Tilbury Tots Early Learning Centre Parent Handbook
(Subject to change; this is a living document) **Revised November 9, 2026**

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 supporting 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
- 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.

Parents may be asked to sign a Parent Conduct Agreement.

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. As a courtesy, please inform staff at drop-off or send a text message through Fastoche if someone other than you—who is authorized—is picking up your child.

- 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
- OPP non-emergency line 1 888 310-1122

Releasing a Child from Care

Pick-Up Authorization

Once an authorized pick-up person is listed on your registration forms, permission is considered granted, and that individual may pick up the child without further notification to TTELC.

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.

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

Windsor-Essex Children's Aid Society (CAS) Phone Number: (519) 252-1171

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:

- Capacity Building Educators
- Administration
- The children
- Families

Preventing Unauthorized Access to the Child Care Centre

The safety and security of the children, families, and staff in our care is a priority. To help prevent unauthorized individuals from accessing the childcare centre during hours of operation, Tilbury Tots Early Learning Centre has security measures in place at all of our childcare locations.

All centre entrances are secured during operating hours. Parents, guardians, visitors and outside agencies are required to use the designated buzzer/intercom system to request entry into the building. Staff are able to view the individual using the centre's security camera system before remotely unlocking the entrance.

Staff will only provide access to individuals they recognize or can appropriately verify. If an individual is not known to staff, staff will ask the individual to identify themselves, provide identification, and/or explain the reason for their visit. Staff may also verify that the individual is authorized to enter the centre or is authorized to pick up a child.

To support the security of the centre, parents, guardians, visitors and any outside agency must not allow another individual to enter the building by following behind them or by holding the secured entrance open. Each individual entering the centre must use the buzzer/intercom system and be appropriately identified or verified by staff.

Verification of Individuals Entering the Centre

When an individual requests access to the centre, staff may ask for information or identification necessary to confirm the individual's identity and authorization to enter. Staff may verify information such as:

- The individual's name and relationship to the child;
- The name of the child they are picking up;
- Whether the individual is listed as an authorized person for the child;
- Government-issued identification, when appropriate; and
- The purpose of the individual's visit.

If staff are unable to reasonably confirm an individual's identity or authorization to enter, the individual will not be granted access to the centre. The individual may be asked to leave the premises while staff contact the parent/guardian or centre management to verify the situation.

If an individual does not meet the centre's identification or authorization requirements, staff will not provide access or release the child, simply because the individual states that they are a parent, guardian, family member, friend, or other person known to the child.

Individuals Not Authorized to Access the Centre

The centre maintains information regarding individuals who are not authorized to pick up a child or who are otherwise restricted from accessing the centre. Where necessary, staff are provided with information to assist them in identifying these individuals and preventing unauthorized access.

Where an individual has been identified as not authorized to access the centre, staff will not unlock the entrance or permit that individual to enter the centre. Staff will follow the applicable direction, documentation, court order, parenting arrangement, or other information provided to the centre.

Where appropriate, identifying information or a photograph may be maintained in a secure staff-only area near the entrance/intercom system to assist staff in identifying an individual who is not authorized to enter. This information is used solely for the purpose of maintaining the safety and security of the children, families, and staff.

If an individual who is not authorized attempts to enter the centre, staff will not provide access. Staff will contact the appropriate parent/guardian and/or centre management as required. Where there is an immediate safety concern, a person refuses to leave, or staff believe police assistance is necessary, police or emergency services may be contacted.

Visitors, contractors, service providers, outside agencies and other individuals who are not regularly authorized to access the centre may be required to provide identification, state the purpose of their visit, and/or be confirmed by centre management before being granted access. Individuals who are not authorized to access the centre independently may be accompanied by an appropriate staff member while on the premises.

Once inside the building, visitors and individuals who are not regularly authorized to access the centre will not be permitted to enter classrooms or other restricted areas without appropriate authorization and/or staff supervision.

Parents and guardians are expected to follow the centre's access and security procedures at all times. These procedures help ensure that staff are aware of who is entering the centre and support the safety and security of everyone in our care.

In the event of an emergency, evacuation, fire alarm, or other situation requiring immediate access or exit from the building, staff will follow the centre's emergency procedures and applicable emergency response protocols.

Staff are responsible for following the centre's access and security procedures and for addressing any concerns regarding an individual's authorization to enter the premises. These measures are reviewed as needed to ensure they remain appropriate for each centre environment and continue to support the prevention of unauthorized access.

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.

Behavioural Management Policy

TTELC's goal is to provide a safe, respectful, and supportive environment for all children. We recognize that children may experience behavioural challenges for a variety of reasons and that some behaviours may require additional support, intervention, and collaboration between the childcare centre and the child's family.

When behavioural concerns arise, the childcare centre will make reasonable efforts to communicate with the parent/guardian, identify the concerns, and work collaboratively to support the child.

Addressing Behavioural Concerns

When a child's behaviour becomes a recurring concern, significantly impacts the child's ability to participate safely in the program, or creates concerns for the safety and well-being of the child, other children, or staff, the childcare centre will communicate these concerns to the parent/guardian.

Depending on the circumstances, the childcare centre may implement strategies and supports such as:

- Clear and consistent expectations;
- Redirection and positive reinforcement;
- Visual supports and reminders;
- Support with transitions and routines;
- Environmental or routine adjustments;
- Individualized strategies to support the child's needs;
- Additional supervision where reasonably possible;
- Regulation and calming strategies;
- Collaboration with the family; and
- Referral or collaboration with appropriate community agencies or professionals when additional support is identified as beneficial.

Parents/guardians are expected to communicate with the childcare centre when concerns are brought forward and to actively participate in discussions regarding their child's behaviour.

Parent/Guardian Responsibility

Behavioural support is a shared responsibility. While the childcare centre is responsible for providing appropriate support and strategies within the childcare environment, the parent/guardian is responsible for actively supporting their child's development and behaviour outside of the childcare setting.

When behavioural concerns are discussed, parents/guardians are expected to consider and identify what steps they will take to support their child.

