement is a "living document" that reflects our goals and approaches that support our mission statement. Management will annually review the program statement to ensure that we are meeting our standard of care and continues to reflect the needs of the children, families, and changes in the CCEYA as well as keeping current with ongoing research, workshops and resources including MEDU correspondence such as "How Does Learning Happen?" and Ontario Pedagogy for the Early Years.

Program Statement

Tilbury Tots Early Learning Centre believes children learn through play. It's through play children engage and interact with the world around them. Play allows children to create, explore, practice and conquer sometimes with others or by themselves. Play develops new competencies, leading to confidence and resiliency that children will need for their future. Unstructured and uninterrupted play allows children to learn how to work in groups, encourages social skills and team work and turn taking and listening, imaginary scenarios and decision making along with negotiating and conflict resolution.

Having dedicated, readily accessible loose parts materials make it easy to incorporate play. Open-ended materials/loose parts encourage exploration and creativity, which comes without any instructions and requires the Registered Early Childhood Educator to become the third teacher in their environment.

At Tilbury Tots Early Learning Centre our educational philosophy and practices are intended to strengthen the quality of our program and ensure high-quality experiences that lead to positive outcomes. Delivering a program that is inclusive, child-centered, and family-oriented based on children as competent, capable and curious participants and contributors to their environment. All staff will provide a nurturing environment to encourage children's learning and development.

All employees, support staff, students and volunteers will review and discuss the implementation of the program statement, goals, and implementations prior to the start of employment, support work or volunteering. This will be reviewed annually or when changes have been made. Employees, support staff, volunteers and students have the opportunity to review the changes made and acknowledge the changes. A record of each review will be kept in a secured location for up to three (3) years.

Goals and Approaches

#1. Children have a strong sense of self, health, and well-being - Keeping children healthy and safe is our priority, as we like to include our Educators in welcoming families and children with personal greetings, seeking information about the child's health and/or special events. Helping children to identify safety needs within their various activities while supporting their appropriate choices. Providing nutritional meals where children can recognize and communicate their body's needs daily regarding hunger and/or fullness.

#2 To support positive and responsive interactions among the children, parents, child care providers – Educators and children are viewed as competent, capable, curious, and rich in potential. They are encouraged to feel powerful, independent and important. Children will feel safe and included within their environment with all peers and educators. Fostering their day-to-day relationships in an inclusive and respectful environment which is filled with open-ended materials and sensory experiences that offer opportunities for exploration and discovery. Families are recognized and should feel as though they are valuable contributors to their child's learning.

#3 Encourage the children to interact and communicate in a positive way and support their ability to self-regulate – Our Educators will encourage problem-solving and decision-making before getting involved. The Educators demonstrate a calm, positive approach to guiding children and providing them with the tools necessary to help problem-solve and communicate. Labeling and identifying feelings quickly to help soothe and regulate feelings all while teaching and supporting. Interactions with children are handled in a manner that maintains the child's sense of worth, respect and dignity.

#4 Foster the children's exploration, play and inquiry – Children are born with the natural sense of curiosity and wonder. They play naturally. As Educators we watch children explore their world through senses, repetition of tasks, imitation, asking of questions and pretending. Children are putting together pieces of how the world works through exploration, play and inquiry. Majority of activities are directed by the children, deciding where, when, what and how they wish to play based on decisions of interest and curiosity.

#5 Provide child-initiated adult-supported experiences – Educators will allow for the children's interests to change, upon their interactions, to determine what activities to provide next. Educators will offer opportunities for child lead activities and will not impose themselves on play, but rather, follow the children's cues. Our Educators will become the third-party unobtrusive observers as they set up the environment with rich and safe resources, based on interest all while allowing choice for play.

#6 Plan for and create positive learning and development will be supported – As children are valued as competent and capable, development will be supported and inclusive of all children. Our environments are designed to be flexible and responsive to the needs of the children. We have created a home-like environment that includes calmness, nature and family photos that are intended to make children feel comfortable. Both indoor and outdoor spaces will invite children to investigate, imagine, think and create all while being supported by an Educator.

#7 Incorporate indoor and outdoor play, active play, rest and quiet time into the day, while consideration is given to the individual needs of the children receiving childcare – A daily program schedule meets the needs of children providing a balance of activities, quiet and active, throughout the day while indoors or outdoors. Programming allows children the opportunity for active play, sleep/rest or engagement in quiet activities based on their needs to self-regulate. While we are not letting the weather stop us from having fun in nature, children will be dressed appropriately, head outdoors to make snowballs and/or have fun jumping in puddles while the rain falls on us. Having consistent schedules keep the children feeling safe and secure knowing they can predict occurrences throughout the day.

#8 Foster the engagement of an ongoing communication with parents about the program and their children – Educators are mindful of building relationships to meet the individual needs of the child and family. Educators ensure they are providing support to all families by answering questions about their individual child's development and offering resources. By participating in ongoing communication with parents, educators will exchange information throughout the day and involve them in decision-making for their child.

#9 Involve local community partners and allow these partners to support the children, their families and staff – While our centres are located within schools, relationships with principals, faculty and staff remain important. Our educators will collaborate with the schools and all outside Community Partners to meet the individual needs of the children and families. Supporting College/High school student placement is a vital part of integration into the childcare field to get students actively involved within the childcare sector and community partners.

#10 Support staff, or others who interact with the children at a childcare centre in relation to continuous professional learning – We are committed to ongoing professional development of all our educators. Educators participate in regularly scheduled professional development opportunities throughout the year along with regular staff meetings to reflect and plan. Guidance and support for the completion of their individual CPL. Our supervisors are committed to providing leadership, mentoring, coaching and development of the educators based on the needs of each educator as individuals. Educators have the opportunity to review, discuss, share and reflect on topics that are relevant to providing learning and quality care. The agency provides a wide array of materials, including but not limited to various reading materials, loose part

materials, craft supplies etc., along with valuable time set aside for daily programming with a classroom tablet for research.

#11 Document and review the impact of the strategies on the children and their families – Our Program Coordinators, Designates and Supervisors will conduct regular visits of our documents, reviewing and discussing with the educators, the impact of the approaches on the children and families. Links are made between our curriculum, program statement, government pedagogy and children's interests for all planning and decision-making. Documentation posted for parents to review and discuss with educators along with photographs and written description of activities. Educators are observing and engaging with children to determine their interests to help in their learning and development and classroom engagement. Our Program Statement is a living document that will be updated and changed when necessary.

