

**Tilbury Tots Early Learning Centre Parent Handbook**

**(Subject to change; this is a living document)**

**Revised July 4, 2025**

**WELCOME!**

Tilbury Tots Early Learning Centre wishes to extend a warm welcome to you and your family. We are delighted that you have chosen our centre for your childcare needs and look forward to the opportunity to engage with you. We strongly believe in the importance of effective communication and sharing information with clarity, empathy, and understanding.

This Parent Policy Guide is developed to provide families with fundamental and transparent information regarding our centre.

We acknowledge that open lines of communication are key between you and our staff, and the information you provide will help fulfill the needs of your family.

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.

Tilbury Tots Early Learning Centre's Parent Policy Guide is the first step we will take together in your family's child care and education experience with us. We wholeheartedly welcome you and look forward to our relationship with you and your family, and are pleased that you have chosen Tilbury Tots Early Learning Centre!

Our Parent Policy Guide is a living document and is subject to change; as a result, the content may be altered due to changes in Tilbury Tots Early Learning Centre's policies and procedures or per Ministry of Education guidelines. Please feel free to contact your site supervisor for verification or clarification on Tilbury Tots Early Learning Centre's Policies and Procedures

**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 helps children develop new competencies that lead to confidence and resiliency that they will need for their future. Unstructured and uninterrupted play allows children to learn how to work in groups, encourages social skills and teamwork, turn-taking, and listening, imaginary scenarios, and decision-making negotiating, and conflict resolution. When play is practiced it allows children to have decision-making skills, move at their own pace, discover their own areas of interest, and fully engage in their own choices

Play allows children to lead without rules, developing their creativity. Having dedicated readily accessible loose parts materials makes it easy to incorporate play. Open-ended materials/loose parts encourage

exploration and creativity which comes without any instructions and require the Registered Early Childhood Educator to become the third teacher in their environment.

Our RECE's play an essential role in the environment, setting up the play centres and surrounding environment, selecting the appropriate loose parts materials, asking open-ended questions, facilitate the child's play without being intrusive, and can encourage independent exploration and learning. Helping with tasks that might seem difficult without doing the activity for the child. Observations are also a great way to see when a child is excited, whom they play with, and materials they are manipulating to set up their environment daily. Observing each child and activity, noting which skills they are mastering and their development needs

Our educational philosophy and practices are intended to strengthen the quality of our program and ensure high-quality experiences that lead to positive outcomes. Tilbury Tots Early Learning Centre bases children as competent, capable, curious participants and contributors to their environment and delivers a program that is inclusive, child-centred, and family-oriented. TTELC also follows How Does Learning Happen? Along with Ontario's Pedagogical for the Early Years, guiding documents under the Child Care Early Years Act (CCEYA)

These goals and approaches are designed to have a better understanding of the process and aiding in these development milestones as we strive to be organized around the Four Foundations of Belonging, Well-Being, Engagement, and Expression. Every person who enters Tilbury Tots Early Learning Centre should feel as though they belong, are engaged, their well-being is supported, and are free to express themselves.

This program statement is a living document that continually evolves with the ongoing engagement of the staff and families in our program. Annual and ongoing review of the program statement with staff, students, volunteers, and families ensures continued practice. Tilbury Tots Early Learning staff are supported to make meaningful contributions to the ongoing development of the program through professional learning, attendance in training, workshops, and support with education.

**(a) Promoting health, safety, nutrition, and well-being of the children:**

- Menu planning following Canada's food guidelines
- Educators will provide ideal opportunities for children to practice their growing self-care abilities along with promoting self-regulation and a sense of competence
- Ministry-guided practices and policies in place to ensure the health, safety, and well-being of all children in care.

**(b) Supporting positive and responsive interactions among children, parents, and childcare providers:**

- Educators will establish reciprocal relationships between themselves, children, and families

- Educators will encourage a sense of belonging and strengthen those connections between home and the childcare program
- Educators will encourage an inclusive environment where children are able to participate and collaborate in meaningful ways building caring relationships

**(c) Encouraging children to interact and communicate in a positive way, supporting their ability to self-regulate:**

- Educator will be attuned to the physical and emotional state of the child and respond in a sensitive manner
- The educator will have conversations among children, acting as a coach, helping to find the right words and approach. Modeling, listening, and providing the right strategies
- Educator will be aware of the many “languages” children use to communicate and provide support so children of all abilities can express themselves and can be heard

**(d) Fostering children’s exploration, play and inquiry**

- Educators will encourage time to explore the environment equipped with open-ended materials that invite investigation and complex play
- Educators will collaborate together to create engaging environments and experiences to foster learning and development
- Educators will encourage longer periods of uninterrupted play with few transitions

**(e) Providing child-initiated, educator-supported experiences:**

- Children’s experiences will be valued and should include their perspective and should be enhanced when educators are co-learners
- Educators will be “unobstructive observers” and set up the environment with rich and resourceful open-ended, loose parts materials, based on children’s interests and allowing choice of play

**(f) Planning and creating a positive learning environment which children’s learning and development is supported:**

- Educators will provide inclusive learning environments along with experiences that encourage exploration, play, and inquiry
- Educators will be encouraged to plan and create the environment as a “third teacher”, being responsive to the needs and interests of the children
- Educators will encourage to probe further, asking open-ended questions and engage in discussion

**(g) Incorporating indoor and outdoor play, active play, quiet play along with rest and quiet time considering the individual needs of the child receiving childcare:**

- Educators will view the indoor and outdoor spaces as discovery and learning, offering altered time to explore, play, and enjoy activities
- Educators will be encouraged to facilitate reasonable risks, facilitating children's limits and competence through active play
- Educators will recognize and support children's self-regulation abilities by offering quiet activities during rest periods

**(h) Fostering engagement of ongoing communication with parents about the program and their children:**

- Educator will communicate and support parents by answering questions about their child's development and providing resources
- Educators are respectful when sharing pertinent information to parents about their child while being respectful and maintain confidentiality
- Educators will make a point to get to know all families and children enrolled in the Tilbury Tots Early Learning Centre program

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**(i) Involving local community partners, allowing partners to support children, their families, and staff:**

- Working with community partners to ensure environments and experiences provide equal learning by making flexible adaptations to all
- Reaching out to families, helping make those connections to supports and networks in the community
- Educators will seek opportunities to gain knowledge from others in the community through networking/workshops

**(j) Supporting staff, or others who interact with children at the childcare centre in relation to continuous professional learning:**

- Educators will attend a wide spectrum of training throughout their career at Tilbury Tots Early Learning Centre
- Tilbury Tots Early Learning Centre encourages leadership opportunities designed to support all levels of mentoring/coaching and developing the educators in our centre

**Impact of the strategies set out in clause (a) to (j) above on children and their families:**

- The program statement is a living document that will be reviewed and updated when necessary
- Educators will review goals and approaches
- Ages and stages questionnaires (ASQs); and
- Parent surveys

**Supporting continuous professional learning, we will encourage our staff to engage in workshops and other means of professional development:**

- Certificate of completion upon workshop/webinar, etc.
- Educators are working and completing their continuous professional learning (CPL), annually

- Educators who attend all-day workshops may be asked to present at a staff meeting
- Once monthly, excluding July and August, staff must attend staff meeting and/or in-house professional development
- Supervisors will continually monitor and mentor staff. Coaching and development monitoring will be held throughout the year
- Coaching/mentoring in place and will meet with each staff to complete an evaluation; and
- Management will stay well-informed with the ever-changing field and keep staff updated as necessary

### **Conduct/Harassment Policy**

Tilbury Tots Early Learning Centre maintains high standards for positive interactions, communication, and role modeling for children. 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 Policy and Procedures**

#### **Purpose**

This policy and the procedures within help support the safe arrival and dismissal of children receiving care.