This may include:

- Discussing the identified behaviour with their child in an age-appropriate manner;
- Reinforcing appropriate expectations and behaviours at home;
- Following through with strategies agreed upon with the childcare centre;
- Seeking advice or support from the child's physician or other appropriate professional when warranted;
- Connecting with community or developmental support services when recommended or appropriate;

- Following recommendations provided by outside professionals;
- Attending meetings with the childcare centre;
- Providing relevant information or recommendations that may assist the centre in supporting the child; and
- Communicating with the childcare centre regarding the steps being taken outside of the childcare setting.

Parents/guardians may be asked to provide an update regarding the steps they have taken and any additional supports they have accessed.

The childcare centre recognizes that every child and family is different. The purpose of this requirement is not to place blame on the parent/guardian, but to ensure that both the childcare centre and family are actively participating in addressing the concerns.

Behavioural Contract

If behavioural concerns continue despite communication, support strategies, and efforts to work with the family, the childcare centre may place the child on a Behavioural Contract.

The Behavioural Contract is a formal written agreement intended to provide the child and family with a clear and structured opportunity to address the identified concerns before termination of care is considered.

The Behavioural Contract will identify:

- The specific behaviours of concern;
- The impact of the behaviour on the child, other children, staff, or the program;
- The expectations for the child's behaviour, based on the child's age and developmental abilities;
- The strategies and supports the childcare centre will implement;
- The specific actions and responsibilities of the parent/guardian;
- Any outside supports or professional recommendations that may be appropriate;
- A timeframe for implementation and review; and
- The expectations that must be met in order for the child's enrolment to continue.

Parent/Guardian Action Plan

As part of the Behavioural Contract, the parent/guardian will be expected to identify the steps they will take to support their child's behaviour.

This may include:

- What will the childcare centre do?

- What will the parent/guardian do?
- What strategies will be used at home?
- What additional supports or resources will the family access, if applicable?
- What information or recommendations will the family provide to the childcare centre?

This information is intended to establish a clear and consistent plan between the childcare centre and the family. The childcare centre should not be expected to be the sole source of intervention or support for ongoing behavioural concerns.

Monitoring and Review

The Behavioural Contract will be reviewed with the parent/guardian at the identified review date(s).

During the review, the childcare centre and family will discuss:

- Progress made;
- Behaviours that continue to be a concern;
- Strategies that have been successful or unsuccessful;
- Whether the childcare centre's agreed-upon strategies have been implemented;
- Whether the parent/guardian's agreed-upon actions have been completed;
- Any additional supports or recommendations obtained by the family;
- Any changes that may be required to the plan; and
- Whether the child's needs and behaviours can continue to be reasonably supported within the childcare environment.

Parents/guardians are expected to participate in scheduled meetings and follow through with the responsibilities outlined in the Behavioural Contract.

Failure to Follow the Behavioural Contract

The Behavioural Contract is intended to provide the family with a final structured opportunity to work collaboratively with the childcare centre to address ongoing behavioural concerns.

The Behavioural Contract itself does not constitute termination of care.

However, once a Behavioural Contract has been established, the parent/guardian is expected to follow through with the agreed-upon responsibilities and actions outlined in the contract.

If the parent/guardian fails to participate in the Behavioural Contract, does not follow through with agreed-upon actions, does not communicate with the childcare centre, or otherwise fails to meet the expectations outlined in the contract, the childcare centre may proceed with termination of the child's enrolment.

In addition, if the child's behaviour continues to present significant or ongoing safety, supervision, or operational concerns despite the supports and strategies identified in the Behavioural Contract, the childcare centre may determine that it is unable to continue to reasonably support the child's needs within the program.

Termination of Care

Termination of care may occur when the expectations of the above guidelines have not been followed or when the concerns identified continue and the childcare centre determines that continued enrolment cannot reasonably be supported.

Where termination is required, it will be handled in accordance with the childcare centre's policies, enrolment agreement, and applicable requirements.

The purpose of this is to provide a clear opportunity for the family to demonstrate active participation and work alongside the childcare centre to address concerns. If the Behavioural Contract is not followed, termination of care will be the next step.

Family Acknowledgement

By signing a Behavioural Contract, the parent/guardian acknowledges that:

- The behavioural concerns have been communicated to them;
- They have had an opportunity to discuss the concerns and provide relevant information;
- Behavioural support is a shared responsibility between the child, family, and childcare centre;
- The childcare centre will implement the strategies identified within the childcare environment;
- The parent/guardian is responsible for actively participating in the agreed-upon plan and following through with their identified responsibilities;
- The parent/guardian understands that they may be asked to identify the steps they are taking outside of the childcare setting;
- The parent/guardian understands that the Behavioural Contract is an opportunity to address concerns before termination of care;
- The parent/guardian understands that failure to follow, acknowledge and work with the childcare will result in termination being the next step; and

- The parent/guardian understands that continued significant behavioural or safety concerns may also result in termination where the child's needs cannot reasonably be supported within the childcare environment.

TTELC Behaviour Management Policy

TTELC is committed to providing a safe, supportive, and inclusive environment where every child can learn, grow, and develop positive social skills. This Behaviour Management Policy outlines the strategies and expectations that guide staff, students, and volunteers in supporting children's behaviour in a positive and developmentally appropriate manner.

To support TTELC staff, students, and volunteers, will have access to How Does Learning Happen? Ontario's Pedagogy for the Early Years. It provides information on ways we can engage in positive, responsive interactions and why this is critical for children's overall learning, development, health, and well-being.

TTELC staff, students, and volunteers can also access the College of Early Childhood Educators' Practice guideline: Supporting Positive Interactions with Children.

Guiding Principles

TTELC's approach to behaviour guidance is based on:

- Respect for the dignity and rights of every child
- Understanding child development and individual needs
- Building secure, responsive, and nurturing relationships
- Supporting children in developing self-regulation and problem-solving skills
- Creating predictable, inclusive, and engaging environments
- Helping children express themselves safely and constructively.