CONDUCT/HARASSMENT POLICY

Tilbury Tots Early Learning Centre maintains high standards for positive interactions, communication and role-modelling for children. With, Tilbury Tots Early Learning Centre will not tolerate any form of violence, harassing or discriminatory behaviour and has a set policy in place to ensure the well-being of all children, staff, volunteers, students and parents. Intimidation, hostile, degrading, humiliating or verbal abuse will not be tolerated at any of our Tilbury Tots Early Learning Centre locations and will be dealt with following the procedures set forth in the policy. Tilbury Tots Early Learning Centre reserves the right to terminate services of any families who breach this policy as it is a zero-tolerance policy.

If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused, or belittled, they may immediately end the conversation and report the situation to the supervisor of Tilbury Tots Early Learning Centre.

STUDENTS/VOLUNTEERS

Tilbury Tots Early Learning Centre will give all students the opportunity to learn in a safe and positive environment. All students will be able to apply leadership within a room while putting their theoretical training into practice. All students will be assigned a mentor teacher that will support them throughout their placement at Tilbury Tots Early Learning Centre. Students will be required to submit all necessary documents prior to their start date. Students will always be supervised at all times by a Tilbury Tots Early Learning Centre classroom staff and will never be left alone with the children or counted in numbers. Students will read and sign off on Tilbury Tots Early Learning Centre policies and procedures and will review as necessary. Students will comply with Tilbury Tots Early Learning Centre's confidentiality policy.

Safe Arrival and Dismissal

This policy will help support the safe arrival and dismissal of children receiving care. Staff, students and volunteers will have a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the child care centre as expected, as well as steps to follow to ensure the safe dismissal of children.

Termination from Child Care

Families that may be asked to withdraw from our program will be done so in a fair and equitable manner. Our director and/or Supervisor will discuss any issues that may arise with both the Municipality and Community Partners with your child. Should we find that special needs resources and other outside agency support have been exhausted, termination will apply. Please note that our policy for termination applies to all families enrolled at Tilbury Tots Early Learning Centre which includes a written notice of withdrawal. All documentation of meetings, correspondence, and discussions with outside agencies will be kept on file. If feasible, families will be given support and referral to appropriate resources for alternate care.

Prohibited Behaviour Management

Tilbury Tots Early Learning Centre prohibits corporal punishment or other harmful disciplinary practices to ensure that the emotional and physical well-being of the children in our care is maintained. Young children benefit from a positive approach that encourages healthy interactions with other children and adults. The use of these methods will result in an immediate dismissal and other agencies being notified of the use of a prohibited practice.

Ontario Reg 137/15

The Licensee will not permit, with respect to a child receiving care at a child care centre it operates or at a premise where it oversees the provision of child care:

- Corporal Punishment
- Physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purpose of discipline or in lieu of supervision the physical restraint is for preventing a child from hurting himself, or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent.
- Locking the exits of the child care centre for confining the child or confining the child in an area or room without adult supervision unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures.
- Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth.
- Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- Inflicting any bodily harm on children including making children eat or drink against their will.

Supervisors will conduct classroom observations, document and review the impact of the strategies in regard to children and families. Supervisors will meet with each staff one-on-one to set and review goals. The Program Statement will be reviewed by staff and management to make changes. All proposed changes will be presented to the Board of Directors for final approval.

Tilbury Tots Early Learning Centre Sites and Program Offerings

Site Name	Address	Offering	Hours	Phone number
TTELC @St. Joseph Catholic School (Main Site)	43 St. Clair Street, Tilbury N0P2L0	Infant to School Age (Infant to 12 years)	6:00 AM to 5:30 PM	519-682-0804
TTELC @ Wheatley Area Public School	226 Erie Street Wheatley N0P2P0	Infant to School Age (Infant to 12 years)	6:00 AM to 5:30 PM	226-248-0351
Garderie Petit Pas @ École Secondaire de Pain Court- Hub	14 Notre Dame, Pain Court N0P1Z0	Infant to Preschool (Infant to 5 years)	7:15 AM to 5:30 PM	519-351-3111
Garderie Petit Pas @ École St. Francis	11 St. Clair Street, Tilbury N0P2L0	Preschool to School Age (2.5 to 12 years)	6:00 AM to 5:45 PM	226-626-9127
TTELC @ Tilbury Area Public School	5 Mable Street, Tilbury N0P2L0	Preschool to School Age (2.5 to 12 years)	6:00 AM to 5:30 PM	226-627-2097
TTELC @ Merlin Area Public School	21148 Erie Street, Merlin N0P1W0	Family Grouping Infant- School Age	6:00 AM to 5:30 PM	519-689-7027
Garderie Petit Pas @École Ste. Marie	90 Dale Drive, Chatham N7L0B2	Toddler to School Age (18 months to 7 Years)	6:30 AM to 5:30 PM	519-354-5580

Holidays and Closures

Tilbury Tots Early Learning Centre is open Monday to Friday with the exceptions of the following Holidays- All locations will be **CLOSED** on:

• New Year's Day	• Family Day	• Good Friday
• Victoria Day	• Canada Day	• Labour Day
• Thanksgiving Day	• Christmas Day	• Boxing Day

August Civic Holiday- Week Shut Down

Each year Tilbury Tots Early Learning Centre will be CLOSED the week of the Civic Holiday in August. This is a planned closure to allow our centres to be thoroughly cleaned, maintenance to be performed and any additional projects to be completed around the centres.

Easter Monday

The decision to be open or closed on Easter Monday will be determined based on the number of children requiring care for the day. This may differ from year to year.

Remembrance Day

LINCK observes Remembrance Day on November 11 each year. Children who are supported by LINCK will be unable to attend childcare on this day.

Tilbury Tots Emergency Closure Protocol

On certain occasions, it may be necessary to close Tilbury Tots Early Learning Centre due to inclement weather conditions or emergency situations such as a power failure or flood. For your convenience, we attempt to make closure decisions as early as possible in the morning. To find out if Tilbury Tots Early Learning Centre is closed on a particular day, please check on our Facebook page and listen to 94.3 CKSY (Chatham-Kent) for closure.