This policy will provide staff, students, and volunteers with 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 childcare centre as expected, as well as steps to follow to ensure the safe dismissal of children.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

### **Policy General**

Where a child does not arrive at care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedure set out below.

- Child/ren may be released to anyone 16 years and older who are the parent/guardian, an individual that the parent/guardian has provided written authorization that the child care may release the child to and/or is on the authorized pick-up list listed on the registration forms.
- It is the parents/guardians' responsibility to notify Tilbury Tots Early Learning Centre if their child will not be attending or arriving late.
- Parents/Guardians are responsible for the transportation of their child to and from the childcare centre and assume responsibility for any expense incurred in the centre because of emergency, incident, or illness of the child/ren.
- If a staff member perceives a parent/guardian or authorized individual to be impaired, the staff may speak to the parent and suggest an alternative method of transportation. If you, as a parent, insist on taking the child, staff will call the police. If staff witness children arriving and departing without proper child restraints in vehicles, it is the staff's duty to report the car license number to authorities as endangering a child's life.

### **Release without Supervision**

Tilbury Tots Early Learning Centre will ensure that any child receiving child care that is 0–12 years of age will only be released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization for.

- Copies of any court orders prohibiting a person from picking a child up are required for the child's file.
- Tilbury Tots will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release children to leave the building without supervision.
- A parent/guardian may request, in writing, that a child who is 6 years or older be allowed to arrive to the childcare past school dismissal time or be released into the school without supervision to attend tutoring, organized sports, or extracurricular activities that occur within the school.

Parents/Guardians must provide written and signed authorization and instructions for the release of the child into the school, including the times for admission or dismissal.

Where a parent/guardian provides written instructions for the release of their child from care without supervision or late arrival to the program after school dismissal, the parent/guardian is aware that Tilbury Tots Early Learning Centre is not responsible for the child upon their dismissal or before arriving at the childcare.

- During drop-off and pick-up times, parents are to always keep their children within their sight.

### **Accepting a Child into Care**

When accepting a child into care at the time of drop off, program staff in the room must:

- Greet the child
- Greet the parent/guardian of the child
- Ask the parent/guardian how the child's evening/morning has been; and
- If the parent indicated that someone other than the child's parent/guardian will be picking up, the staff must confirm that the person is listed on the authorization pick-up list, or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing.

### **Staff will then:**

- Document the change in the pick-up procedure in the daily log book.
- Sign the children in on the classroom attendance records; and
- Sign the children into Fastoche

### **Where a child has not arrived in care as expected:**

Where a child does not arrive at the child care centre and the parent/guardian has not communicated a change in the drop-off, the staff in the classroom must:

- Staff will inform the Site Supervisor or designate. Site supervisor, designate, or staff member will commence contacting the child's parent/guardian no later than 10:00 am for our Infant, Toddler, and Preschool programs (JK/K/School age during non-instructional days) or 9:00 am for our before-school program and 3:30 pm for our after-school program during instructional days. Parents/guardians will be contacted once, and if there is no answer, staff will attempt to leave a voice message.
- If parents are separated, a call will still be placed to both parents, once. If there is no answer, staff will attempt to leave a voice message on each parent's phone.
- Should staff be unable to reach the parents/guardians to confirm the child's absence, an attempt to reach one emergency contact listed on the child's registration form will be made. Staff will contact at least once, and if there is no answer, staff will attempt to leave a voice message.
- Once parent/guardian and/or emergency contact has called back to confirm absence, program staff shall document the child's absence on the attendance record. Any other information about the child's absence will be documented on their daily log sheet and in the Fastoche Communication Book.
- Each phone call will be logged separately in the Call Log of Fastoche and on their daily log notes.



## **Wellness Check**

If you know of a family that may be in a crisis (court orders, domestic abuse, etc.) and contact of either parent/guardian and/or emergency contact has been unsuccessful, and feelings of a wellness check are in order, a call to the Chatham-Kent non-emergency line will be placed.

- Chatham-Kent Police Services non-emergency line (519) 352-1234 ext. 9

## **Releasing a Child from Care**

### **Pick-Up Authorization**

Staff who are supervising children at the time of pick-up shall only release the child to the parent/guardian or to an individual that the parent/guardian has listed on the authorized pick-up list on the child's registration form or has provided written authorization that the child care may release the child to. Where the staff does not know the individual picking up the child, staff will:

- Ask the parent/guardian or authorized individual for photo identification and confirm the individual's information against the parent/guardian's or authorized individual's name on the child's file or written authorization.

We will not release a child from Tilbury Tots Early Learning Centre to anyone, not authorized from the child's file, without proper documentation such as an email, Fastoche text/email. Phone calls are not permitted.

### **Where a child has not been picked up as expected (before centre closes)**

Where a parent/guardian has previously communicated with Tilbury Tots Early Learning Centre a specific time that their child is to be picked up from care, and the child has not been picked up, staff will:

- Call the Site Supervisor
- Call parent/guardian
- Call authorized pickup
- Call emergency contact to advise that the child is still in care and has not been picked up.

Where staff are unable to reach the parent/guardian, emergency contacts, or authorized pick-up, they will continue to repeat the call list until someone picks up. Staff will also continue to keep the site Supervisor informed on the status of the situation.

### **Where a child has not been picked up and the centre is closed**

Where a parent/guardian or authorized individual who was supposed to pick up a child from Tilbury Tots Early Learning Centre has not arrived by the site closure, staff shall:

- Ensure that the child is given a snack and an activity while they wait to be picked up
- Call parents/guardians, and
- Call Site Supervisor, advise that the child is still in care, and inquire about pick-up time.

If the staff is unable to reach the parents/guardians or authorized individual who was responsible for picking up the child, the staff will:

- Call parents/guardians or authorized individual
- Call authorized pickup, and
- Call emergency contact

Staff will repeat the call list.

Where a staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file, staff will proceed with contacting the local Children's Aid Society (CAS). Staff shall follow CAS's direction with respect to the next steps.