Positive Behaviour Guidance Strategies

Educators at TTELC use proactive, supportive, and developmentally appropriate strategies, including:

1. Prevention and Environment

- Providing engaging, age-appropriate activities
- Structuring routines that support predictability and consistency
- Ensuring transitions are smooth and well-prepared. Letting children know when a change or transition is about to happen
- Offering choices whenever possible

- Rooms are organized. The environment does not over-stimulate children
- Avoid saying “No” when there is a good alternative
- Making sure children’s physical needs are being met

2. Relationship-Based Approaches

- Building warm, trusting relationships
- Acknowledging children’s feelings and perspectives
- Modelling respectful communication

3. Teaching and Supporting Skills

- Coaching children through problem-solving
- Teaching emotional literacy and self-regulation
- Using redirection and distraction when appropriate
- Offering clear, simple expectations by using language that children understand
- Reinforcing or praising the positive behaviour

4. Responding to Challenging Behaviour

When behaviour poses a safety concern or disrupts the environment, educators will:

- Stay calm and supportive.
- Use clear, consistent language
- Help the child identify feelings and needs.
- Guide the child toward safe and appropriate alternatives
- Provide space or comfort as needed

If behaviour persists, educators may collaborate with families and, when appropriate, external professionals to develop individualized support strategies.

If an individualized support plan is in place and the behaviour continues, adjustments to the child’s attendance schedule—including days and hours—may be implemented. Should the behaviour persist despite all interventions, termination from the program may be required.

Tilbury Tots Early Learning Centre Board of Directors, in alignment with the Safe School Act, reserves the right to review a child’s incident reports and may determine that services be terminated if any behaviour poses a risk to children or staff.

5. Communication With Families

TTELC values open, respectful communication with families. We will:

- Discuss behaviour concerns collaboratively and respectfully
- Document incident/behavioural reports through Fastoche and email to parents
- Work with families to ensure consistency between home and child care
- Provide updates on children's progress and strategies used

Termination of Care

Tilbury Tots Early Learning Centre is committed to working collaboratively with families, the Municipality, and Community Partners to support each child's success. Our Director and/or Supervisor will communicate with all relevant parties regarding any concerns that may arise. This may include consultation with specialized programs such as Anchored in Care, Inclusion Coaching, Educator Capacity Building, Children's Treatment Centre, or other external support agencies.

If it is determined that all available resources and external agency supports have been fully accessed and exhausted, Tilbury Tots Early Learning Centre may be required to proceed with termination of care.

Our termination policy applies to all families enrolled at Tilbury Tots Early Learning Centre, which includes a written notice of withdrawal. Documentation of all meetings, correspondence, and discussions with external support agencies will be maintained in the child's file.

Termination from Child Care and Collection of Your Child's Belongings

Once a family has terminated their child care space with TTELC, it is the responsibility of the parent/guardian to ensure the collection of their child's belongings from the centre promptly.

If any belongings remain at TTELC following the child's last day of care, the Site Supervisor will contact the parent/guardian by email to arrange a convenient pick-up time.

All remaining belongings must be collected within one month of the child's termination date.

Belongings not collected within this timeframe will be considered abandoned, and TTELC reserves the right to donate or dispose of the items without further notice.

TTELC will not be responsible for any costs incurred by families attempting to retrieve belongings after the one-month collection period has expired.

Biting

Biting is a normal stage of development that is common among infants and toddlers and sometimes even among preschoolers. It is something that most young children will try at least once.

When biting happens, our response will be to care for and help the child that was bitten and to help the biter learn more appropriate behaviour.

Our focus will not be on punishment for biting but on effective behaviours that address the specific reason for biting.

Supervision and prevention will be the number one way we help change the behaviour.

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
- Inflicting any bodily harm on children, including making children eat or drink against their will.
- Sexual abuse, sexual misconduct, or engaging in a prescribed sexual act, as those terms are defined in the Early Childhood Educators Act

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 N0P 2L0	Infant to School Age (6 Weeks to 12 years)	6:45 am – 5:15 pm	519-682-0804
TTELC @ Wheatley Area Public School	226 Erie Street, Wheatley N0P 2P0	Infant to School Age (6 Weeks to 12 years)	6:30 am – 5:15 pm	519-682-0804 Ext. 0301
Garderie Petit Pas @ École Secondaire de Pain Court HUB	14 Notre Dame, Pain Court N0P 1Z0	Infant to Preschool (6 weeks to 5 years)	7:15 am- 5:15 pm	519-682-0804 Ext 0801
Garderie Petit Pas @ École St. Francis	11 St. Clair St, Tilbury N0P 2L0	Preschool to School Age (2.5 to 12 years)	6:45 am 5:15 pm	519-682-0804 Ext 0601
TTELC @ Tilbury Area Public School	5 Mabel St, Tilbury N0P 2L0	Preschool to School Age (2.5 to 12 years)	6:30 am - 5:15 pm	519-682-0804 Ext 0501
TTELC @ Merlin Area Public School	21148 Erie St, Merlin N0P 1W0	Family Grouping Infant- School Age (1 year to 12 years)	6:45 am - 5:15 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)	6:45 am - 5:15 pm	519-682-0804 Ext 0901
Garderie Petit Pas @ École Élémentaire Catholique Saint Philippe	7195 St. Philippe Line Grande Pointe, ON N0P 1S0	Family Grouping Infant- School Age (1 year to 12 years)	7:15 am- 5:15 pm	519-682-0804 Ext. 1001

Garderie Petit Pas @ École Élémentaire Catholique Saint Catherine	24612 Winter Line Rd. Pain Court, ON N0P 1Z0	Family Grouping Infant- JK/SK (1 year to 6 years)	7:15 am- 5:15 pm	519-682-0804 Ext 1101
Garderie Petit Pas @ École Ste. Ursule	573 Grondin Ave McGregor, ON N0R 1J0	Family Grouping Infant- School Age (1 year to 12 years)	7:00 am – 5:15 pm	519-682-0804 Ext 1201
TTELC @ Riverview Gardens	519 King St. W Chatham, ON N7M 1G8	Infant to Preschool (6 weeks to 5 years)	6:00 am – 5:30 pm	519-682-0804 Ext. 1401

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

When a statutory holiday falls on a Saturday or Sunday, families will still be responsible for the applicable holiday fee, even though the holiday does not fall on a regular weekday. The holiday fee will be invoiced in lieu on an alternate weekday during the same week.

