



Everything you need to know is in this

## Parent Information Package

Please read carefully as it contains information  
for which you are responsible.

If you have any questions please contact us at

**604-437-4744**

or via email at

[registration@tk.org](mailto:registration@tk.org)

IMPORTANT INFORMATION Please have this translated

重要資料 請找人為你翻譯

RENSEIGNEMENTS IMPORTANTS Prière de les faire traduire

これはたいせつなお知らせです。どなたかに日本語に訳してもらってください。

INFORMACIÓN IMPORTANTE Busque alguien que le traduzca

알려드립니다 이것을 번역해 주십시오

CHỈ DẪN QUAN TRỌNG Xin nhờ người dịch hộ

ਗੁਰੂੀ ਜਾਣਕਾਰੀ ਵਿਰਧਾ ਕਰਕੇ ਕਿਸੇ ਕੋਲੋਂ ਇਸ ਦਾ ਉਲੰਘਾ ਕਰਵਾਓ

## **Tomorrow's Topkids Child Care Society MISSION STATEMENT**

Tomorrow's Topkids Child Care Centres will support and strengthen the family unit by providing a safe and stimulating environment for children. Children will be encouraged to try new experiences, taught the value of self and every person and provided with the opportunity to acquire skills for tomorrow's world.

- ❖ We believe all families have the right to accessible, affordable neighborhood childcare services.
- ❖ We believe all children have the right to loving, caring and qualified caregivers.
- ❖ We believe a holistic approach to childcare better meets the needs of the whole child; their physical, their intellectual, their emotional and their social development.

***Children are a product of their environment;  
It is our objective to create a wholesome, caring and stimulating environment.***

### **PROGRAM OBJECTIVES and DESCRIPTION**

Children may choose from a variety of activities according to their own skills and interests. These include team games, creative art, puzzles, blocks, and board games. Daily outdoor play is an important part of our program. Our programming encourages the development of the social, creative, cognitive, physical and emotional components of the children's well-being.

A nutritious snack will be served to the children during the course of the day. There will be vegetables or fruit made available to the children, as well as a hot or cold treat such as quesadillas, popcorn or cereal. In the summer and on professional days, daily afternoon snacks will be provided. If you feel your child will need a morning snack, this must be sent.

We realize that some parents/guardians like to send a "treat" with their child to the centre in recognition of their child's birthday or as a holiday present, (cake, cupcakes, ice cream and so on). The staff and children at the centre appreciate and enjoy these "treats" and thank the parents for the extra time the parent/guardian took to send them, however, we also ask that a complete ingredient list be sent as well, to ensure that no one with any allergies accidentally eats something harmful.

***The TTK staff thank-you for helping us to keep all the kids healthy and happy!***

## COMPLAINT POLICY

With our promise to ask for and be responsive to your point of view, Tomorrow's Topkids would like to present to you our framework for handling complaints or concerns you may have regarding our child care program in which your child is enrolled.

In the event that you do have a concern or complaint, we encourage you to let us know by using the following complaint system:

1. Please address your concerns to the staff person or the program supervisor directly involved, so that the problem can be eradicated quickly.
2. If you are not satisfied with how the problem is being handled, please notify a Tomorrow's Topkids Manager at 604-437-4744.
3. If you are still not satisfied, then you may make a complaint directly to our Licensing Officer. The number will be provided to you upon your request.
  - The identity of the complainant will not be divulged to the license holder.
  - The complaint will be investigated by a licensing officer.
  - Written complaints will be responded to in writing by the Licensing Office.
  - Complaints can be made anonymously.

## SERIOUS INCIDENT REPORTS

The TTK staff is required to fill out incident reports or to log incidents into our logbook for anything that disrupts the normal routine of the centre such as accidental injury, fights, or parent/guardian complaints. This is so that all staff regardless if they were present at the time or not may be fully informed of the state of affairs in the center and with each child.

## PREVENTING CHILD ABUSE

The Tomorrow's Topkids staff practice an "open door" policy for all authorized family/guardians and encourage parents to visit the centre at any time.

Staff are required by the Child, Family and Community Services Act to report **any suspicion** of abuse to the Ministry of Children and Family Development. Abuse includes physical, sexual, emotional or neglect.