Children's Aid Society (CAS) Phone Number: 519-352-0440

### **After-School Arrive Safe Procedure**

#### **Accepting a child into After School Care**

When accepting a child into the after-school program, program staff in the room must:

- Staff will grab their daily attendance records, review which children will need to be picked up for the after-school program
- Once school bell sounds for the end of the day procedures, Tilbury Tots Early Learning Centre staff will head to their designated pick-up spot with their classroom attendance sheet
- Staff will gather all students that will be in their after-school care, acknowledge their presence, and sign them onto the daily attendance sheet
- If a child is not in attendance at school, whom should be on the childcare pick-up list, Tilbury Tots Early Learning Centre staff will have open communication with the school's classroom teacher and make note on the attendance sheets as to this child's absence (staff will proceed to follow through with the procedure as to **where a child has not arrived in care as expected**).
- Once all children have been accounted for, Tilbury Tots Early Learning Centre staff will head to their designated classroom space, and
- Staff will do another head count to ensure all children have been accounted for and will sign all children into the Fastoche attendance records

#### **Where a child has not arrived at after-school care as expected**

When a child does not arrive at the after-school program who was expected, and the parent/guardian has not communicated changes about pick up:

- Tilbury Tots Early Learning Centre staff will note on the attendance sheet when a child has not entered the after-school program

- Staff will notify the site Supervisor promptly that the child was not in attendance for the after-school program
- Staff will document on their daily log notes and/or in Fastoche communication log that the child was not in attendance
- The site Supervisor/staff and/or designate will call the parents/guardians once. If there is no answer, staff will attempt to leave a voice message
- Each phone call will be logged separately in the call log in Fastoche as well as in the daily log notes

### **Dismissing a child from childcare without supervision procedures**

Staff will only release children from care to the parent/guardian or other authorized persons. Under no circumstances will children be released from care to walk home alone.

### **Child Guidance and Behaviour Management Policy**

Tilbury Tots Early Learning Centre promotes a safe and caring learning environment that emphasizes on respecting self, others, and the world around us.

All children, staff, families, and community partners have the right to be safe and feel safe while at any of our Tilbury Tots Early Learning Centre locations. Tilbury Tots Early Learning Centre commits to utilizing positive interactions, constructive and respectful conflict resolutions.

A safe, caring, and inclusive learning environment is the responsibility of:

- A classroom support
- Administration
- The children
- Families

### **Child Guidance Policy**

Child behavioural guidance is an important part of your child's learning experience and should be understood from that perspective. A key goal of Tilbury Tots Early Learning Centre is to help your child develop feelings of adequacy and self-esteem, as well as confidence to try new experiences. We establish warm, supportive relationships through daily attention and recognition of each child's interactions and serves as an example for your child to follow.

Staff play a major role by ensuring that your child feels secured and cared for. The use of positive language, expressions of concerns for your child as an individual, and timely guidance when behaviour is inappropriate, fosters trust and contributes to the development of a positive learning environment.

Rules and expectations are clearly outlined and appropriated to each child's developmental stage so that children can understand and internalize the underlying reasons for specific requests. Through positive behaviour

guidance, children learn the rules of the environment and more importantly, they learn and develop self-regulation. Children are encouraged to show respect for themselves, other children, staff, toys, and equipment along with belongings or property of others. Following any behaviour guidance interactions with your child, staff will initiate a positive interaction with your child.

Tilbury Tots Early Learning Centre staff will help children take responsibility for their own behaviour by using the following approaches:

- Providing an interesting and appropriate program that challenges children without frustrating or overwhelming them
- Recognizing that children who are bored, over-stimulated, or tired are more likely to resort to inappropriate behaviour
- Praising and encouraging children by building on their accomplishments and strengths
- Providing timely guidance by assisting children before a problem occurs, redirecting behaviours, diverting attention and providing both verbal and physical assistance, as well as alternative opportunities and activities; and
- Helping children to learn to deal with anger and other strong feelings by talking about them and learning to find appropriate outlets for expression

**Please note:** Child guidance is most effective when the approaches used at home and at Tilbury Tots Early Learning Centre are consistent.

### **Behaviour Management Policy**

We at Tilbury Tots Early Learning Centre are committed to providing a safe and nurturing environment for all children in our program. We believe that every child has the right to receive quality care and we also understand the importance of setting clear boundaries for acceptable behaviour.

TTELC plans activities in which the child can succeed which promotes a child's sense of belonging, engagement and well being. When dealing with inappropriate behaviour, we employ various techniques to address the issue:

- Adapting the environment, setting, or activity
- Using positive language, praise, or affirmations
- Ignoring the behaviour when necessary
- Redirecting the child and providing a designated calm-down area within the classroom
- Applying natural and logical consequences

It is our expectation that all children will conduct themselves in a manner that is both safe and appropriate for their age. The following guidelines are established to address cases of extremely unacceptable behaviour.

#### **Group 1:**

- Use of profanity with intent
- Disruption of program due to outbursts

In the event that a child exhibit any of the behaviours outlined in Group 1, we will implement the following procedures:

**First instance:** Staff will communicate to the child that their behaviour is inappropriate, provide redirection and offer access to the calm-down area. Additionally, an incident report will be documented in Fastoche and a copy will be emailed to the child's parent/guardian.

**Second instance:** another incident report will be documented and shared with the parent/guardian. Depending on the severity of the situation a meeting involving the parent, staff, and director may be necessary to address the issue and devise a plan of action.

If a plan is in place and the behaviour persists, the parent/guardian will be contacted to pick up their child. In some instances, we may recommend the involvement of a behavioural consultant from an external agency.

Repeated instances of being sent home will lead to modifications in the child's attendance days and hours. Should the behaviour continue despite all interventions, termination from the program may be necessary.

## **Group 2:**

- Throwing of objects with willful intent
- Intentional hitting, biting, kicking (any form of aggressive behaviour) towards another child or staff

In the event that a child exhibit any of the behaviours outlined in Group 2, we will implement the following procedures:

**First instance:** staff will communicate to the child that their behaviour is inappropriate. An incident report will be documented in Fastoche and a copy will be emailed to the child's parent/guardian. The parent/guardian will be contacted and arrangements will be made for the child to be picked up.

**Second Instance:** staff will document an incident report in Fastoche and the parent/guardian will be contacted to pick up their child. A meeting involving the parent/guardian, staff, and director may be necessary to address the issue and formulate a plan of action. Tilbury Tots Early Learning Centre may recommend the involvement of a behavioural consultant from an external agency.

If a plan is in place and the behaviour persists, modifications to the child's attendance days and hours may occur. Should the behaviour continue despite all interventions, termination from the program may be necessary.

Tilbury Tots Early Learning Centre Board of Directors reserves the right to review a child's incident reports and can determine to terminate services if any behaviour endangers a child or staff, regardless of the above procedures.

Following the direction of the Safe School Act, Tilbury Tots Early Learning Centre will implement the following protocols in relation to managing with our centre.

## **Progressive Discipline**

Is a type of discipline approach to shaping a child's behaviour which involves age-appropriate interventions, supports, and consequences. This method is corrective and supportive which allows children to learn from their experiences in developmentally appropriate ways.