EMERGENCY MANAGEMENT POLICY AND PROCEDURE

The Emergency Management Policy and Procedures is included in Tilbury Tots Early Learning Centre Policy and Procedure Manual and is to provide clear direction for Tilbury Tots Early Learning Centre staff to follow and to deal with emergency situations.

Upon arrival at the emergency evacuation site, staff or designate will notify parents/guardians of the emergency, evacuation and the location to pick up their children by telephone, we will also post through Fastoche, Tilbury Tots Early Learning Centre Facebook page and through the local radio station.

Where possible, office management will update the childcare centre's voicemail box as soon as possible to inform parents/guardians that the childcare centre has been evacuated and include the details of the evacuation site location in the message.

In Case of Emergency Shelter for Full Evacuation the Meeting place is:

T.T.E.L.C @ St Francis St. Francis Xavier Church 32 Canal Street West Tilbury Ontario	TTELC @ Pain Court Hub Ecole St. Catherine, 24162 Winter Line, Pain Court, ON	TTELC @ École Ste Marie Villa Angela 20 Merici Way, Chatham, ON	TTELC @ St Joseph School St. Francis Xavier Church 32 Canal Street West Tilbury Ontario	TTELC @ Wheatley Area Public School Wheatley Area Arena 196 Erie Street North, Wheatley, ON	TTELC @ Merlin Area Public School Kinsmen Hall 2 Erie Street North, Merlin, ON	TTELC @ Tilbury Area Public School Darrel S. Moffat Memorial United Church 27 Canal Street East, Tilbury, ON
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Admissions

Children's Program

Tilbury Tots Early Learning Centre has a strong commitment to provide a progressive and consistent high-quality child care and education program, where the needs of both the children and the families are met. Learning experiences to enhance children's social, physical, emotional and intellectual development are provided daily. We encourage children to embrace the richness and diversity of our society in an environment where all children feel valued and respected for who they are. We strongly encourage children to respect those around them and develop a sense of social and moral responsibility within our community.

Tilbury Tots Early Learning Centre offers distinct programs in both English and French based upon the age of the enrolled children. Each program area is further divided into classrooms identified by distinctive names:

- Infant program – under 18 months
- Toddler program- 18 months to 30 months
- Preschool program – 30 months to 6 years
- School Age/ Before and After School – 4 years to up to 12 years depending on location and licenses
- Family Grouping- 12 Months to 12 years

Please note: Children who turn 12 years of age during the current school calendar year will be permitted to attend Tilbury Tots Early Learning Centre until a school break occurs that is closest to their birthday such as March break, summer break or Christmas break.

Waitlist

Tilbury Tots Early Learning Centre has established and maintains a waitlist through the Municipalities of Chatham-Kent and Windsor-Essex. Tilbury Tots Early Learning Centre Administration monitors the waitlist for each of our locations.

Chatham-Kent

To be added to the Tilbury Tots Early Learning Centre waitlist please visit www.chatham-kentchildcare.ca. Create an account to add your child/ren to the waitlist. If you do not have access to a computer, please call 1-866-720-7975.

Windsor-Essex

To be added to the Tilbury Tots Early Learning Centre waitlist, please visit https://onehsn.com/Windsor/ux_2_0/Landing/IndexImageBackground. If you do not have access to a computer, please call 1-888-722-1540.

Waitlist Guidelines

Placing a Child on The Waitlist

The Licensee or designate will place children from the wait list into the program room by chronological order based on the date and time that the request was received.

Placement Priority

When a spot becomes available in the program, priority will be given to:

- Children who are currently enrolled and need to move to the next age grouping. Supervisors will forecast these movements.
- Siblings of currently enrolled children. They must be placed on the waitlist in order to be officially placed in a program room.
- Full-time care takes precedence over PT requests.
- Staff currently employed with Tilbury Tots Early Learning Centre who require care for their children will have priority. All staff children must be placed on the One HSN waitlist to be officially placed in a program room.
- Special considerations will be given to personnel from the Lambton District School Board, the St. Clair Catholic School Board and the CSC Providence. Children must be put on the waitlist in order to be officially placed in the program.
- Once these children have been placed, other children on the waitlist will be prioritized based on program room availability and the order in which the child was placed on the waitlist.

Offer

1. Parents of children on the waitlist will be notified via an e-mail and/or a phone call that a space has become available in the requested program.
2. Parents will be provided a timeline of 3 days in which a response is required before the next child on the waitlist will be offered the space.

- First point of contact will be an email/phone call
 - Second point of contact will be a phone call
 - Third point of contact will be a second phone call
3. Where a parent has not responded within the given time frame, the Supervisor will contact the parent of the next child on the waitlist to offer them the space.
 4. If the family responds that they want the space, they will have to accept the space as of the date of availability. If the family is unable to commit to the space on the date of availability, they will be returned to the waitlist.

In the instance that a parent contacts Tilbury Tots Early Learning Centre after the 3-day timeline set out above has expired attempting to accept the spot offer, Tilbury Tots Early Learning Centre will advise the parent to re-activate their child on the waitlist with a new start date. The waitlist process re-starts.

Parents that accept a space at Tilbury Tots Early Learning Centre can have their child removed from the Municipality waitlist or can remain on the waitlist if they wish to wait for another spot at another location to become available.

Full-time care takes precedent unless part-time schedules can be matched with another family. A Shared Space Agreement will be required to be signed and will be included in your admission package.

Wait List Inquiries

The Site Supervisor will be the contact person for parents who wish to inquire about the status of their child's place on the waitlist.

The Site Supervisor will respond to parent inquiries and provide the child's current position on the waitlist and an estimated likelihood of the child being offered a space in the program.

Maintaining Privacy and Confidentiality

The waitlist will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list and therefore only the child's position on the waitlist will be provided to parents. At no point will Tilbury Tots Early Learning Centre share waitlist information to a third party.

Enrollment

Upon acceptance, the Tilbury Tots Early Learning Centre Supervisor or Designate will arrange an intake meeting with you (a phone call). During this meeting, you will become familiar with Tilbury Tots Early Learning Centre policies, complete the required enrollment forms and have any questions or concerns addressed that you may have. You will be directed to either print out registration forms from our website or drop into the closest centre to pick up a registration package. These registration papers must be returned to the centre before your child's first day in order for our staff to prepare for the child's arrival.