## ILLNESS POLICY

Children are often ill. This presents problems to working parents who do not want to be absent from their jobs. However, **when your child is sick, please do not bring them to a Tomorrow's Topkids Child Care Centre.** TTK is not the place for a sick child. The illness may affect the other children or staff, causing more problems. Also, a sick child cannot participate fully in the program.

We strongly suggest that you make arrangements in advance for the occasions when your child may become ill. A grandparent, neighbour, relative or friend may be willing to care for your child when they are sick.

As a guideline, your child should be kept at home or removed from the centre if they:

- have a temperature over 38 C
- are vomiting or had diarrhea
- feel too unwell to participate in the usual daily activity **including outdoor activities**
- have an undiagnosed skin rash
- have persistent pain
- are not well enough to attend school
- have a communicable disease

**Prescribed medication** will be given to a child only if it is in the original prescription container. The container **must** have a pharmacy label and **must** include the name of the child, the date, the name of the medication, the dosage and the method of administration.

**Non-prescribed medication** will be administered only with a completed and signed "Request for Administration of Non-prescription Medication Form" **completed by a medical practitioner.** The forms are available from the Head Supervisor.

**If a child becomes ill or is seriously injured at the centre, the parent/guardian will be notified immediately and will be required to pick up their child.**

## ALLERGIES

**To ensure the safety of all the children under our care, the TTK staff will need a complete list of your child's allergies.** This list should include all the allergies your child suffers from, the type and severity of their reaction, and any medications that may need to be administered (along with the release forms to allow staff to do so) and any other procedures to follow.

*Thank-you for your cooperation in keeping our centers happy,  
sickness free environments*

## ARRIVAL/ DEPARTURE/ ABSENCES

- To ensure the safety of each child in our care, every child **must be signed in and out** of the centre. Each centre has an attendance book kept near the front door for parents to write down the time of their child's arrival and departure.
- At the end of the day, your child will only be released to you or people you have authorized to pick up your child.
- A child will not be released to anyone who you have not authorized to pick up your child.
- If the person picking up your child is unfamiliar to our staff, this person will be asked to produce government issued photo identification.
- To avoid confusion for both your child and the staff, please inform the centre whenever your child is to be picked up by someone other than yourself.
- If your child is or will be absent on any given day, please notify the centre your child attends **before** they are expected by the child care staff. This will avoid any confusion when attendance is taken and your child is unaccounted for.
- If you pick up your child directly from the playground or field you must still stop in at the centre and sign your child out by writing down the time of pick-up in the sign-in book. Once signed out the children are no longer our responsibility and we will accept no liability for anything from that point on.
- All visitors to the centre will be required to report to a staff person first to identify themselves and state the purpose of their visit.
- Staff child ratio will be maintained as per licensing requirements.
- Children will not be allowed to play in an unsupervised area, only exceptions are leaders with a signed "Distal Supervision Contract".
- We will NOT release any child after dark that is not accompanied by an adult.
- The buddy system will be in effect any time a child leaves the centre.
- All children and staff are responsible for keeping the centre clean and organized. We appreciate your co-operation in waiting for your child to tidy up before leaving the centre.

***Staff members are not permitted to drive or walk your child home.***

## DISCIPLINE PHILOSOPHY

The process by which each child learns socially acceptable and appropriate behaviour differs from one child to the next; all children make mistakes. It is the role of the staff to guide each child through difficult situations, to redirect inappropriate use of energy into constructive endeavors and to teach group problem-solving skills.

The guidance strategies utilized by Tomorrow's Topkids are in accordance with the brochure put out by the Ministry of Health: "Guidance & Discipline with Young Children."

The guidance strategies for PREVENTION are:

1. Establish clear, concise and simple limits
2. Offer straightforward explanations for limits
3. State limits in a positive way rather than in a negative way
4. Focus on the behavior rather than on the child
5. State what is expected rather than post a question
6. Allow time for children to respond to expectations
7. Reinforce appropriate behavior with both words and gestures
8. Ignore minor incidents
9. Encourage children to use staff as a resource
10. Scan

The guidance strategies for INTERVENTION are:

1. Gain a child's attention in a respectful way
2. Use proximity and touch
3. Remind
4. Acknowledge feelings before setting limits
5. Distract or divert when appropriate
6. Model problem-solving skills
7. Offer appropriate choices
8. Use natural and logical consequences
9. Redirect
10. Limit the use of equipment