## **Early and Ongoing Intervention Strategies**

1. Parents/guardians are expected to be actively engage in the process of progressive discipline
2. Classroom teachers and Site Supervisors will utilize early intervention strategies to prevent unsafe or inappropriate behaviours and guide the child to a more appropriate choice
3. Records of methods of intervention and strategies utilized should be maintained

## **Intervention Strategies**

- Contact with the child's parents/guardians

- Oral reminders
- Review of expectations Addressing Inappropriate Behaviour
- Classroom teachers will provide timely intervention and correction of appropriate behaviour using age and developmentally appropriate approaches
- If the child's continuing presence in the childcare creates an unacceptable risk to the safety of others, the progressive discipline approach may not be appropriate
- Seek assistance from outside Community Partners
- Short-term suspension from program; and
- Withdrawal of program

### **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 withdraw. All documentation of meeting, 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 highchair, car seat, stroller, or other device for the purpose of discipline or in lieu of supervision the physical restraint is 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 to confine 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 decision.

### Tilbury Tots Early Learning Centre Sites and Program Offerings

Site	Address	Offering	Hours	Phone Number
TTELC @ St. Joseph Catholic School (Main Site)	43 St. Clair St., Tilbury NOP 2L0	Infant to School Age (Infant to 12 years)	6:00 am – 5:30 pm	519-682-0804
TTELC @ Wheatley Area Public School	226 Erie Street, Wheatley NOP 2P0	Infant to School Age (Infant to 12 years)	6:00 am – 5:30 pm	519-682-0804 Ext. 0301
Garderie Petit Pas @ École Secondaire de Pain Court HUB	14 Notre Dame, Pain Court NOP 1Z0	Infant to Preschool (Infant to 5 years)	7:15 am- 5:30 pm	519-682-0804 Ext 0801
Garderie Petit Pas @ École St. Francis	11 St. Clair St, Tilbury NOP 2L0	Preschool to School Age (2.5 to 12 years)	6:00 am 5:30 pm	519-682-0804 Ext 0601
TTELC @ Tilbury Area Public School	5 Mabel St, Tilbury NOP 2L0	Preschool to School Age (2.5 to 12 years)	6:00 am - 5:30 pm	519-682-0804 Ext 0501
TTELC @ Merlin Area Public School	21148 Erie St, Merlin NOP 1W0	Family Grouping Infant- School Age (Infant to 12 years)	6:00 am - 5:30 pm	519-682-0804 Ext 0401
Garderie Petit Pas @ École Ste. Marie	90 Dale Drive, Chatham N7L 0B2	Toddler to School Age (18 months to 6 Years)	6:00 am - 5:30 pm	519-682-0804 Ext 0901

## Holidays and Closures

Tilbury Tots Early Learning Centre is open Monday to Friday, with the exception of the following Holidays. Please note that families **will be** invoiced for these holiday closures. 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

Tilbury Tots Early Learning Centre will be **CLOSED** during the week of the Civic Holiday in August each year. This scheduled closure allows us to thoroughly clean the centres, perform maintenance, and complete additional projects. For families, you will not be invoiced for this week, as it serves as a vacation week.

### Easter Monday

We will be closed on Easter Monday each year. Please note that this will be a non-billable day for our families.

### Remembrance Day

LINCK observes Remembrance Day each year. Children who are supported by LINCK will be unable to attend childcare on this day. Each child who is supported by LINCK will be assessed on an individual basis. Please note that this will be a non-billable day for families.

### PA Day for Staff

Professional development days at TTELC are organized by CK Child Care and Early Years through the Municipality of Chatham-Kent. These days are vital for ensuring that we provide high-quality care. They allow our staff to enhance their skills and knowledge while staying updated on the ongoing changes in our profession. Professional development days may occur once or twice a year, and we will provide families with as much notice as possible. Please note that these will be non-billable days for our families.

### 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, we may make announcements through Fastoche as an emailed broadcast message, on our Facebook page, and through the Chatham-Kent radio station 94.3 CKSY.



## 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 and the evacuation 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.

Parents and guardians of children at a Tilbury Tots Early Learning Centre that has been evacuated can call the main switchboard. If required, the call may be forwarded to an alternate contact number, where they will receive information about the evacuation site location.

### In Case of Emergency, the place of Shelter during Full Evacuation is:

Site	Emergency Shelter Location
TTELC @ St. Joseph School (Main Site)	St. Francis Xavier Church, 32 Canal St. W, Tilbury, ON
TTELC @ Wheatley Area Public School	Wheatley Area Arena, 196 Erie St. N, Wheatley, ON
TTELC @Merlin Area Public School	Kinsmen Hall, 2 Erie St. N, Merlin, ON
TTELC @ Tilbury Area Public School	Darrel S. Moffat Memorial United Church, 27 Canal St. E, Tilbury, ON
TTELC @ ST. Francis	St. Francis Xavier Church, 32 Canal St. W, Tilbury, ON
TTELC @ Pain Court HUB	Ecole St. Catherine, 24162 Winter Line, Pain Court, ON
TTELC @ Ecole Ste. Marie	St. Angela Merici Catholic School, 80 McNaughton Ave., Chatham, ON

## 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.

#### **Ste Marie Families**

Children who are graduating from JK/SK and preparing to transition to Grade 1 in September will no longer be able to attend TTELC as of the last full day of the JK/SK school year.

Contact the school directly to inquire about the before and/or after-school programs they offer.

#### **Waitlist**

Tilbury Tots Early Learning Centre has established and maintains a waitlist through the Municipality of Chatham-Kent. 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](http://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.

## **Waitlist Guidelines**

### **Placing a Child on The Waitlist**

The Licensee or designate will place children from the waitlist into the program room in 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 part-time 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 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 restarts. 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 precedence 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 visit the nearest centre to pick up a registration package. The registration papers and all other required documents **must be** returned to the centre in a timely manner as directed by the site supervisor, before your child's first day, to ensure that our staff can prepare for your child's arrival. Should we not receive all required documents and registration before your child's first day, child care may be delayed.

## **Infant Program Intake**

**Full-time, 5 days a week, is required to attend the infant room**

### **Orientation Visit Schedule:**

A week before the child's start date, the centre will schedule 3 visits:

1. A minimum 1-hour visit with the child and parent.
2. A minimum of 2 hours visit (without parent) so that the infant may familiarize themselves with their surroundings
3. A minimum of 6 hours visit (without parent) so that staff may familiarize themselves with the infant's schedule and get to know your child.

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 and can be found under "Registration Packages" on our website.

## **Toddler Program Intake**

**Full-time, 5 days a week, is required to attend the Toddler room. Part-time options are available and will be as follows: Mondays, Wednesdays, and Fridays OR Tuesdays and Thursdays. Families requiring part-time must pay for full-time space until we can match your schedule with another family. If your match terminates their contract of care, you will resume full-time until we can find another match.**

There will be no orientation visits for the Toddler Room. Please visit the Tilbury Tots Early Learning Centre website to view photos of your child's classroom. Pictures of the rooms can be found under "Resources."

## **Preschool Program Intake**

**Full-time, 5 days a week is required to attend the Preschool room. Part-time options are available and will be as follows: Mondays, Wednesdays, and Fridays OR Tuesdays and Thursdays. Families requiring part-time must pay for full-time space until we can match your schedule with another family. If your match terminates their contract of care, you will resume full-time until we can find another match.**

There will be no orientation visits for the Preschool Room. Please visit the Tilbury Tots Early Learning Centre website to view photos of your child's classroom. Pictures of the rooms can be found under "Resources."