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.

Christmas Closure

Tilbury Tots Early Learning Centre will close for a two-week period **each year** during the Christmas holidays. Specific closure dates may vary annually but will align with the School Board's holiday schedule.

PA Day for Staff

Professional development days at TTELC are organized by CK Child Care and Early Years through the Municipality of Chatham-Kent. Staff working at our Windsor-Essex location will participate in this PA Day. 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	Immaculee Conception Church, 24156 Winter Line Rd, Pain Court, ON
TTELC @ École Ste. Marie	St. Angela Merici Catholic School, 80 McNaughton Ave., Chatham, ON
TTELC @ École Élémentaire Catholique Saint Philippe	Dover Kinsmen Hall, 7106 St. Philippe's Line, Grande Pointe, ON
TTELC @ École Élémentaire Catholique Saint Catherine	Immaculee Conception Church, 24156 Winter Line Rd, Pain Court, ON
TTELC @ École Ste. Ursule	St. Clement Parish, 9567 County Rd. 11, McGregor, ON
TTELC @ Riverview Gardens	TBD

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 (depending on location)

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 and St. Catherine 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 and Windsor-Essex.

TTELC will strive to accommodate all requests for the registration at our child care centre. When the maximum capacity of a program has been reached, and spaces are unavailable for new children to be enrolled, the waitlist procedures set out below will be followed.

No fees will be charged to parents for placing a child on the waiting list.

Tilbury Tots Early Learning Centre administrators will monitor.

Procedures – Waitlist Policy

Families interested in a child care space at TTELC must register through OneHSN.

For Windsor-Essex Families: The City of Windsor | Child Care Waitlist. If you do not have access to a computer or are experiencing an issue, please call 1-888-722-1540.

For Chatham-Kent Families: www.chatham-kentchildcare.ca. If you do not have access to a computer or are experiencing an issue, please call 1-866-720-7975.

Families are responsible for ensuring that the information in their OneHSN account is accurate and up to date. When selecting child care sites, please choose only those locations where you will be willing to accept a space.

How Spaces Are Offered

Please be advised that being registered on the waitlist does not guarantee child care space.

When a space becomes available, the Director, Supervisor, or designate will contact families from the waitlist in order, based on the date that the request was received.

Availability for a child care space depends on such factors as:

- Number of spaces available
- Staffing
- Child's age and program
- Preferred start date
- The days and hours of care requested. Full-time care takes precedence over part-time care. Part-time spaces will be made available if families can be matched with another part-time family. Part-time spaces are Monday, Wednesday, and Friday OR Tuesday, Thursday.

Tilbury Tots Early Learning Centre cannot guarantee a specific waitlist position or enrolment date.

Placement Priority

The licensee or designate will place a child on the waiting list in chronological order, based on the date and time that the request was received.

Determining Placement Priority when a Space Becomes Available

When space 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. A set schedule agreement will be signed by all families, prior to commencing childcare, who are accessing a full-time and part-time childcare spaces.
- 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.

Please note: Staff returning from maternity leave must remain employed with Tilbury Tots Early Learning Centre for a minimum of 6 months following their return to work in order to maintain their child care space.

If a staff member chooses to leave their employment with Tilbury Tots Early Learning Centre within this six-month period, their child care space will become null and void. The child/children will then be placed back on the child care waitlist in their original position and will be offered a space again when one becomes available based on their position on the waitlist.

Accepting or Declining a Space

Parents of children on the waitlist will be notified by e-mail and/or telephone when a space becomes available.

Parents will be provided a 3-day timeline in which a response is required.

Where a parent has not responded within the given timeline, the Supervisor will contact the next parent of the child on the waitlist to offer them space.

If the family responds that they would like the space, they will be required to accept the space on the available date. If the family is unable to commit to the space on the available date, they will be asked to update their preferred start date on OneHSN.

If a parent contacts Tilbury Tots Early Learning Centre after the 3-day timeline has expired and wishes to accept the space offer, the Supervisor will advise the parent that the offer is no longer valid.

Once a parent accepts a space at Tilbury Tots Early Learning Centre, their child will be removed from the waitlist. When offers of space have been sent to a family, and the family declines an offer 3 times, the child will be removed from the waitlist. If child care is required at a later date, the family will need to reapply to the waitlist.

Responding to Parents who Inquire About their Child's Placement on the Waiting List

Site Supervisors will be the contact person for parents who wish to inquire about the status of their child's place on the waiting list.

Site Supervisors 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 all children and families on the list. Parents will only be provided with information regarding their own child's position on the waitlist. At no time will Tilbury Tots Early Learning Centre share waitlist information with any third party.

Intake Procedure

Upon acceptance of a child care space, Tilbury Tots Early Learning Centre Site Supervisor will arrange an intake meeting with you. During this meeting, you will:

- become familiar with policies,
- complete the required enrollment forms,
- address any questions or concerns you may have.
- Orientation will be scheduled for your child to meet the classroom teachers and see the room/centre This will be scheduled prior to your child's start date.

Infant Program Intake

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

Orientation:

Infant Room – A scheduled orientation will include

One week prior to infant enrollment, the child and parent will be scheduled to attend a one-hour visit, held from 9:00 to 10:00 a.m. This visit provides an opportunity for the infant to become familiar with the environment, caregivers, and daily routines, while also allowing parents to ask questions, observe program practices, and share important information about their child's needs.

All parents with a child entering our Infant Room are required to complete an *Infant Personal Schedule*. This form helps our staff support a smooth transition from home to care, minimizing any disruption to the infant's routine. The *Infant Personal Schedule Form* is included in the infant registration package and can also be accessed under **Registration Packages** on our website.