Infant Program Intake

A minimum of 4 days per week is required to attend the Infant Room.

Orientation Visit Schedule:

1. Upon infant enrollment, the child and parent schedule a minimum of (1) hour visit
2. A second infant visit is scheduled for a minimum of 2 hours so that the infant may familiarize themselves with their surroundings (no parent visit)
3. A third visit is scheduled for up to 6 hours so that staff may familiarize themselves with the infant schedule and get to know your child prior to their official start date.

All parents that have a child starting in our Infant Room will complete an "Infant Personal Schedule" for staff to ensure the transition from home to care is accomplished with as little disruption to the infant's schedule as possible. The "Infant Personal Schedule Form" is located within our infant registration package, found under "registration packages".

Toddler Program Intake

A minimum of 2 days per week is required to attend the Toddler Room

There will be no orientation visits for the Toddler Room. Please visit the Tilbury Tots Early Learning Centre website to view pictures of your child's classroom.

Preschool Program Intake

A minimum of 2 days per week is required to attend the Preschool Room

There will be no orientation visits for the Preschool Room. Please visit the Tilbury Tots Early Learning Centre website to view pictures of your child's classroom.

School Age Intake

No minimum days required to attend the School Age Room.

Preference will be given to children registered as full-time. There will be no orientation visits for the School Age. Please visit the Tilbury Tots Early Learning Centre website to view pictures of your child's classroom.

St. Joseph and Merlin Site Specific- Family Grouping

- Tilbury Tots Early Learning Centre family grouping will only register children who are 12 months of age to 12 years of age.
- Tilbury Tots Early Learning Centre will provide care for no more than 6 children under the age of 24 months.
- Tilbury Tots Early Learning Centre will ensure that no more than 3 children require a crib to sleep.

TILBURY TOTS EARLY LEARNING CENTRE RATES EFFECTIVE JULY 3, 2023 FOR ALL AGE GROUPS All Tilbury Tots Early Learning Centre is registered with CWELCC

Age Group	Pay Code		Base Rate as of March 27, 2022	Discount Amount @ 52.75% January 3, 2023	NEW PARENT RATE Effective July 3, 2023
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BASED FEE - THIS FEE ENCOMPASSES - DAILY CARE, LUNCH AND 2 SNACKS Children Under the Age of 6 Years

Infant	FULL DAY (4 days minimum)	12.5 Hours Per Day	\$ 67.25	-\$ 35.47	\$ 31.78
Infant	FULL DAY (4 days minimum)	11.5 Hours Per Day	\$ 59.60	-\$ 31.44	\$ 28.16
Infant	FULL DAY (4 days minimum)	10.5 Hours Per Day	\$ 51.95	-\$ 27.40	\$ 24.55
Infant	FULL DAY (4 days minimum)	Up to 9.5 Hours Per Day	\$ 44.30	-\$ 23.37	\$ 20.93
Toddler	FULL DAY	12.5 Hours Per Day	\$ 63.10	-\$ 33.29	\$ 29.81
Toddler	FULL DAY	11.5 Hours Per Day	\$ 55.45	-\$ 29.25	\$ 26.20
Toddler	FULL DAY	10.5 Hours Per Day	\$ 47.80	-\$ 25.21	\$ 22.59
Toddler	FULL DAY	Up to 9.5 Hours Per Day	\$ 40.15	-\$ 21.18	\$ 18.97
Toddler	HALF DAY	Up to 4.5 Hours Per Day	\$ 29.35	-\$ 15.48	\$ 13.87
Preschool	FULL DAY	12.5 Hours Per Day	\$ 61.05	-\$ 32.20	\$ 28.85
Preschool	FULL DAY	11.5 Hours Per Day	\$ 53.40	-\$ 28.17	\$ 25.23
Preschool	FULL DAY	10.5 Hours Per Day	\$ 45.75	-\$ 24.13	\$ 21.62
Preschool	FULL DAY	Up to 9.5 Hours Per Day	\$ 38.10	-\$ 20.10	\$ 18.00

Preschool	HALF DAY	Up to 4.5 Hours Per Day	\$ 28.35	-\$ 14.95	\$ 13.40
Preschool to JK	HOURLY BEFORE AND OR AFTER	One Hour Before and or One Hour After	n/a	\$ -	n/a
SK and Grade 1	HOURLY BEFORE AND OR AFTER	One Hour Before and or One Hour After	\$ 7.65	\$ -	\$ 7.65
Under 6 years	ONE SESSION BEFORE SCHOOL	More Than One Hour Before School	\$ 13.80	-\$ 1.80	\$ 12.00
Under 6 years	ONE SESSION AFTER SCHOOL	More Than One Hour After School	\$ 13.80	-\$ 1.80	\$ 12.00
Under 6 years	BEFORE AND AFTER SCHOOL	Before and After School - Used on the Same Day	\$ 18.05	-\$ 6.05	\$ 12.00
Under 6 years	School Age FULL DAY	12.5 Hours Per Day	\$ 59.00	-\$ 31.12	\$ 27.88
Under 6 years	School Age FULL DAY	11.5 Hours Per Day	\$ 51.35	-\$ 27.09	\$ 24.26
Under 6 years	School Age FULL DAY	10.5 Hours Per Day	\$ 43.70	-\$ 23.05	\$ 20.65
Under 6 years	School Age FULL DAY	Up to 9.5 Hours Per Day	\$ 36.05	-\$ 19.02	\$ 17.03
Preschool to JK	School Age HALF DAY	Up to 4.5 Hours Per Day	n/a	\$ -	n/a
SK and Grade 1	School Age HALF DAY	Up to 4.5 Hours Per Day	\$ 26.50	-\$ 13.98	\$ 12.52

Children Over the Age of 6 TTELC @ MERLIN, ST. FRANCIS and STE. MARIE LOCATION

**OVER 6 YEARS - BASE FEE - THIS FEE ENCOMPASSES - DAILY CARE, LUNCH AND 2 SNACKS
LUNCH WILL BE PROVIDED FOR CHILDREN OVER 6 YEARS - FOR SUMMER, PA DAYS AND
MARCH BREAK**