Preschool children entering JK and attending during the summer months will need to attend full-time.

Preschool children who wish not to attend in summer but require care in September must reapply on the waitlist.

## **School-Age Intake**

**Full-time, 5 days a week, is required to attend the School-Age room. Families will be invoiced for before and after school care unless we can match your schedule with another family requiring opposite care times (Schedule Matching for families is: 5 days before school or 5 days after school only)**

There will be no orientation visits for the school-age children. Please visit the Tilbury Tots Early Learning Centre website to view pictures of your child's classroom. Pictures can be found under "Resources."

## **Boys and Girls Club at St. Joseph School – Main Site**

TTELC will only offer before-school care for children in grades 1 through 6.

After-school care and care for non-instructional days will be provided by the Boys and Girls Club of Chatham-Kent.

Parents with children in grades 1 through 6 who attend St. Joseph School and require after-school care or care on non-instructional days can contact HOLLY@BGCK.COM or visit their website at [C.O.R.E. Club After-School Program — Boys and Girls Club of Chatham-Kent Inc. \(bgcck.com\)](http://C.O.R.E.ClubAfter-SchoolProgram—BoysandGirlsClubofChatham-KentInc.(bgcck.com))

Please enquire with the Boys and Girls Club regarding rates. The Boys and Girls Club accepts subsidies for families.

## **Registration for School-Age Children Programs**

### **Contract for Care Categories**

When a child who is 6-12 years of age is registered to attend TTELC, they will be registered as one of the following;

1. Full-time child using 5 days a week. Before and After School (2 sessions a day)
2. Part-time must pay for full-time until we can match with another family (part-time will be 5 days a week, either before or after school – One Session)

**Preference is given to children registered as full-time.**

For part-time clients, TTELC will attempt to accommodate as many families as possible by sharing spaces.

## **Contract for Care Application for Care for the School Year September to June**

Parents will need to apply for a school-age space **each year, by completing a Contract for Care Application in the spring** and return it to their preferred site by the due date.

This program will only run from the first day of school in September to the last day of school in June.

There will not be full-time spaces available for staggered entries for children entering into kindergarten.

The application will be distributed to:

1. Existing enrolled Preschool Children entering school in September.
2. Existing Kindergarten children.
3. Existing Primary Junior Children. (Grade 1 and up)

The application will indicate a return due date, and the applications received by the due date will be considered for any spaces.

Applications received after the due date will be considered for any remaining available spaces.

Failure to return application by due date will result in child care space being terminated. Parents will be required to reapply on the waitlist.

Any available spaces after all applications from existing families have been reviewed will be filled from our waitlist.

Please note that applying for a space does not guarantee that you will have a space for September.

Requests for occasional changes to hours for pick-up and drop-off made after noon on Wednesdays will be granted if the request does not require an adjustment to staffing requirements.

Two weeks' notice is required by parents to permanently alter their contract for care.

Due to ratio guidelines, if management notices families with significant changes to the agreed hours of use, they will contact the family to see if the family needs to alter their contract.

### **Non-Instructional Days**

Booking for non-instructional days:

**0-5 Years of Age** – families will be charged for all PA Days, March Break, and summer months.

**6-12 Years of Age** –PA Days and March Break (full week) must be **booked by calendar by Wednesday at noon for the following week**. Once booked, you will be billed for them, and cancellations will not be credited.

Summer months must be booked in full weeks when completing the Summer application.

### **Summer Program for Kindergarten and School-Age Children**

Parents are required to apply for a space for the school year annually; families are no longer required to book 2 weeks per month for July and August to secure a space for September.

TTELC will run a summer program for children 4-12 years of age, who are currently in kindergarten and older grades, separate from the School Year Program. Please be advised that, age of availability will differ from site to site depending on our Ministry License.

Children in the Preschool program entering school in September will not be eligible for this program.

Children 6-12 years of age, parents can choose the specific weeks during the summer, based on their needs. During the summer, weeks must be booked in FULL weeks (5 days, Monday to Friday). No part-time weeks will be booked.

Children under 6 years of age must attend full-time. If families do not wish to have children under 6 years of age attend for the summer, they must reapply to the Chatham-Kent waitlist - [The Municipality of Chatham-Kent | Child Care Waitlist](#)

#### **Children under 6 years of age – all sites**

- CWELCC rate will be applied – Cost Per Day \$17.03 (up to 9.5 hrs). Additional fees are applied for over 9.5 hrs.
- Lunch Provided Daily & Two (2) Snacks Provided (AM/PM). Please provide water bottle labeled with child's name
- If your child turns 6 years of age on any date in July, as of August 1, your child will no longer receive CWELCC rate. If this occurs, your options for August are as follows: full-week attendance, selecting specific weeks, or opting out.

#### **Children over 6 years of age- Wheatley and TAPS locations, NO Lunch Provided**

- Cost Per Day \$31.05(discounted \$5.00 per day) (up to 9.5 hours). Additional fees are applied for over 9.5 hrs.
- Parents provide a peanut-free lunch and Water Bottle, please label, (**all lunches must be ready to eat as we do not have the availability to cook or reheat food**)
- **Outside food (McDonald's, Tim Horton's, etc.) is NOT permitted due to allergy risks.**
- Two (2) Snacks (AM/PM) will be provided by TTELC

#### **Children over 6 years of age – St. Francis and Merlin Sites, Lunch Provided**

- Cost Per Day \$36.05(up to 9.5 hours) Additional fees applied for over 9.5 hrs.
- Lunch Provided Daily & Two (2) Snacks Provided (AM/PM). Please provide water bottle labeled with child's name

#### **Process to apply**

1. Parents will receive an application for the summer program by email from [ttelcparents@gmail.com](mailto:ttelcparents@gmail.com). A due date will be listed on the application.
2. Failure to return the application by the due date will indicate that summer care is not required.
3. TTELC will require a minimum of 5 children enrolled in any week of the program to run.
  - a. If a week does not meet the minimum of 5 children, parents will have the choice to choose a different week to attend or request a refund for the canceled week only.
4. Families will be billed for the weeks indicated in July or August. There are no credits or refunds given for cancellations once form is submitted.

Program location will be determined by the number of children using the Summer Program. Parents will receive a letter indicating what is required to be brought to the Summer Program for their child.

Children who attend the Boys and Girls Club may be relocated to another site for the summer months.