Toddler Program Intake

Enrollment in the Toddler Room requires full-time attendance, five days per week. Part-time options are available in set schedules: Mondays, Wednesdays, and Fridays or Tuesdays and Thursdays. Families requesting part-time care must pay for a full-time space until we are able to match their schedule with another family. If your matched family ends their contract, your child will return to full-time attendance until a new match is found.

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@BGCCK.COM or visit their website at C.O.R.E. Club After-School Program — Boys and Girls Club of Chatham-Kent Inc. (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 instructional 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.

Please note as an example: If a child turns 6 years old on February 2 and is enrolled in Senior Kindergarten, the parents will continue to pay the CWELCC discounted fee until June 30.
Please note that attendance is required during PA Days and March Break.

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 or Windsor-Essex waitlist The City of Windsor | Child Care Waitlist.

Children under 6 years of age – St. Joe's(Main), Wheatley, TAPS, Merlin, St. Francis, St. Philippe, Ste. Marie and St. Catherine

- CWELCC rate will be applied – Cost Per Day $17.03
- 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 under 6 years of age – St. Ursule

- CWELCC rate will be applied – Cost Per Day $17.40
- 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, St. Philippe, Merlin, 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

Children over 6 years of age – St. Ursule, Lunch Provided

- Cost Per Day $36.82
- 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. 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. 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, Ste. Catherine, St. Philippe and St. Ursule Sites 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 (depending on site).
- 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.

Journal Notifications

Tilbury Tots Early Learning Centre uses Fastoche to send daily journals to parents. Journal links are automatically sent each day at 12:30 p.m. and may include information about your child's meals, sleep, toileting, photos, and other updates from their day.

To help ensure that journal emails are being received and opened, Fastoche automatically monitors journal link activity. If a parent does not open 20 consecutive journal links, their journal sending method will automatically be changed to None.

Once this occurs, staff are not able to switch the parent back to receiving journals or change the email address associated with the journals. This restriction is in place to help Tilbury Tots Early Learning Centre and families comply with Canadian anti-spam requirements and avoid potential fines or penalties.

Parents should make sure they open their child's journal link each day if they wish to continue receiving journals by email.

TILBURY TOTS EARLY LEARNING CENTRE INFANT TODDLER & PRESCHOOL RATES

EFFECTIVE JANUARY 1, 2026

Updated September 16, 2026

All Tilbury Tots Early Learning Centre is registered with CWELCC

Agre Group	Pay Code		CHILDCARE RATE

BASED FEE- THIS FEE ENCOMPASSES- DAILY CARE, LUNCH AND 2 SNACKS Children Under the Age of 6 Years

Full Time - Infant, Toddler, Preschool & Family Grouping (Family Grouping Sites are located @ Merlin, St Philippe, Ste Catherine & St. Ursule) Children registered on a full-time basis, Monday to Friday, will be given priority. Please be advised that billing will reflect this accordingly.

Part time schedule Monday, Wednesday and Friday "OR" Tuesday and Thursday
Full-time billing will remain in effect until we are able to coordinate your selected part-time schedule with another family's availability. ** Part-time attendance is not available for the Infant age group unless the site is designated as a Family Grouping Site.

Infant	FULL DAY (5 days min)	Per Day	$ 20.93
Toddler	FULL DAY	Per Day	$ 18.97
Preschool	FULL DAY	Per Day	$ 18.00

Merlin, St. Philippe, St. Catherine & St. Ursule Rates ONLY:

Family Grouping	FULL DAY	Full Day Rate	$ 18.00

Riverview Gardens – Infant, Toddler, and Preschool Rates TBD

School Age - Under 6 years

Full-time: Monday through Friday, both Before and After School Care on the same day.

Part-time: Monday through Friday, Before or After School,

**** One Session Before or After School care is only available if we can match you with a family using the opposite session.**

Under 6 years	ONE SESSION BEFORE SCHOOL OR ONE SESSION AFTER SCHOOL ** Must be Matched	**$12.00
Under 6 years	BEFORE AND AFTER SCHOOL - Used on the Same Day	$ 12.00

Under 6 years	JK/SK FULL DAY	Per Day	$ 17.03
Under 6 years	JK/SK FULL DAY	Per Day - **St. Ursule ONLY**	$ 17.40

Example: If a child turns 6 years old on February 2 and is enrolled in Senior Kindergarten, the parents will continue to pay the CWELCC discounted fee until June 30. Please note that attendance is required during PA Days and March Break.
Note: Following the last instructional day in June, school-age classrooms will be closed to allow staff time to prepare for summer programs.

TILBURY TOTS EARLY LEARNING CENTRE CHILDREN OVER 6 YEARS OF AGE- RATES EFFECTIVE JANUARY 1, 2026

All Tilbury Tots Early Learning Centre is registered with CWELCC

Agre Group	Pay Code		CHILDCARE RATE

St Joseph

Over 6 years - Based Fee - This fee encompasses daily care and (1) one morning snack Must attend the Before School program Monday through Friday.
For Full Day and After School Program Please Visit the Boys & Girls Club Website

Over 6 years	ONE SESSION BEFORE SCHOOL	One Session Before School	$13.80
Over 6 years	FULL DAY SCHOOL AGE SUMMER PROGRAM	Due to the BGC not offering a summer program for schoolage children at our St. Joseph location, TTELC may provide an alternative summer program at other TTELC locations. Please complete the summer survey provided, indicating your first and second choice of TTELC locations for summer care. Kindly note that placement in the summer school-age program is not guaranteed.	TBD - Depending on site attending

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 Full-time: Monday through Friday, both Before and After School Care on the same day.
Part-time: Monday through Friday, Before or After School,
**** One Session Before or After School care is only available if we can match you with a family using the opposite session.**
Note: Following the last instructional day in June school age classrooms will be closed to allow staff time to prepare for summer programs.