ALL OTHER TTELC LOCATIONS (ST. JOSEPH, WHEATLEY, TAPS)

**OVER 6 YEARS - BASE FEE - THIS FEE ENCOMPASSES - DAILY CARE, NO LUNCH AND 2 SNACKS
LUNCH IS NOT PROVIDED FOR CHILDREN OVER 6 YEARS - FOR SUMMER, PA DAYS AND MARCH BREAK
AT A DISCOUNTED RATE**

All Sites					
Over 6 years	ONE SESSION BEFORE SCHOOL	More Than One Hour Before School			\$ 13.80
Over 6 years	ONE SESSION AFTER SCHOOL	More Than One Hour After School			\$ 13.80
Over 6 years	BEFORE AND AFTER SCHOOL	Before and After School - Used on the Same Day			\$ 18.05

Ste. Marie, Merlin & St Francis - Lunch Provided. All other sites NO LUNCH

Over 6 years	School Age FULL DAY	12.5 Hours Per Day	\$ 59.00		\$ 54.00
Over 6 years	School Age FULL DAY	11.5 Hours Per Day	\$ 51.35		\$ 46.35
Over 6 years	School Age FULL DAY	10.5 Hours Per Day	\$ 43.70		\$ 38.70
Over 6 years	School Age FULL DAY	Up to 9.5 Hours Per Day	\$ 36.05		\$ 31.05

NON-BASE FEES

	N.S.F. Charges				\$ 35.00
	Admin Fees				\$ 25.00
	Late Pick Up Fees	Late pick up (Depending on the time your site closes)			\$10.00 (Per Child for every 10 minutes) - Paid directly to staff

TOURS

Infant Only	Tour Visit	1 Hour Free with Parent/Guardian	9:00am		
Infant Only	1st Registration Trial Visit	2 Hours Free with No Parent/Guardian	9:00am	11:00am	
Infant Only	2nd Registration Trial Visit	6 Hours Free with No Parent/Guardian	9:00am	3:00pm	

Childcare Rates: Rates subject to change with one (1) month notice

Preference is given to children registered as full-time

For part-time and flex-time care clients T.T.E.L.C. will attempt to accommodate schedules by sharing spaces

TTELC will inform part-time or flex clients if there is the need to request a change in schedule to accommodate as many part-time families as possible

Billing

Subsidy Agreement

Chatham-Kent: For families that require subsidy please contact 1-866-720-7975 to inquire if you are eligible for subsidy.

Windsor-Essex: For families that require subsidy please contact 519-255-5200 to inquire if you are eligible for subsidy.

Subsidy is intended to be while you are at work or school. Should you falsify your child's attendance and you are **NOT** at work or school this will be reported to your Subsidy Case Worker and Tilbury Tots Early Learning Centre could bill you our full rate. It is the parent's responsibility to inform their Subsidy Case Worker immediately if any changes in employment, living arrangements and school or work schedules occurs.

Invoices

You will be invoiced for the dates and hours that are indicated on your child's submitted calendar and/or your Set Schedule Contract. **There will be NO credits given for cancellations, missed or absent days.** Each week you will receive an email invoice for your child's fees. Parents can request a hard copy of the invoice which will be placed in the child's classroom for pickup.

All monthly invoices are required to be paid in full by the 20th of the current month. Unfortunately, should full payment of your current monthly invoice not be received by the 20th childcare will be suspended until full payment of your current monthly balance is received. We will not adjust billing for any unattended days due to non-payment.

Sick Leave/ Absence/ Vacation Days

Vacation: Three (3) weeks per calendar year (Jan-Dec) will not be charged to parents for vacation time. Vacation time used above the three (3) weeks will be billed accordingly. Parents that begin in July (July-

December) will be entitled to one-week vacation. Only two weeks per month will be allotted, additional weeks used within this month's allotment will be billed accordingly. Vacation time used must be taken in one-week blocks. Weeks NOT counted in the family's allotment of vacation time are as follows:

1. March Break
2. Two (2) Weeks at Christmas/New Year
3. August Shut down

Sick Days/Absences: There will be no credits given for sick days. Exceptions are as stated below:

Communicable Diseases

Dr's note must be provided stating that your child has/had a communicable disease and when they are clear to return to childcare.

List of Communicable Diseases is posted under "Resources".

Surgery

If your child has or will be having any type of surgery/anesthesia (major and/or minor) booked and/or surgery procedure already completed (tubes in ears, tonsils, appendicitis etc.), your child will be excluded from the child care program for a period of at least 24 hours and/or until child is well enough to participate in the child care daily programming. Credits will be given for sick days once a medical note has been provided.

Payments

Tilbury Tots Early Learning Centre reserves the right to request funding prior to childcare services being rendered.

All accounts, regardless of the payment option are required to be paid in FULL by the 20th of the current month. NON-PAYMENT will result in childcare services being suspended until full payment is received. Full payment is required regardless of days missed due to illness, this policy applies to all children whether they are attending full-time or part-time.

If you are overdue on your payments, you will receive one written notice, if we do not hear from you within 24 hours from the notice given, your child/ren will be unable to attend until payment has been received in full. Any family having difficulty meeting the payment deadline should approach the Financial Coordinator in advance to arrange other payment terms.

Payment Methods

Current payment methods include:

Cash	
E-transfer	Debit (Main Site St. Joseph School Only)

Effective January 1, 2024, Tilbury Tots Early Learning Centre will no longer be accepting cheques as a form of payment.

Keeping Information Current

For our staff to provide appropriate care and to be able to reach you in the event of illness or emergency, it is imperative that your contact information be kept up to date.

1. Please ensure that you update your information to the office or your Site Supervisor as often as necessary.
2. If you know that you will be out of town for a day and not at your regular contact number(s), please let your site know the best number to be reached at.

Withdrawal of Care

Two weeks written notice is required prior to the final date of the child's attendance. If notice is not given, fees will be required in lieu of notice. A Withdrawal Form can be requested from the front office at Main Site or available to print off Tilbury Tots Early Learning Centre website found under "Downloads". Please submit to your Site Supervisor.