### 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

#### INFANT TODDLER & PRESCHOOL RATES EFFECTIVE JANUARY 1, 2025

All Tilbury Tots Early Learning Centre is registered with CWELCC

Agre Group	Pay Code		NEW PARENT RATE Effective January 1, 2025

#### BASED FEE - THIS FEE ENCOMPASSES - DAILY CARE, LUNCH AND 2 SNACKS

##### Children Under the Age of 6 Years

Infant	FULL DAY	Over 9.5 Hours Per Day	\$ 22.00
Infant	FULL DAY	Up to 9.5 Hours Per Day	\$ 20.93

Toddler	FULL DAY	Over 9.5 Hours Per Day	\$ 22.00
Toddler	FULL DAY	Up to 9.5 Hours Per Day	\$ 18.97

Preschool	FULL DAY	Over 10.5 Hours Per Day	\$ 22.00
Preschool	FULL DAY	10.5 Hours Per Day	\$ 21.62
Preschool	FULL DAY	Up to 9.5 Hours Per Day	\$ 18.00

#### One Session (Before or After School) is only available to current families and until June 30, 2025

Under 6 years	ONE SESSION BEFORE SCHOOL	More Than One Hour Before School	\$ 12.00
Under 6 years	ONE SESSION AFTER SCHOOL	More Than One Hour After School	\$ 12.00
Under 6 years	BEFORE AND AFTER SCHOOL	Before and After School - Used on the Same Day	\$ 12.00

Under 6 years	JK/SK FULL DAY	11.5 Hours Per Day	\$ 22.00
Under 6 years	JK/SK FULL DAY	10.5 Hours Per Day	\$ 20.65

Under 6 years	JK/SK FULL DAY	Up to 9.5 Hours Per Day	\$ 17.03
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# **TILBURY TOTS EARLY LEARNING CENTRE**

## **CHILDREN OVER 6 YEARS OF AGE - RATES EFFECTIVE JANUARY 1, 2025**

**All Tilbury Tots Early Learning Centre is registered with CWELCC**

Agre Group	Pay Code		NEW PARENT RATE Effective January 1, 2025
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### **St Joseph**

**Over 6 years - Based Fee - This fee encompasses daily care and (1) one morning snack**

**No Full Day Available, please visit Boys and Girls Club website**

**Part of Two Sessions (TTELC & BGC) is only available to current families and until they are done with childcare**

Over 6 years	ONE SESSION BEFORE SCHOOL	One Session Before School	\$ 13.80
Over 6 years	Part of Two Sessions (TTELC/BGC - Used on the same day)	Before & After School - Used on the Same Day	\$ 10.00

### **Wheatley & TAPS**

**Over 6 years - Based 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**

**One Session (Before or After School) is only available to current families and until June 30, 2025**

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

Over 6 years	School Age FULL DAY	11.5 Hours Per Day	\$ 46.35
Over 6 years	School Age FULL DAY	10.5 Hours Per Day	\$ 38.70
Over 6 years	School Age FULL DAY	Up to 9.5 Hours Per Day	\$ 31.05

### **Merlin & St. Francis**

**Over 6 years - Based 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**

**One Session (Before or After School) is only available to current families and until June 30, 2025**

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

Over 6 years	School Age FULL DAY	11.5 Hours Per Day	\$ 51.35
Over 6 years	School Age FULL DAY	10.5 Hours Per Day	\$ 43.70
Over 6 years	School Age FULL DAY	Up to 9.5 Hours Per Day	\$ 36.05

#### 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
Infant Only	2nd Registration Trial Visit	6 Hours Free With No Parent/Guardian	9:00am

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

Preference is given to children registered as full-time

**Full-time** – 5 days a week

You will be billed full-time until we can match days with another family

**Part-time** – Monday, Wednesday, Friday OR Tuesday, Thursday

**Stat Holiday** – stat holiday is payable as one full day for all age groups

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

#### Leave of Absence (Maternity/Sick/Employment)

Families can choose to continue to pay for their reserved childcare space while off on a leave of absence (LOA) in order to secure their space or families can resign from their reserved childcare space and return back onto the childcare waitlist.

#### Billing

#### Subsidy Agreement

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

#### Childcare Intentions

Tilbury Tots Early Learning Centre understands that families could have unpredictable work and/or school schedules and unique life changes and that all children have the right to childcare needs. In the event that TTELC

cannot meet the ratio guidelines set forth in the CCEYA, TTELC may ask families to adjust their child's hours to ensure ratio requirements are met.

## **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 20<sup>th</sup> of the current month. Unfortunately, should full payment of your current monthly invoice not be received by the 20<sup>th</sup>, 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:** Unpaid vacation will only be available for three (3) weeks on the following dates/weeks:

1. One week in August (Civic holiday week)
2. Two weeks during Christmas shutdown

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

### **Communicable Disease**

To qualify for childcare reimbursement for sick days caused by a communicable disease, your child must be absent for a full consecutive week. Additionally, the parent or guardian must provide a doctor's note confirming that the child has or had a communicable disease.

Please note that Tilbury Tots Early Learning Centre is not responsible for reimbursing any costs associated with the doctor or obtaining a doctor's note.

A list of communicable diseases can be found under "Resources" on our website.

### **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, tonsillectomy, appendectomy, etc.), your child will be excluded from the childcare program for the next full day and until the child is well enough to participate in the childcare's daily programming. Reimbursement for surgery procedures will be credited to families when the child has been

excluded from the childcare centre for a full consecutive week and a medical note from the doctor has been provided.

## **IMMUNIZATIONS**

### **0-12 months**

After an immunization, infants will not be permitted to attend childcare for one full day following immunizations. This is to give you the parent/guardian the time to observe your child's response to the immunization and ensure there are no reactions to the immunization. Upon return, staff will closely monitor the child for swelling/redness or discomfort. Parent will be called for pick up if any symptoms are observed.

After receiving the one-year vaccination, some children may have the below reactions:

- Redness, swelling, or tenderness of muscles and joints at the site of the injection
- Irritability
- Temperature
- Poor feeding
- Rash
- Diarrhea

These above side effects normally last one to two days. Once proper notice has been given, Wednesday the week before at noon, this day will be a non-billable day. This is a one-time, non-billable day for the 12-month shots only. Any other days taken off thereafter will be billed as per your set schedule contract. All other shots given thereafter will be billed days as per your set schedule contract and will be monitored by the classroom staff.

## **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 20<sup>th</sup> 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 this policy non-payment, 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 (ttelcpayment@gmail.com), and 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 your Site Supervisor or can be found on our website under "Resources" for families to download and print. Please submit the form to your Site Supervisor.

## **Booking your Child**

**Families with Varying Hours** – it is the parents' responsibility to submit calendars indicating the child's drop-off and pick-up times by noon on Wednesdays for the following week through our website at [www.tilburytots.com](http://www.tilburytots.com). Failure to submit a calendar may affect the hours of care required, as staff schedules will be completed. Families with varying childcare hours can submit their calendars on a weekly, biweekly, or monthly basis.

## **Set Schedules**

**Set Schedule Families** - will be scheduled according to your set schedule contract. Part-time set-scheduled families will not be permitted to add days to their schedule. Please speak with your Site Supervisor if there is a need to alter your set schedule drop-off and pick-up times.

Part-time will be considered as Mondays, Wednesdays, and Fridays, or Tuesdays and Thursdays for children in the toddler and preschool programs, and will only be available if we can match you with another family.

### **Full-time to Part-time/Part-time to Full-time**

Children who are enrolled in full-time care and wish to switch to part-time must provide the supervisor with two weeks' notice. During this time, we will make an effort to match you with another family; however, parents will need to continue paying for the full-time space until the transition is complete. On the other hand, families who are attending part-time and want to switch to full-time must also give the supervisor two weeks' notice. This change will only be possible if space is available.

