

TILBURY TOTS EARLY LEARNING CENTRE
SERVICING CHATHAM-KENT AND LAKESHORE AREAS

PARENT HANDBOOK

QUALITY LEARNING AT ENGLISH AND FRENCH SITES



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Web Site: www.tilburytots.ca

E-Mail: tots@cogeco.ca

PARENT HANDBOOK

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TILBURY TOTS EARLY LEARNING CENTRE

1. MANAGEMENT

T.T.E.L.C. is a Non-Profit Corporation managed by Board of Directors.

Executive Director: Jody Bernier

Regional Supervisor English Sites: Judy Myers

Regional Supervisor French Sites: Karen Reaume-Quenneville

Office Manager: Brigitte Lang

2. OUR PROGRAM PHILOSOPHY

T.T.E.L.C. believes that children are entitled to opportunities that support their emotional, social, creative, cognitive and physical growth and development in an environment that fosters learning, autonomy, democratic freedom, multiculturalism and a sense of responsibility and order.

3. PROGRAM STATEMENT

Our supervision policy states that volunteers and students do not have unsupervised access to children in our child care centres.

Young children learn by doing, children acquire knowledge about the physical and social worlds in which they live through playful interaction with objects and people. Children do not need to be forced to learn. They are motivated by their own desire to make sense of their world.

Learning information in meaningful context is not only essential for children understanding and development of concepts, but is also important for stimulating motivation in children. If learning is relevant, they are more likely to persist with a task and to be motivated to learn more.

Development appropriate programs are both age appropriate and individually appropriate. That is, the program is designed for the age group served and implemented with attention to the needs and differences of the individual children enrolled.

In all our programs T.T.E.L.C. set curriculum goals and teaching strategies. Teachers facilitate the children social and emotional development by providing guidance and opportunity throughout their day. Language development and literacy is taught through a variety of ways, such as stories poems, songs, dramatic play, classroom charts, talking informally with the children to name a few.

Cognitive development teaches the children to understand concepts about themselves and others as well as the world around them through observation and interacting with people. Learning about math, science, social studies, health and other content areas are all integrated meaningful activities.

Physical development children have daily opportunities to use large muscles, including running, jumping and balancing. Outdoor activities are planned. The children learn about outdoor environment and express themselves freely and loudly. Children have daily opportunities to develop small muscle skills through puzzles, pegboards, painting, cutting and other similar activities.

Aesthetic development allows children to express and appreciate art and music using a variety of cut media available for creative expression.

4. PARENT-TEACHER RELATION

Parents/Guardians have the primary responsibility for the care and education of their children. They also have the right to pursue financial security, further education and or personal fulfilment. Parents/Guardians are entitled to control the operation of the child care program within the legal framework and be involved in and informed of the daily life of the centre as an integral part of their child-rearing experience. The centre will support parents/guardians participation in their children early learning and development.

5. ASSESSMENT OF CHILDREN

Assessments are based on information obtained from observations by teachers and parents, developmentally appropriate checklists and in some cases by individually administered tests. Development assessment of children progress and achievement is used to plan curriculum, identify children with special needs, communicate with parents and evaluate the program's effectiveness.

6. COMPLAINT PROCEDURE

Should a parent/guardian have a complaint please address it to your sites supervisor;

- Regional Supervisor English Sites: Judy Myers - 519-682-0804
- Regional Supervisor French Sites: Karen Reaume-Quenneville - 519-351-3111

Should the complaint remains unresolved the please address it your our director;

- Director: Jody Bernier Cell Phone: 519-809-4081
- E-Mail: tots@cogeco.ca

If the complaint remains unresolved the parent/guardian than can address in writing to the attention of;

- T.T.E.L.C. Board of Directors
- The Board of Directors decision shall be final.

7. PREFERRED PRACTICES

Our discipline procedure is three steps;

1. If a child exhibits an inappropriate action (hitting, pushing, spitting, kicking etc.) the teacher will explain to the child that this type of behavior is inappropriate.
2. The teacher will redirect the child to a different play area within the room.
3. If aggressive or inappropriate behaviour, the child will sit away from the group to calm down and think about his or her actions, and then the child will return to play. Fairness, firmness, consistency and flexibility are characteristics of appropriate disciplinary techniques. Teachers are encouraged to seek assistance whenever necessary.

8. FEES

We do not charge a registration fee. Fees may be subject to change in the new calendar year. This does not mean it will change every year, it is a decision by the Board of Directors, notice to be given the prior month.

9. METHOD OF PAYMENTS

- Fees are payable by cheque or cash, payments to be made weekly or bi-weekly, post-dated cheques are accepted.
- Subsidy is available through the Municipality of Chatham-Kent.
- Fees are calculated by your attendance from the calendar you have provided us with each month.
- Billing is completed weekly or monthly depending on your calendar submitted.
- Extra hours, added days and sick day will be added or corrected accordingly.
- Parents will be charged \$31.00 on cheques returned “non-sufficient funds”
- As of January 2, 2012 a 3% per month service charge will be added to all overdue accounts – no exceptions.