Over 6 years	ONE SESSION BEFORE SCHOOL	One Session Before School ** Must be Matched	**$13.80
Over 6 years	ONE SESSION AFTER SCHOOL	One Session After School ** Must be Matched	**$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	Over 9.5 Hours Per Day	$ 38.70
Over 6 years	School Age FULL DAY	Up to 9.5 Hours Per Day	$ 31.05

St. Ursule

Over 6 years - Based Fee - This fee encompasses daily care, lunch provided and 2 snacks Lunch will be provided for children over 6 years for summer, PA Days and March break Full-time: Monday through Friday, both Before and After School Care on the same day.
Part-time: Monday through Friday, Before or After School,
**** One Session Before or After School care is only available if we can match you with a family using the opposite session.**
Note: Following the last instructional day in June school age classrooms will be closed to allow staff time to prepare for summer programs.

Over 6 years	ONE SESSION BEFORE SCHOOL	One Session Before School ** Must be Matched	**$13.80
Over 6 years	ONE SESSION AFTER SCHOOL	One Session After School ** Must be Matched	**$13.80
Over 6 years	BEFORE AND AFTER SCHOOL	Before and After School - Used on the Same Day	$ 18.21
Over 6 years	School Age FULL DAY	Per Day	$ 36.82

Merlin, St Francis & St Philippe

Over 6 years - Based Fee - This fee encompasses daily care, lunch provided and 2 snacks Lunch will be provided for children over 6 years for summer, PA Days and March break Full-time: Monday through Friday, both Before and After School Care on the same day.
Part-time: Monday through Friday, Before or After School,
**** One Session Before or After School care is only available if we can match you with a family using the opposite session.**
Note: Following the last instructional day in June school age classrooms will be closed to allow staff time to prepare for summer programs.

Over 6 years	ONE SESSION BEFORE SCHOOL OR ONE SESSION AFTER SCHOOL ** Must be Matched	**$13.80
Over 6 years	BEFORE AND AFTER SCHOOL - Used on the Same Day	$ 18.05

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

Ste Marie and St. Catherine are up to Senior Kindergarten

Child care services for Senior Kindergarten children will no longer be provided at Ste Marie and St. Catherine after June 30

TTELC does not provide child care services for children entering Grade 1

Example: If a child turns 6 years old on February 2 and is enrolled is Senior Kindergarten, the parent will continue to pay the CWELCC discounted fee until June 30

Please note that attendance is required during PA Days and March Break for children attending JK and SK programs
Note: Following the last instructional day in June JK/K classrooms will be closed to allow staff time to prepare for summer programs.

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 Visits	1 Hour Free With Parent/Guardian	When Schedule Permits

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

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, Boxing Day. When a statutory holiday falls on a Saturday or Sunday, families will still be responsible for the applicable holiday fee, even though the holiday does not fall on a regular weekday. The holiday fee will be invoiced in lieu on an alternate weekday during the same week.

TTELC Closes Promptly at 5:15 PM

All TTELC locations close promptly at 5:15 PM. Families who wish to speak with staff about their child's day are encouraged to arrive before closing time. Any communication with staff after 5:15 PM will incur charges in accordance with our late fee policy.

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.

Windsor-Essex: For families that require subsidy, please contact 519-255-5200 to inquire whether 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 Set Schedule Contract. **There will be NO credits given for cancellations, missed or absent days.** Each week you will receive an email invoice for your child's fees. Parents can request a hard copy of the invoice, which will be placed in the child's classroom for pickup.

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

At the end of each month, each site will submit its attendance records to the main site. During this time, attendance records will be reviewed. For children over 6 years of age who are attending our full-day program (Summer, March Break, PA Days) and were scheduled for over 9.5 hours or have exceeded the 9.5-hour daily rate, your invoice will be adjusted accordingly. These adjustments may result in extra charges to families.

Sick Leave/ Absence/ Vacation Days

1. One week in August (Civic holiday week)
2. Two weeks during the Christmas shutdown. Tilbury Tots Early Learning Centre will close for a two-week period each year during the Christmas holidays. Specific closure dates may vary annually but will align with the School Board's holiday schedule.

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

12-month Vaccine

After the one-year immunization, infants will not be permitted to attend childcare for the next 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

The above side effects normally last one to two days. Once proper notice has been given to the supervisor either by submitting a calendar or an email by Wednesday of the week before at noon, and the centre has received the immunization record for the child's file, 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.

Paying for Space (PFS)

When a parent notifies us that care for their child won't be needed on a specific day, it will be recorded on our attendance sheet as 'Paying For Space' (PFS). After the initial cancellation, if care is later requested, the child may attend based on TTELC staffing and ratios, which might not match the time originally scheduled and noted on our attendance sheet.

Payments

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

All accounts, regardless of the payment option are required to be paid in FULL by the 20th of the current month. NON-PAYMENT will result in childcare services being suspended until full payment is received. Full payment is required regardless of days missed due to 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. 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.

Children's Drop-Off

Children arriving at TTELC after 11:00 am will not be allowed to stay at that time. It is essential that all drop-offs occur by 11:00 am or earlier. If families cannot drop off during the designated times, you will not be able to bring your child in until 2:00 pm. This policy is in place to prevent disruptions to children who are resting or sleeping.

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.

When Food Can Be Sent from Home

To support the health, safety, and well-being of all children, TTELC does not permit outside food to be brought into the centre unless one of the following exceptions applies:

- Breakfast: Your child is here before 8:00 a.m. and requires breakfast. Breakfast items must be healthy, nutritious, peanut-free, and ready to eat
- Food Allergies: Your child has been diagnosed or identified with a food allergy that requires specific accommodations. Food allergies must be identified in your child's registration package so that TTELC can follow Ministry guidelines and ensure all required allergy information is properly documented and posted.
- Dietary Restrictions: Your child has dietary restrictions that require special food arrangements. Dietary restrictions must be identified in your child's registration package so that TTELC can follow Ministry guidelines and ensure all required dietary restriction information is properly documented and posted.
- Individualized Plan: Outside food is permitted only as specified in an approved Individualized Plan. The plan must be completed with all required information and reviewed and signed off by TTELC staff before outside food is permitted. A copy of the approved plan will be kept in the child's classroom.