## **Late Calendar Submissions**

### **Booking your child(ren) AFTER Wednesdays at Noon 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) Late, Absent, or Sick for the Day**

- Please call 519-682-0804 and press 1 when prompted by 9:30 am if your child(ren) will be late, absent, or sick for the day.

### **When calling your child(ren) out Sick for the Day**

To protect the health of all children, if your child will be absent due to illness, please provide us with the following information

- The name of your child and their program room
- Your child's symptoms

If you are taking your child to the doctor, please keep us informed as to their diagnosis, as 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's Policies and Procedures, including but not limited to:

1. Repeated late pick up of child(ren). After 3 times, parents may be informed that services will no longer be provided.
2. Failure to pay childcare 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)'s 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 are 6-12 years of age attending our Wheatley and TAPS locations for full-day programming on non-instructional days (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 and that all food coming into the centre is in its original packaging.
- Consider any other food allergens that are specific to each program. Parents can ask the staff and/or site supervisor what other allergens are noted within the childcare program
- Ensure that at least 3 of the 4 food groups as set out in Canada's Food Guide to Healthy Eating are 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 to maintain proper nutritional value by using an insulated lunch bag with an ice pack inside.
- Outside food from establishments such as Tim Horton's, McDonald's, etc, is not permitted as they cannot guarantee food has not been in contact with or contains ingredients with nuts or tree nuts
- Children's lunches must be ready to eat, as we do not have the availability to cook or reheat food
- 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 to be on full table food. All food items will need to be clearly labeled with the child's first name and last initial
- Children who can be sensitive to foods/textures, etc., are permitted to bring in foods/snacks, labelled with their 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 one as soon as possible.

Tilbury Tots Early Learning Centre recognizes the importance that children and staff with life-threatening and severe allergies 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.

Tilbury Tots Early Learning Centre recognizes the importance that children with life-threatening and severe allergies 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.

### **Nut Awareness Policy**

Tilbury Tots Early Learning Centre is a Nut Aware Program. Peanut butter, other nuts, and any products containing nuts or food items not made in a nut-free facility are not allowed in Tilbury Tots Early Learning Centre programs at any time. Children and adults with potentially life-threatening allergies attend our programs.

Please do not feed your child nuts or nut products before bringing your child as the chemical element of a peanut or peanut product may remain on your child's breath and hands and could cause an anaphylactic allergic reaction in someone highly sensitive.

### **Illness and Daily Health Check Policy**

Tilbury Tots Early Learning Centre supports and promotes the physical, social, and emotional well-being of children and staff. We strive to meet, and where possible, exceed licensing requirements under the CCEYA as well as the requirements of Public Health.

Tilbury Tots Early Learning Centre views health as more than an absence of disease and regards prevention as a primary responsibility. To provide quality care and prevent the spread of illness throughout our centres, at all times we will follow the health and sanitary practices established by our local Public Health Unit.

In the event of illness, all measures are taken to comfort and provide relief to sick children and to protect others from contagions. Such protection measures include exclusion from Tilbury Tots Early Learning Centre.

Daily health checks will be done on your child every day upon arrival. This check is carried out very informally in your presence by the "greeting staff". This is a critical time for you to share information about your child's health that day. By examining the health of the children at the beginning of the day, it is often possible to identify signs and symptoms of illness in time to prevent the spread of infection. On occasion, our health checks may lead to the decision that your child is not well enough to participate in program activities. In case of any disagreement, The Tilbury Tots Early Learning supervisor or their designate will make the final decision.

### **If Your Child Becomes Ill During the Day**

If your child becomes ill during the day, Tilbury Tots Early Learning Centre staff will:

- Child will be made comfortable without administering medication
- Parent/guardian will be called immediately and a decision will be made during that discussion as to whether your child can remain at Tilbury Tots Early Learning Centre
- If your child is not participating in the program, staff will call parent/guardian and arrangements will be made during that time for child to be picked up
- If your child suddenly becomes seriously ill and requires immediate medical attention, we will follow the Medical Emergency Procedure

The most common symptoms of illness we see are fever, vomiting or diarrhea. If these symptoms occur, the following policies are implemented.

#### **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.

To maintain the health and safety of all children and staff members and to reduce the risk of exposure to illness, it is imperative that parents/guardians do not bring their ill child into TTELC. If a child has been excluded from TTELC due to symptoms such as vomiting, diarrhea, or any communicable disease, they are required to remain at home until they have fully recovered. Your compliance with this policy is essential for safeguarding all.

#### **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. As recommended by the Chatham-Kent Health Unit and the Ministry of Health, as they are more likely to be accurate, Tilbury Tots Early Learning Centre will use an ear thermometer to take a child's temperature. Should your child exhibit a temperature that significantly exceeds the established guidelines from the Chatham-Kent Health Unit and the Ministry of Health, the parent/guardian will be contacted, and the child will be sent home. If a child's temperature falls within the guidelines, the staff will take the temperature again in 15 minutes or sooner, should the staff member suspect that the child's temperature is rapidly increasing.

#1 - 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.

#2 - If your child has a **fever of 38.3°C/101°F and no symptoms**, you will be contacted to come pick up.

#3 – If your child has a fever that significantly exceeds the above guidelines, you will be contacted to come pick up.

At this time, if your child is sent home due to fever, they will be exempt from the childcare program for the next full day and until fever has subsided. The child will be made comfortable until you arrive.

If your child has a fever before arriving at Tilbury Tots Early Learning Centre, we suggest that you keep your child home where a higher level of individual care is available. Please **DO NOT** 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 two (2) full consecutive days and until symptom-free. Child can return if they have been two (2) full consecutive days without vomiting. Upon return, if child vomits once, they will be sent home and the two (2) full consecutive days will start over.

### **Diarrhea Policy**

Diarrhea is a change in a child's stool consistency from a solid or semi-solid form to a liquid or semi-liquid state. Compared to a child's normal habits, this condition may also be characterized by an increase in the frequency of bowel movements and may also result in a loss of bowel control.

Following TTELC's diarrhea policy, a child will be excluded from TTELC for 2 full consecutive days and until they are symptom-free if they have 1 of the following: a watery bowel movement that has seeped their clothing, a bowel movement that has contaminated the environment or a bowel movement that has seeped through the top lining of the diaper, with no viable substance remaining on the top portion of the liner. A child may return if they have been 2 full consecutive days without having diarrhea. Upon the child's return, if your child has 1 diarrhea, they will be sent home, and the 2 full consecutive days will begin again.

If your child has had 3 semi-loose bowel movements (stools that are softer than normal, less formed than normal, not entirely watery, and are more frequent), following TTELC's diarrhea policy, your child will be sent home and excluded from TTELC for 2 full consecutive days and until they are symptom-free. A child can return if they have been two 2 full consecutive days without having diarrhea. Upon their return, if your child has 1 diarrhea, they will be sent home and the 2 full consecutive days will begin again.