NOTE: All invoices must be paid in full weekly or bi-weekly.

If you are overdue on your payments you will receive one (1) written notice. If we do not hear from you within twenty four (24) hours from notice given your child/children will be unable to attend until payment is received in full.

10. AFTER HOURS PENALTIES

Parents who arrive after closing time will be responsible for paying the staff a fee of \$10.00 for every 10 minutes. If you know you will be late PLEASE call your centre.

11. ARRIVAL AND DEPARTURE

Should you be late dropping off or picking up a courtesy call is to be made to your centre.

12. SICK LEAVE /ABSENSE /VACATION DAYS

Two (2) weeks per calendar year will not be charged to parents for vacation time, anything over two (2) weeks will be billed.

In case of illness, one (1) sick day a month per child will be allowed. Please call the site your child attends to report a sickness and/or prolonged illness.

Should you be laid off from your work, please inform the supervisor/staff immediately.

13. SCHOOL EVENTS

Some schools offer before and after school programs such as homework club, should your child/children attend any before or after school activities your child/children will be permitted to attend our childcare after such events are completed. All families will be charged from school dismissal to pick up time. Please be sure to send extra snacks. The EA or School Teacher is required to walk your child/children to our site once after school activity is completed.

14. WINTER CLOSURE

We follow the same rules as the elementary school boards. If the schools are closed we are also closed. TTELC reserves the right to close its centres if the weather condition jeopardizes the safety of the children, parents and employees.

Please listen to 94.3 for school closure, we are OPEN even if buses are not running.

15. CLOSURES OF OUR SITES

All T.T.E.L.C. sites are CLOSED on the following statutory holidays;

- New Year Day
- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- Civic Holiday
- Labor Day
- Thanksgiving
- Christmas Day
- Boxing Day

16. PROGRAMS

- Infants
 - 3 months to 18 months
- Toddler
 - 18 months to 30 months
- Pre-School
 - 30 months to 5 years of age
- Before and After School Program
 - 5 years to 10 years of age

17. SUBMITTING YOUR WEEKLY/MONTHLY CALENDAR

All childcare hours must be submitted to T.T.E.L.C. no later than NOON Thursday for the following week.

We strive to be flexible and accommodating but last minute changes to your child's calendar days will be subject to an emergency fee of \$ 10.00 per child, per day.

Should you submit your child care hours after NOON Thursday you will be subject to an emergency fee of \$10.00 per child, per day.

You can submit your child/children weekly/monthly calendar online 24/7 at www.tilburytots.ca

Please submit your calendar/hours on our website or a written calendar, **NO PHONE CALLS PLEASE.**

18. OPENING AND CLOSING TIME OF OUR PROGRAMS

Our hours of operation are 6:00am to 6:00pm. However each sites determined by parental need on our opening and closing. Here is where parents are required to fill out a monthly calendar of the days needed for care as well as drop off and pick up times for appropriate staff and children ratio's as well as for billing purposes.

We are open throughout the year however each site will remain open as long as there are enough children to provide services. Advance notice will be given should a room or site be closed due to the number of families/children requiring care.

19. ADMISSION AND DISCHARGE POLICY

Each child is required to have a registration form filled out prior to beginning. We also require an immunization record, birth certificate for E.L.P. children that will be attending and health card. A calendar will be issued for you to fill out for the days your children will be attending. If you will be getting assistance form subsidy we will also require the Municipality paperwork. Any custody papers also will need to be put in your child's file. When a child is withdrawn from the program, TWO (2) WEEKS notice is required at the site and is to be given in writing. We also ask you to bring a photo of your child.

20. PERSONAL BELONGINGS

Please supply a pair of indoor shoes, change of clothing seasonal including socks, underwear, pants and shirt. We ask that you dress your child accordingly to the season, please remember it is a part of our day to have outside time. Personal belongings are to be labelled.

21. NUTRITION

We serve a nutritious and well balanced lunch following the Canada's Food Guide. We offer snacks for all children in the morning and in the afternoon. Weekly menus are posted as well as all allergies. It is forbidden to bring any food which may contain peanuts or nuts of any kind. This is to ensure a safe environment for all of our children.

Infants require their parents to provide milk bottles, lunches and snacks. Once your child is weaned of the baby food you can inform staff so they can have lunch/snacks being served at the centre. Please have bottles and containers labelled with your child's name.

22. OUTINGS

Parents will be notified on out of town field trips. However your child's registration form has authorization which you gave permission for throughout their enrolment with us for walks, going to the local park, town library, etc.