Booking your Child

Varied Hours - Must submit a weekly/monthly calendar. Calendars can be submitted online 24/7 at www.tilburytots.com. Please indicate your drop-off time and your pick-up time on the calendar. All childcare hours and changes must be submitted to Tilbury Tots Early Learning Centre no later than NOON on Wednesday for the following week.

Set Schedules

Set Schedule Families

Will be scheduled according to your Set Schedule Contract. Please do not deviate from your set schedule. Authorization and confirmation will be required if you do need to change your schedule.

It is important to note that: It is the parent's responsibility to submit their calendar by Wednesday at Noon, as many of our sites run at capacity and could affect your child care space. We strongly suggest you request an email confirmation of your calendar submission.

Removing Days

All changes to the child(ren) set schedule will require 2 weeks written notice. A new set schedule must be submitted to your site supervisor.

Adding or Changing Days

Any additional days added or changes made to the set schedule must be requested 2 weeks prior to the start date of the changes and approval must be given by the Site Supervisor. Additional or changed days are not guaranteed.

Changes to Drop off/ Pick Up Times

Please speak with your Site Supervisor and they will try to accommodate any time changes.

Late Calendar Submissions

Booking your child(ren) AFTER Noon on Wednesday for the following week

1. Requests made after Wednesday at Noon will be granted if the request does not require an adjustment to staffing schedules, as the staff schedules will be complete.
2. To ensure your child(ren) will be able to attend the hours requested on your late calendar submission, you will be required to call your child care location.

Daily Attendance

How to call your child(ren) Absent for the Day

- Please call your child's site by 9:30 am if your child(ren) will be late or absent for the day.

How to call your child(ren) out Sick for the Day

To protect the health of all children, if your child will be absent due to illness, it is imperative that you call us in the morning and provide us with the following information

- The name of your child and their program room
- Your child's symptoms
- If your child is being taken to the doctors- please advise us of their diagnosis.

We regularly monitor the health of all children.

Withdrawal

Child care services can be withdrawn for failure by the child(ren)'s parents to comply with Tilbury Tots Early Learning Centre Policies and Procedures including but not limited to:

1. Repeated late pick up of child(ren)

2. Failure to pay child care fees
3. Uncontrollable behaviour situations

If your child(ren) has not attended the program for 2 weeks, Tilbury Tots Early Learning Centre will contact your family to determine if care is still required. If care is no longer required, Tilbury Tots Early Learning Centre will proceed with your two-week payable withdrawal notice. If we are unable to reach you, your child will be removed from our program.

Two weeks written notice for withdrawal of services is required prior to the ending date of the child(ren) attendance. If sufficient notice is not given, payment for the corresponding period is required. However, Tilbury Tots Early Learning Centre has the right to terminate its services immediately if, in Tilbury Tots Early Learning Centre's sole discretion, the circumstances warrant such action.

Policies Promoting Children's Health

Prior to your child(ren)'s admission to Tilbury Tots Early Learning Centre, you must ensure that all forms regarding your child(ren)'s health are completed and up to date.

Rules for Parents Who Send Food with their Child

Tilbury Tots Early Learning Centre will ensure that parents/guardians are aware that Tilbury Tots Early Learning Centre is a "Nut Aware" environment and foods brought into the facility are free of Nut or Tree Nut products and/or ingredients. School age children who attend full day programs on non-instructional days (i.e., PA Days, March Break, Summer) will be required to bring a bagged lunch from home.

To help reduce the risk of exposure to allergens, parents are asked to:

- Ensure there are no nut products in foods being brought into the child care program.
- Consider any other food allergens that are specific to each program. Parents can ask staff and/or site supervisor what other allergens are noted within the child care program.
- Consider all food coming into the centre is in its original packaging.
- Ensure that at least 3 of the 4 food groups as set out in the Canada's Food Guide to Healthy Eating, is included in your child's lunch/snack.
- Ensure that your child's lunch, water bottles and/or snack are clearly labelled with your child's first name and last initial.
- Ensure that your child's lunch/snacks will be stored as to maintain proper nutritious value, by using an insulated lunch bag with an ice pack inside.
- Parents will be encouraged not to bring foods that contain ingredients to which children may be allergic.
- Birthday and/or special occasion foods will not be permitted in the child care centre. If wishing to celebrate, only non-edible food items will be permitted.
- Children enrolling in the infant program will be permitted to bring in baby foods (jar foods/pouches/mum mums etc.), formula and/or milk if your child is yet on full table food. All food items will need to be clearly labeled with child's first name and last initial; and
- Children who can be sensitive to foods/textures etc. are permitted to bring in foods/snacks, labelled with first name and last initial.

Staff will monitor the contents of each child's lunch/snack to ensure products containing nuts are not brought into the program and to reduce the risk of exposure to any other allergens. Should a child's lunch/snack be forgotten at home, parents will be called to provide as soon as possible.

Tilbury Tots Early Learning Centre recognizes the importance that children with life-threatening and severe have a safe environment in which to participate fully. All possible strategies to reduce the risk of exposure to the causative agents will be practiced. It must be noted that it is not possible to reduce the risk to zero. For parent information, a rotational lunch/snack menu is posted.

Policy – Excluding Ill/Sick Children from Care

If your child is ill with an identified communicable disease and/or is experiencing conditions of ill health that are identified as posing a risk to others in the program, your child will be excluded from attendance. Child should be absent until the contagion is over and/or according to policies established by the local Public Health Unit.

Tilbury Tots Early Learning Centre must report all communicable diseases to the Public Health Unit and the information will be posted.

Policy- Children's Return to Care

When your child has been excluded from care it is your responsibility to ensure that a physician examines your child and that appropriate measures are taken. We ask that you ensure that your child returns to Tilbury Tots Early Learning Centre **ONLY** when the child is feeling better and all the requirements of Tilbury Tots Early Learning Centre and the Public Health Unit have been met.

Temperature/Fever Guidelines

At Tilbury Tots Early Learning Centre, if a child is suspected of having a fever, staff will take your child's temperature. If your child registers a temperature, the procedure will be repeated in 15 minutes or sooner, if the staff member suspects your child's temperature is rising quickly. If your child has a **fever of 38°C/100.4 °F with one or more symptoms**, you will be contacted to come pick up. If your child has a **fever of 38.3°C/101°F and no symptoms**, you will be contacted to come pick up. Child will be made comfortable until you arrive.