### **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 the program or at home, the child will not be permitted to return to the program for 2 full consecutive days. 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**

<b>Disease</b>	<b>Exclusion Requirements</b>
Chicken Pox	Exclude until lesions are dry and crusted over (usually 5 days after rash onset)
Impetigo	After the start of appropriate antibiotic treatment, the child will be excluded for 1 full day, and they are feeling well enough to take part in activities.
Influenza	Excluded until the next full day and well enough to take part in activities
Pink Eye (Conjunctivitis)	Pink Eye/Eye Infection – exclude until treatment has started and out for the next full day. Can return without symptomatic signs such as eye discharge, eyes leaking, crusty eyes, etc.
Strep Throat	Excluded for the next full day, and 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 one full consecutive day, 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.
Head Lice	Exclude until head lice are treated and no lice or eggs(nits) are found. When the child returns to the centre, staff will check to ensure that all eggs(nits) and lice have been removed. The child will be permitted to stay once all eggs(nits), lice are no longer present.

### Prescription Medication

Once a child has been seen by a physician due to an illness and a prescription medication has been prescribed, the child must remain home for the next full day to ensure prescribed medication has been started, medication is taking effect, and no allergens to medication have been exposed. After remaining home for the next full day and symptoms have been improving, only then can your child return to care.

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 “Resources” for you to print and fill out prior to drop-off.

**Staff will only administer prescription medication prescribed by a Physician in its original container, clearly labeled.**

Prescription Medication must be in the original container and clearly labeled with the following requirements for Tilbury Tots Early Learning staff to administer. If the below requirements are not met, Tilbury Tots Early Learning Centre staff will be 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.

### **Cloth Diapers**

Parents with children who wear cloth diapers will be asked to switch over to disposable diapers for the Preschool room.

### **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**

Issues and concerns that are raised by a parent/guardian are taken seriously by Tilbury Tots Early Learning Centre and will be addressed in a timely manner. Every effort will be made to address and resolve issues and concerns of all parties and as quickly as possible. Response will be provided within 48 business hours (not including weekends). Tilbury Tots Early Learning Centre will do their best to ensure the person who raised the issue/concern will be kept informed throughout the resolution process.

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

Investigations of issues and/or 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).



<b>Nature of Issues or Concerns:</b>	<b>Steps for Parent/Guardian to Report Issue/Concern:</b>	<b>Steps for Staff and/or Licensee in Responding to Issue/Concern:</b>
Program Room Related Eg, Schedule, sleep arrangements, toileting, indoor/outdoor activities, feeding arrangements, etc.	Raise the issue/concern to: The classroom staff directly. If not satisfied, the Site Supervisor	Address the issue/concern at the time Or Arrange for a meeting with the parent/guardian within 48 business hours (not including weekends)
General/Centre or Operational Related	Raise the issue/concern to: Brigitte Lang – Finance Coordinator – <a href="mailto:ttelclang@gmail.com">ttelclang@gmail.com</a> and/or Tina Martizon – Finance Coordinator in Training – <a href="mailto:ttelctina@gmail.com">ttelctina@gmail.com</a> . If not satisfied, The Director	Document the issue/concern. Details should include: *Date and time issue was received *Name of person who received the issue/concern
Staff, Supervisor, and/or Licensee Related	Raise the issue/concern to: *The individual directly *Tilbury Tots Early Learning Centre Supervisor or designate *All issues/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 becomes aware of the situation	*Name of person reporting issue/concern *Details of the issue/concern *Any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding the next steps or referral
Student/Volunteer Related	Raise the issue/concern to: *Staff responsible for supervising the volunteer/student *Tilbury Tots Early Learning Centre Site Supervisor *All issues/concerns about the conduct of student/volunteer that puts a child’s health, safety, and well-being at risk should be reported to the Supervisor as soon as parent/guardian becomes aware of the situation	Provide a resolution for who raised the issue/concern
Any allegations of abuse by a staff member or volunteer/person are responsible for reporting the information to CAS as per “Duty to Report” requirement under the Child and Family Service Act. It also must be reported directly to the Director	Parent/Guardian will report the incident to the Site Supervisor, explaining who was affected, what happened, when, and where. The parent/guardian, Site Supervisor, and Director will review and discuss the written documentation of the suspected abuse or neglect incident and put measures into place for the	Site Supervisor and 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 Service Act. A serious occurrence must be submitted within 24 hours of becoming aware of the suspected

	health, safety, and well-being of the child.	abuse or neglect. Must be reported through 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/concern verbally or in writing to the attention of Tilbury Tots Early Learning Centre Board Members: [ttelcboard@gmail.com](mailto: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.

Title	Name	Phone Number	Email
Director of Childcare	Jody Bernier	519-682-0804	<a href="mailto:ttelcjody@gmail.com">ttelcjody@gmail.com</a>
Director in Training	Vanessa Rice	519-682-0804	<a href="mailto:ttelcvanessa@gmail.com">ttelcvanessa@gmail.com</a>
Site Manager	Judy Myers	519-682-0804	<a href="mailto:ttelcjudy@gmail.com">ttelcjudy@gmail.com</a>
Supervisor Pain Court Hub	Kenadi Bernier	519-682-0804 ext. 0801	<a href="mailto:ttelchub@gmail.com">ttelchub@gmail.com</a>
Supervisor St. Marie	Nathalie Paquette	519-682-0804 ext. 0901	<a href="mailto:ttelcstmarie9@gmail.com">ttelcstmarie9@gmail.com</a>
Supervisor Wheatley Area Public School	Jodee Truskey	519-682-0804 ext. 0301	<a href="mailto:ttelcwheatley@gmail.com">ttelcwheatley@gmail.com</a>
Supervisor Tilbury Area Public School	Melanie Morris	519-682-0804 ext. 0501	<a href="mailto:ttelctaps5@gmail.com">ttelctaps5@gmail.com</a>
Supervisor Merlin Area Public School	Christie Kotow	519-682-0804 ext. 0401	<a href="mailto:ttelcmerlin4@gmail.com">ttelcmerlin4@gmail.com</a>
Supervisor Ecole St. Francis	Jennifer Verkaik	519-682-0804 ext. 0601	<a href="mailto:ttelcstfrancis@gmail.com">ttelcstfrancis@gmail.com</a>
Financial Coordinator	Brigitte Lang	519-682-0804	<a href="mailto:ttelclang@gmail.com">ttelclang@gmail.com</a>
Assistant Financial Coordinator	Tina Martizon	519-682-0804	<a href="mailto:ttelctina@gmail.com">ttelctina@gmail.com</a>

Human Resource Coordinator	Renee Regnier	519-682-0804	<a href="mailto:telcrenee@gmail.com">telcrenee@gmail.com</a>
Office Administration	Lisa Miller	519-682-0804	<a href="mailto:telclisam@gmail.com">telclisam@gmail.com</a>
Admin – Main Office		519-682-0804	<a href="mailto:tilburytots@gmail.com">tilburytots@gmail.com</a>
Ministry of Education Help Desk		1-877-510-5333	<a href="mailto:Childcare_ontario@ontario.ca">Childcare_ontario@ontario.ca</a>

### **Concerns About the Suspected Abuse or Neglect of a Child**

Everyone, including members of the public and professionals who work closely with children, is 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) directly.

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.

### **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.