***Tomorrow's Topkids is committed to providing quality child care. Our staff team reserves the right to assess each incidence or occurrence on an individual basis.***

## Guidance and Discipline Policy

When problems and conflicts happen, the staff will encourage, with minimal supervision, peer resolution of minor problems. When staff intervention is required, the following steps will be taken:

Step 1	The child will be asked to stop. All parties involved will be removed from the situation and encouraged to discuss the issues involved and then redirected to an appropriate activity.
Step 2	If the same behavior is observed step 1 will be repeated. Depending on the severity of the offense, the child may be asked to sit quietly for 5 to 10 minutes and the parent will be informed.
Step 3	If the behavior persists staff will request a meeting with the parent and the program manager to cooperatively seek a solution and appropriate consequence.
Step 4	If the behavior continues, the parent will be contacted at work or home and asked to remove their child from the center immediately. The child will not be allowed to return into the program until such time as the staff team and the family are able to meet and discuss the situation. No refund will be given to families for services.
Step 5	Continual recurrences will result in the withdrawal of the child from the center. No credit will be given for unused services.

For the safety and enjoyment of all participants and staff unacceptable behaviors that are viewed as hurtful, harmful or cause a great deal of suffering will not be tolerated. When considering whether a specific behavior is detrimental to others, staff will evaluate the behavior to determine if it is being continually repeated over time; if it is intended to hurt; and if it involves a power imbalance or manipulation.

The following aggressive behaviors intended to hurt and/or cause discomfort are not acceptable:

- \* Rough playfighting
- \* Fighting
- \* Hitting
- \* Kicking
- \* Deliberate destruction of centre furniture or supplies
- \* Inappropriate language
- \* Vandalism
- \* Deliberate destruction of others property
- \* Stealing

The following procedures are in place for children engaging in malicious behavior or an unprovoked attack:

Step 1	Parent or guardian will be contacted immediately and asked to remove their child from the premises.
Step 2	Before the child is allowed to return, the staff and parents or guardian will meet to discuss appropriate consequences for the child's actions.
Step 3	Two recurrences of the same behavior will result in the immediate withdrawal of the child from the centre. No credit will be given for unused services.

## **UNEXPECTED CLOSURES**

In the event of an unexpected school or child care closure due to job action every effort will be made to inform affected families immediately. If our “host” school closes due to job action our centres will be closed and alternative child care arrangements would have to be made by families.

On occasion, it may be necessary to close centres due to heavy snowfall or inclement weather whereby the facilities are not available for our use or the Ministry of Transportation declares the roads unsafe.

In the event of snow, please call our office at 604-437-4744 or check our website for possible closures and updates ([www.ttk.org](http://www.ttk.org)).

## **STAFFING**

All staff employed by Tomorrow’s Topkids must:

- Complete a Criminal Record Check prior to working with the children
- Undergo an interview process including three reference checks
- Participate in Training and Orientation sessions
- Wear a badge while on site identifying themselves as a TTK staff person
- Staff pictures and names are posted so that families can easily identify who is working
- Have current CPR and Emergency First Aid certification
- Meet all other Community Care Facilities Licensing requirements

## **NEED MORE INFORMATION?**

Contact our office Monday to Friday between 9am and 3pm

At 604-437-4744

Or

Send us an email

[registration@ttk.org](mailto:registration@ttk.org)

### **Our mailing address:**

Tomorrow’s Topkids Child Care society

Metrotown RPO

PO BOX 1228

Burnaby, BC V5H 4J8

## MISCELLANEOUS

1. Tomorrow's Topkids is a licensed childcare society and follows all provincial laws and adheres to Community Care Licensing regulations.
2. Parents will be required to sign a Consent Form for all "off-site" activities and field trips. By signing the consent form; (a) parents acknowledge their child's attendance and participation in the activity; and (b) agree to release Tomorrow's Topkids Child Care Society (TTK) from liability for any illness or accident occurring during the planned activity (including the field trip) that is not due to the gross negligence on the part of TTK staff.
3. We strongly discourage children bringing toys, games, cell phones and money from home. Staff is not responsible for any lost, stolen, damaged or misplaced items or money brought from home.
4. Staff will not release any child's personal information to anyone but the legal parent or guardian.