If your child has a fever, we ask that you keep your child home where a higher level of individual care is available. Please do **NOT** try to reduce your child's fever with medication before coming into Tilbury Tots Early Learning Centre.

Return to Care

Child must be 24 hours fever free without medication before they are allowed to return to care. Tilbury Tots Early Learning Centre **will not administer any non-prescription medications.**

Vomiting Policy

Due to concerns of contamination if your child vomits, with no reasonable explanation, we will call you to pick up your child. Child/ren will be excluded for a period of 48 hours and are symptom free. Child can return if they have been 48 hours without vomiting. Upon return, if child vomits once, they will be sent home and 48 hours will start over.

Diarrhea Policy

Diarrhea is any change from your child's normal solid or semi-solid stool to liquid or semi-liquid state. Diarrhea stools tend to be more frequent than your child's usual bowel habits and your child may lose bowel control.

Child may remain in program if there is only one episode of diarrhea that has not contaminated the environment and there are no other signs of illness. If there are two to three bouts of diarrhea, or the first bout contaminated the environment, you will be called to come pick up your child. Child will be made comfortable until you arrive.

Child who has been sent home for diarrhea will be excluded for a period of 48 and until symptom free. Child can return if they have been 48 hours free without having diarrhea. Upon return, child has one bout of diarrhea, child will be sent home and 48-hour period starts over.

Outbreak Policy for Diarrhea and/or Vomiting

When there are two or more cases above Tilbury Tots Early Learning Centre normal baseline, within 24-hour period, the Public Health Unit may put Tilbury Tots Early Learning Centre into what is called "Outbreak Status".

Anaphylactic Emergency

After the administration of an Epi-Pen or Allerject to a child who attends Tilbury Tots Early Learning Centre, whether it was administered to a child in program or at home, the child will not be permitted to return to program for 48hrs. This extra time at home will give the parent/guardian the opportunity to ensure that the child has a higher level of individual care and attention after the medical emergency.

Common Illnesses and Exclusion Recommendations

Disease	Exclusion Requirements
Chicken Pox	Exclude until lesions are dry and crusted over (usually 5 days after rash onset)
Impetigo	Exclude until 24 hours after the start of appropriate antibiotics treatment and feeling well enough to take part in activities.
Influenza	Excluded until fever free for 24 hours and well enough to take part in activities
Pink Eye (Conjunctivitis)	Excluded until 24 hours after the start of a prescribed treatment
Strep Throat	Excluded until 24 hours after the start of appropriate antibiotic treatment and are feeling well enough to take part in activities
Whooping Cough	Excluded until 5 days after the start of treatment or three weeks from onset of “whooping” cough if no treatment is given.
Hand, Foot and Mouth	Exclude: Until child is well enough to participate in program, fever free for 24 hours and any open sores are dry and crusted over.
Rash	Exclude: until doctor has determined that the rash is not contagious and/or any open sores are dry and crusted over
Infection/Discharge (Redness, discharge or swelling of eyes, nose, or skin)	Exclude: Until child has been diagnosed by a doctor. An explanation will be requested for the cause of the redness or discharge and the timeline of the contagion is complete.

Prescription Medication

Once child has been excluded from care due to an illness and a prescription medication has been prescribed, child must remain home for a period of 24 hours to ensure prescribed medication has been started, medication has taken into effect and no allergens to medication have been exposed.

Prescription medication can be administered to children at Tilbury Tots Early Learning Centre with the proper authorized Medication Form that must be completed when a prescribed medication is brought into the Centre. To help at drop off, the Medication Form can be found on the Tilbury Tots Early Learning Centre Website under “Download” for you to print and fill out prior to drop off. **Staff will only administer prescription medication prescribed by a Physician.**

Prescription Medication must have the following details for Tilbury Tots Early Learning staff to administer. If the below requirements are not met, we are unable to administer the prescribed medication.

Prescribed Medication must have:

- Name of child on medication
- Date medication was prescribed
- Dosage amount
- Frequency of administration
- Storage instructions
- Start date and where appropriate an end date
- Expiry date (if applicable)

Before and After School

Tilbury Tots Early Learning Centre will not administer prescription medication to any child who attends our before and/or after school program.

School Age Program

School aged children who are in program during school breaks and/or during summer program, full day attendance, can bring in medication to be dispensed.

Outdoor Play

Under the CCEYA, all children,

- **Infant/Toddler/ Preschool-** are required to participate in outdoor play for a minimum of two (2) hours per day, one (1) hour in the morning and one (1) hour in the afternoon (weather permitting).
- **School Age-** Children attending school are required to participate in 30 minutes per day (weather permitting). If your child is attending a PA DAY, they will be required to participate in a minimum of two (2) hours per day (weather permitting).

Rainy days are fun days. Children will participate in outdoor play when the weather is lightly raining (drizzling, misting etc.) appropriate clothing is desired.

Since we do not have additional staff to supervise children indoors, all children in attendance must be well enough to engage in outdoor play. Please ensure that your child is dressed appropriately for the season - for example: snow pants, winter coat, hat, mittens in the winter.

Indoor Play

All playrooms are checked daily to ensure that toys and equipment are safe for the children. The classrooms are set up to ensure freedom of movement and safety.

Toys are disinfected and rotated throughout the day.

Activities that Occur off Premises- Field Trips

Occasionally the staff of Tilbury Tots Early Learning Centre plan and implement activities that may take the children off-site. This could be for a walk through the neighbourhood, a nature hunt or a visit to the local fire department etc. Permission is signed off in your registration package. Parents will be given detailed information regarding time of departure from the centre, time of arrival and return back to the centre and where the children will be going.

Sleep Policy

Under the CCEYA there is a new sleep supervision and position requirement policy that ensure children less than 12 months old are placed to sleep in a manner that is consistent with the recommendations set out in the Joint Statement of Safe Sleep, unless a child's physician recommends another way in writing. A copy of the statement can be provided to parents to read from your childcare centre.

Parent Issues and Concerns Policy and Procedures

The purpose of this policy is to provide a transparent process for parents/guardians, Tilbury Tots Early Learning Centre and staff to use when parents/guardians bring forward issues/concerns.