23. HEALTH AND MEDICATION

According to the Ministry regulations the children must have outdoor play. It is TTELC policy that children who are too ill to partake in all or our routines should remain home.

If your child becomes ill during the day you will be contacted to pick up your child. If we cannot reach you we will than call the emergency contact you have given us.

In case of an emergency parents will be notified immediately or the emergency contact person should your be unavailable.

No medication will be given to a child without written authorization form the parent. This form can be obtained at your centre. You must have the original prescription container in order for us to administer.

- Child's Name
- Name of Drug
- Expiry Date
- Dosage
- Length of treatment
- Name of doctor

We will not administer medication to children attending our “Before and After School Program” as it has been the norm for schools to do so. However, should your child attend full days we would be able to accommodate those that requires medication. All children requiring a puffer will also be accommodated.

If your child is anaphylaxis our employees have been trained, you will be required to fill out an anaphylaxis procedure form as well as sign off on T.T.E.L.C. procedure. A photo of your child will be required and posted.

If your child has diarrhea or has been vomiting you should keep your child home for 24 hours. In case of an outbreak or illness, your child should remain at home for 48 hours following the last occurrence of diarrhea or vomiting. Children must be able to keep up to the routine of the day. We maintain our sites and disinfect on a regular schedule.

24. NEW POLICY

New Requirements to Post Serious Occurrences in Licensed Child Care Programs

The safety and well-being of our children in licensed child care programs is the highest priority. Operators of licensed child care centres work diligently to provide a safe, creative and nurturing environment for each child. In spite of all the best precautions, serious occurrences can sometimes take place.

Effective November 1, 2011 the Ontario government has introduced a new policy that requires licensed child care centres to post information about serious occurrences that happen at a centre. To support increased transparency and access to information, a Serious Occurrence Notification Form” must be posted at the centre in a visible area for 10 days.

A serious occurrence could include;

- Serious injury to a child.
- Fire or other disaster on site
- Complaint about service standard.

Licensed child care centres are already required to report serious occurrences to the Ministry of Children and Youth Services, which is responsible for child care licensing. This new policy requires child care operators to post information in their facilities so that parents also have access to it.

This posting will give parents information about the incident and outline follow-up actions taken and the outcomes, while respecting the privacy of the individuals involved. Longer-term actions taken by the operator will also be included to help prevent similar incidents in the future, where applicable.

Many factors may lead to a serious occurrence report. A serious occurrence does not necessarily mean that an operator is out of compliance with licensing requirements or that children are at risk in the child care program.

This new policy supports the government’s effort to increase access information about licensed child care programs in Ontario. This includes the recent launch of child care licensing inspection findings on the Licensed Child Care Website which is available at: <http://www.ontario.ca/ONT/portal61/licensedchildcare>.

We encourage you to speak to the operator of your child care program for more information about serious occurrences and the new Serious Occurrence Notification form posting policy.

25. IMPORTANT NOTICE

T.T.E.L.C. reserves the right to expel any child that may be detrimental to the well-being of children and staff in the operation of our centres.

Thank you in advance for your co-operation and participation, enabling the smooth operation and transition to our surrounding community.

Board of Directors - Tilbury Tots Early Learning Centre

26. QUICK REFERENCE GUIDE

- **Executive Director**
 - Jody Bernier – Cell 519-809-4081
- **Regional Supervisor English Sites**
 - Judy Myers – 519-682-0804
- **Regional Supervisor French Sites**
 - Karen Reaume-Quenneville – 519-351-3111
- **Office Manager**
 - Brigitte Lang – 519-682-0804
- **Website**
 - www.tilburytots.ca
- **E-Mail**
 - tots@cogeco.ca

27. T.T.E.L.C. SITES - ADDRESS AND PHONE NUMBERS

Main Site

- 23 Elm Street, PO Box 607, Tilbury
- 519-682-0804

Ecole St. Francis

- 11 St. Clair Street, Tilbury
- 519-682-9127

St. Joseph Catholic School

- 43 St. Clair Street, Tilbury
- 519-682-0200

Tilbury Area Public School

- 5 Maple Street, Tilbury
- 519-682-2095

Wheatley Area Public School

- 226 Erie Street, Wheatley
- 519-825-9330

Ecole St. Paul

- 840 County Road 35, Stoney Point
- 519-360-6426

Merlin Area Public School

- 21148 Erie Street, Merlin
- 519-689-7027

Ecole Ste. Marie

- 90 Dale Drive, Chatham
- 519-354-5580

Paincourt Hub

- 14 Notre Dame Street, Paincourt
- 519-351-3111

Wheatley Baptist Church (ELP Monday to Thursday 9:00am to 11:30am)

- 47 Talbot Street East, Wheatley
- 519-365-5047