- Sites That Do Not Provide Lunch (Wheatley and TAPS) for Children Over 6 Years of Age

  Outside food will not be brought into TTELC without Director or Supervisor approval and proper documentation.

  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.

WOW Butter

WOW Butter will not be permitted. It is difficult to distinguish between WOW Butter and peanut butter due to their similar look, smell, and taste, and WOW Butter may still pose a risk to children with severe allergies.

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. **This includes, but is not limited to, food and drink items such as Nutella, Almond Milk, and Pesto.** 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.

Illness and Child Pick-Up Policy

To protect the health, safety, and well-being of all children and staff, parents/guardians are required to arrange for the prompt pick-up of their child when they become ill while attending TTELC.

When a parent/guardian is contacted by TTELC and advised that their child is ill (e.g., fever, diarrhea, vomiting, or other symptoms of illness), they will be required to pick up their child within one hour of being notified. The one-hour timeframe allows time to arrange pickup and should not be considered additional care time. Parents/guardians are expected to make immediate arrangements to pick up their child once notified that they are ill and ensure pickup occurs as soon as possible.

If the parent/guardian is unable to pick up their child within this timeframe, they must arrange for an individual on their emergency contact or authorized pick-up list to pick up the child within the one-hour timeframe.

Failure to comply with this requirement may result in the following:

- **First Occurrence:** The Site Supervisor will address the concern with the parent/guardian and remind them of TTELC's illness and pick-up requirements.
- **Second Occurrence:** A formal written reminder or warning may be issued, outlining the expectation for timely pick-up.
- **Third Occurrence:** A Parent Contract/Agreement between Tilbury Tots Early Learning Centre and the parent/guardian will be put in place.

TTELC reserves the right to take further action when a parent/guardian repeatedly fails to meet the required pick-up timeframe.

These requirements are in place to protect the health, safety, and well-being of all children and staff. When a child is ill, they require a level of care and attention that can be better provided by their parent/guardian at home.

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 1 full day 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, 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.

1. Following TTELC's diarrhea policy, a child will be sent home and 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.

The time and observation of the one episode of diarrhea will be recorded on the Health Form, which will be provided to parents/guardians for their reference.

Your child may return to care once they have been free of diarrhea for two full consecutive days. This means the child must have gone 2 full consecutive days without experiencing another episode of diarrhea.

Once a child has met the two-full-day symptom-free requirement and returns to TTELC, if they experience even ONE additional episode of diarrhea, they will be sent home. The two-full-consecutive-day exclusion period will then begin again from the time of the new episode.

2. Following TTELC's diarrhea policy, a child will be sent home and excluded from TTELC for 2 full consecutive days and until they are symptom-free if they have the following:

- 3 liquid bowel movements (stools that are softer than normal, less formed than normal, not entirely watery, and are more frequent),

The time and observations of each of the 3 liquid bowel movements will be recorded on the Health Form, which will be provided to parents/guardians for their reference.

Your child may return to care once they have been free of diarrhea for two full consecutive days. This means the child must have gone 2 full consecutive days without experiencing another episode of diarrhea.

Once a child has met the two-full-day symptom-free requirement and returns to TTELC, if they experience even ONE additional episode of diarrhea, they will be sent home. The two-full-consecutive-day exclusion period will then begin again from the time of the new episode.

Children who experience diarrhea will be sent home and excluded from TTELC in accordance with the diarrhea exclusion protocol. As we cannot determine whether the diarrhea is related to an illness, something the child has eaten, or another cause, TTELC must take a precautionary approach to protect the health and well-being of all children and staff.

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

Disease	**Exclusion Requirements**
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.

Reason Sent Home

A child may appear "fine" when their parent is present or at home, as the comfort and familiarity can temporarily mask underlying concerns. TTELC staff base their decisions on the behaviours and observations made. When symptoms appear, and your child is sent home, families will still need to follow TTELC's health policies.

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.

Toilet Learning

Tilbury Tots Early Learning Centre recognizes that toilet learning is an important developmental milestone and is most successful when families and educators work together using a consistent approach. Toilet learning is a developmental process, and every child will become ready at their own pace.

Families are expected to begin the toilet learning process at home before requesting support at the childcare centre. Children should be demonstrating signs of readiness, such as showing interest in the toilet, communicating their toileting needs, remaining dry for longer periods, and beginning to manage their clothing with minimal assistance. Families are responsible for providing several changes of clothing, including underwear, and communicating their child's established toileting routine with educators.

Once a child has begun toilet learning successfully at home, educators will support and reinforce those routines while the child is in our care. Children will be encouraged to use the toilet during regular daily routines, such as upon arrival, before and after outdoor play, before rest time, and before meals, as well as whenever they indicate they need to use the toilet. Educators will provide encouragement, assist with hygiene as needed, and communicate progress with families.

As a licensed childcare program, educators are responsible for the supervision, safety, and well-being of all children in the classroom while maintaining legislated staff-to-child ratios. As a result, educators are unable to provide individualized toilet training that requires one-on-one toileting every 10–15 minutes, frequent interruptions to classroom routines, or bringing an entire group indoors solely to accommodate one child's toileting schedule.

Children who require constant reminders to use the toilet, are unable to recognize when they need to go, or are experiencing frequent accidents throughout the day may not yet be developmentally ready for toilet learning in a group care setting. In these situations, families may be asked to continue focusing on toilet learning at home until their child demonstrates greater consistency and readiness. During this time, children may continue to wear diapers or pull-ups while attending the centre.

Accidents are a normal part of the toilet learning process. Educators will respond calmly and respectfully, assist children with changing into clean clothing, encourage independence whenever possible, and never shame or punish a child for accidents.

Our goal is to work in partnership with families to provide a positive, supportive, and consistent toilet learning experience while ensuring a safe, nurturing, and well-supervised environment for all children in our care.