Accessibility for Ontarians with Disabilities Act (AODA)

Tilbury Tots Early Learning Centre fully supports AODA, Customer Service Act. Should you require assistance in accessing information regarding our programs and services, please contact our coordinator at our main site Tilbury Tots Early Learning Centre located within St. Joseph Catholic School.

Policy

General

Parents/Guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parent/guardians, child care providers and staff and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by a parent/guardian are taken seriously by Tilbury Tots Early Learning Centre and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within 48 business hours (not including weekends). The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial and respectful to all parties involved.

Confidentiality

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g., to the Ministry of Education, College of Early Childhood Educators, Law Enforcement Authorities or the Children’s Aid Society).

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern	Steps for staff and/or Licensee in responding to Issue/Concern
<p>Program Room-Related</p> <p>E.g.: Schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements etc.</p>	<p>Raise the issue or concern to:</p> <p>The classroom staff directly</p>	<ul style="list-style-type: none"> • Address the issue/concern at the time it was raised. • Arrange for a meeting with the parent/guardian within 48 business hours (not including weekends) <p>Document the issue/concern in detail-should include:</p>
<p>General/Centre or Operational Related</p>	<p>Raise the issue or concern to:</p> <p>Brigitte L – Finance Coordinator – ttelclang@gmail.com</p>	<ul style="list-style-type: none"> • The date and time the issue/concern was received • The name of the person who received the issue/concern
<p>Staff, Supervisor-and/or Licensee-Related</p>	<p>Raise the issue or concern to:</p> <ul style="list-style-type: none"> • The individual directly • The TTELC Supervisor or their Designate. • All issues or concerns about the conduct of the staff, etc. that puts a child’s health, safety and well-being at risk should be reported to the supervisor as soon as the parent/guardian become aware of the situation. 	<ul style="list-style-type: none"> • The name of the person reporting the issue/concern • The details of the issue/concern; and • Any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral <p>Provide contact information for the appropriate person if the person is being notified is unable to address the matter.</p>
<p>Student/Volunteer Related</p>	<p>Raise the issue or concern to:</p> <ul style="list-style-type: none"> • Staff responsible for supervising the volunteer or student • Tilbury Tots Early Learning Centre Site Supervisor <p>All issues or concerns about the conduct of student and/or volunteer that puts a child’s health, safety and well-being at risk should be reported to the supervisor as soon as parent/guardian become aware of the situation.</p>	<p>Ensure the investigation of the issues/concerns is initiated by the appropriate party within 48 business hours (not including weekends) or as soon as reasonably possible thereafter. Document reasons for delays in writing. Provide a resolution or outcome to the parent/guardian who raised the issue/concern.</p>
<p>Any allegations of abuse by a staff member or volunteer/person are responsible for reporting the</p>	<p>Parent and or Guardian will report the incident to the Site Supervisor explaining who was affected, what happen, when and where.</p>	<p>Site Supervisor and the Director who become aware of such concerns are also responsible for reporting this information to CAS as per the “Duty to Report” requirement under the Child and Family Services Act.</p>

information to CAS as per the “Duty to Report” requirement under the Child and Family Services Act. It must also be reported directly to the Director	The parent and/or guardian, the Site Supervisor and the Director of child care will review and discuss the written documentation of the suspected abuse or neglect incident and put measures into place for the health, safety and the well-being of the child.	A serious occurrence must be submitted within 24 hours of becoming aware of the suspected abuse or neglect. Must be reported through the CCLS.
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Escalation of issues or Concerns:

Where parent/guardian are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the attention of Tilbury Tots Early Learning Centre Board Members: ttelcboard@gmail.com

Issues/concerns related to compliance with requirements set out in the Child Care and Early Years Act.,2014 and Ontario Regulation 137/15 should be reported to the Ministry of Education’s Child Care Quality Assurance and Licensing Branch.

Issues/concerns may also be reported to other relevant regulatory bodies (e.g., Public Health Department, Ministry of Environment, Ministry of Labour, Fire Department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

Title	Name	Phone Number	Email
Director of Child Care	Jody Bernier	519-682-0804	tilburytots@gmail.com
Director of Child Care in Training	Vanessa Rice	519-682-0804	ttelcvanessa@gmail.com
Site Manager	Judy Myers	519-682-0804	ttelcjudy@hotmail.ca
Supervisor Pain Court Hub	Melanie Morris	519-351-3111	ttelchub@gmail.com
Supervisor- St. Marie	Nathalie Ouellette	519-354-5580	ttelcstmarie9@gmail.com
Supervisor- Wheatley	Jodee Truskey	226-248-0351	ttelcwheatley@gmail.com
Supervisor- Tilbury Area Public School	Lisa Russell	226-627-2097	ttelctaps5@gmail.com
Supervisor- Merlin Area Public School	Patty Schram	519-689-7027	ttelcmerlin@hotmail.com
Supervisor- Ecole St. Francis	Jennifer Verkaik	226-626-9127	ttelcstfrancis@gmail.com
Financial Coordinator	Brigitte Lang	519-682-0804	ttelclang@gmail.com
Assistant Financial Coordinator	Cristina Martizon	519-682-0804	ttelctina@gmail.com
Human Resource Coordinator	Renée Regnier	519-682-0804	ttelcrenee@gmail.com
Office Administration	Lisa Miller	519-682-0804	ttelclisam@gmail.com
Ministry of Education Help Desk		1-877-510-5333	Childcare_ontario@ontario.ca

Concerns About the Suspected Abuse or Neglect of a Child

Everyone, including members of the public and professionals who work closely with children are required by law to report suspected cases of child abuse or neglect.

If a parent/guardian expresses concern that a child is being abused or neglected, the parent will be advised to contact the Local Children’s Aid Society (CAS).

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the “Duty to Report” requirement under the Child and Family Services Act.

For further information: visit

<http://www.children.gov.on.ca/htdocs/English/childrensaidthereportingabuse/index.aspx>

End Note

Thank you for taking the time to read through our Parent Policy Guide. We truly want to make your family’s transition to Tilbury Tots Early Learning Centre as seamless as possible. We are excited to have you join our Tilbury Tots Family and look forward to providing your child(ren) with the opportunity to grow and learn in an environment that is safe and nurturing.