If your child is entering the potty-training stage, please send in a wet/dry bag each day. This helps us gently and discreetly send home any soiled clothes, and it ensures that your child’s belongings are cared for with comfort and ease.

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 3 to 5 business days (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).

Communication Process for Issues and/or Concerns

To ensure issues and/or concerns are addressed promptly and efficiently, your child's site supervisor will be your first point of contact for all questions, concerns, schedule changes, or centre-related matters.

Parents/guardians are expected to contact the site supervisor, not the main office. The site supervisor is most familiar with the centre's specific day-to-day operations and is best equipped to assist you.

If the main office is contacted before the site supervisor, you will be directed to contact the site supervisor. The site supervisor is responsible for gathering all necessary information related to the issue or concern before responding. Once all information has been collected and reviewed, the site supervisor will follow up with you.

The main office will support decisions made by site supervisors when those decisions are consistent with TTELC's established program policies and procedures.

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

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 concerns 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 Service Act.

Escalation of Issues/Concerns

Where parent/guardian are not satisfied with the response our outcome of an issue/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

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 Educations' child care quality and assurance and licensing branch.

Procedures

Nature of Issues or Concern:	**Steps for Parent/Guardian to Report Issue/Concern:**	**Steps for Staff and/or Licensee in Responding to Issue/Concern:**
Program Room Related e.g., 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 3 to 5 business days (not including weekends) Document the issue/concern. Details should include: * Date and time issue/concern was received * Name of person who received the issue/concern * Name of person reporting issue/concern * Details of the issue/concern * Any steps taken
General/Centre or Operational related:	**Raise the issue/concern to:** Brigitte Lang – Finance Coordinator brigittel@tilburytots.com and/or Tina Martizon – Finance Coordinator in Training tinam@tilburytots.com If not satisfied; the Director	

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 outs 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	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 become aware of the situation.	Provide a resolution or 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 health, safety and well-being of the child.	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 abuse or neglect. Must be reported through CCLS.

Contact Information

Title	Name	Phone Number	Email
Head Office			
Director of Child Care	Jody Bernier	(519) 682-0804	jodyb@tilburytots.com
Director in Training	Vanessa Rice	(519) 682-0804	vanessar@tilburytots.com
Regional Supervisor	Kenadi Bernier	(519) 682-0804	kenadib@tilburytots.com
Pedagogy Mentor	Judy Myers	(519) 682-0804	judym@tilburytots.com
Financial Coordinator	Brigitte Lang	(519) 682-0804	brigittel@tilburytots.com

Assistant Financial Coordinator	Tina Martizon	(519) 682-0804	tinam@tilburytots.com
Human Resource Coordinator	Renee Regnier	(519) 682-0804	reneer@tilburytots.com
Office Administration	Lisa Miller	(519) 682-0804	lisam@tilburytots.com
Tilbury Tots Early Learning Centre – Program Sites			
Pain Court HUB			
Supervisor	Jodee Truskey	(519) 682-0804 ext.0801	hub@tilburytots.com
Acting Supervisor	Curtis Smids	(519) 682-0804 ext.0801	
Ecole Ste. Marie			
Supervisor Ste. Marie	Nathalie Paquette	(519) 682-0804 ext. 0901	stemarie@tilburytots.com
Assistant Supervisor	Ashley Rahaman	(519) 682-0804 ext. 0901	stemarieasst@tilburytots.com
Wheatley Area Public School - WAPS			
Supervisor	Leena Priestley	(519) 682-0804 ext. 0301	waps@tilburytots.com
Acting Supervisor	Victoria Vetor	(519) 682-0804 ext. 0301	
Tilbury Area Public School - TAPS			
Supervisor	Melanie Morris	(519) 682-0804 ext. 0501	taps@tilburytots.com
Acting Supervisor	Susan McGee	(519) 682-0804 ext. 0501	
Merlin Area Public School - MAPS			
Supervisor	Christie Kotow	(519) 682-0804 ext. 0401	maps@tilburytots.com
Acting Supervisor	Patty Schram	(519) 682-0804 ext. 0401	
Ecole St. Francis			
Supervisor	Jennifer Verkaik	(519) 682-0804 ext.0601	stfrancis@tilburytots.com
Acting Supervisor	Sadie Beaulieu	(519) 682-0804 ext. 0601	
Ecole St. Philippe			
Supervisor	Hailie Jade Blommers	(519) 682-0804 ext. 1001	stphilippe@tilburytots.com
Acting Supervisor	Amber Dupuis	(519) 682-0804 ext. 1001	
Ecole St. Catherine			

Supervisor	Julie Sarkis	(519) 682-0804 ext. 1101	stcatherine@tilburytots.com
Acting Supervisor	Julia Formosa	(519) 682-0804 ext. 1101	
Ecole St. Ursule			
Supervisor	Christie Kotow	(519) 682-0804 ext. 1201	stursule@tilburytots.com
Acting Supervisor	Danielle Beausoleil	(519) 682-0804 ext. 1201	
St. Joseph			
Supervisor	Kenadi Bernier	(519) 682-0804 ext. 0100	kenadib@tilburytots.com
Acting Supervisor	Lisa Miller	(519) 682-0804 ext. 0100	
Riverview Gardens - RVG			
Supervisor	TBD	(519) 682-0804 ext. 1401	riverview@tilburytots.com
Acting Supervisor	TBD	(519) 682-0804 ext. 1401	
Ministry Of Education Help Desk	1-877-510-5333		Childcare_ontario@ontatio.ca

The Acting Supervisor is responsible for exercising the applicable responsibilities, powers and duties of the Supervisor as outlined in the Centre's policies, procedures and individualized plans, including taking appropriate action to protect the health, safety and well-being of children and staff, directing staff as necessary, and ensuring required notifications and documentation are completed.

The Acting Supervisor designation ensures that there is a clearly identified person available to respond to urgent situations when the Supervisor is not on site.

Escalation of issues or Concerns:

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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.

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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.