



Please read this Parent Information Package carefully.
You are responsible for the information contained within.

If you have any questions please contact us at

604-437-4744

or via email at

info@ttk.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

ਗੁਰੂਗੀ ਜਾਣਕਾਰੀ ਵਿਰਥਾ ਕਰਵੇ ਕਿਸੇ ਕੋਲੋਂ ਇਸ ਦਾ ਉਲੰਥਾ ਕਰਵਾਓ

APPLICATION

Tomorrow's Topkids Child Care Society (TTK) charges a one-time, non-refundable \$40 Application Fee to register in one our programs or to go on a centre waitlist. Once a family's information has been received, our Registration Manager, will contact the family via email and cash the cheque.

The submission of the Application Form does not automatically admit a child into a Tomorrow's Topkids Child Care center (TTK). Space may be limited and TTK reserves the right to make a final decision in the best interest of the center.

PLEASE NOTE:

Full time registration takes precedence over permanent part time, part time or drop in registration. If a center operating at full capacity with a combination of full time and part time participants requires the space for a new full time participant the following will happen:

- a) The current registration list will be reviewed by the staff to determine the last part time or drop in participant registered;
- b) The family will be given the option to move to a full time space; or
- c) If the family chooses to not take the full time space they will be given 1- month's notice.

It is the direct responsibility of the parent/guardian to promptly advise the centre of any change in address, telephone number, alternate pick up persons, custody arrangements or any other vital information. Up to date records are essential to the well being of your child in our program.

ONE MONTH'S WRITTEN NOTICE OR PAYMENT IN LIEU OF NOTICE for that month is required to withdraw your child from the centre of change the status of care.

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

Different activity opportunities will be available to each child daily giving them a chance to choose based upon their own skills and interests. Children will be encouraged to participate in the day's planned activities i.e. art, team games. Blocks, floor toys and the creative art shelf will be available to the children at all times, should they decide that is one of their preferred activities. Freeplay is an important part of the children's day. It encourages the development of 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.

Sample afternoon in a Clubhouse		Sample day in Kindercare	
☺	School Dismissal to 3:30PM	☺	8:45am - 9:30am Freeplay
☺	3:30PM - 3:45PM	☺	9:30am - 9:50am Circle Time
☺	3:45PM - 4:45PM	☺	9:50am - 10:30am Calendar Activities
	Quiet/Homework Time	☺	10:30am-10:50am Clean Up / Snack Time
	Snack Time	☺	10:50am-11:30am Outside Play Time
	Planned Activity Time & Gym/Outside	☺	11:30am-12:00pm Lunch Time
☺	4:45PM – Closing	☺	12:00pm-12:15pm Clean Up/Kindergarten
	Free Choice Quiet Play in Room		
	Planned activities range from Baking, Creative Art, Science, to Team Games		Planned activities range from Freeplay, Science, to Arts & Crafts

Every centre has their own flow of scheduled times. These are general blocks of times for informational purposes only. For further information – please check program calendar.

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 the Tomorrow's Topkids child care program in which your child(ren) is/are 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 Child Care Society Manager @ 604-437-4744.
3. If you are still not satisfied, then you may make a complaint directly to our licensing office. 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.

OVERVIEW OF HEALTH, SAFETY AND EMERGENCIES

SAFETY

1. Parents or previously authorized persons must sign every child out of the program each day.
2. Children will not be released to persons not listed on the registration form without written authorization from the parent/guardian.
3. Persons authorized to pick up a child, in the absence of the parent/guardian, will be required to produce identification.
4. All visitors to the centre will be required to report to a staff person first to identify himself or herself and state the purpose of their visit.
5. The buddy system will be in effect any time a child leaves the centre.
6. Any staff changes will be written on the announcement board.
7. Staff child ratio will be maintained at all times as per licensing requirements.
8. Children will not be allowed to play in an unsupervised area, only exceptions are leaders with a signed "Distal Supervision Contract".
9. We will NOT release any child after dark that is not accompanied by an adult.

Emergencies happen rarely, but we want you to be reassured that the centre has made plans for the safety and care of your child in the event of a fire or earthquake. As per licensing requirements, the staff practice monthly fire and earthquake drills to prepare the children for a real fire and/or earthquake. In the event of an earthquake, the centre is supplied and equipped to care for the children for up to 48 hours.

Evacuation procedures are posted by every exit.

HEALTH

If your child has an allergy or any other diet restrictions, please inform staff.

Children who are ill or who have had a fever within the past 24 hours should not be brought to the centre. We hope children will not become ill, nevertheless this may happen. 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.

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 following:

- The name of the child, the date, the name of the medication, the dosage and 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.

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 him/her 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 he/she is sick.

If your child becomes ill at one of our centers, we will notify promptly so that arrangements can be made to take her/him home.

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

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

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 personal 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.

CLEANUP

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.

FEE PAYMENT

- ❖ All fees are due on or before the first (1st) of each month. Post-dated cheques are required.
- ❖ A current fee schedule is available at each centre.
- ❖ Fees paid after the 15th of the month will incur a late charge of \$5.00. If the fee remains unpaid as of closing on the last business day of the month, there will be an additional charge of \$5.00. No child will be accepted with fees in arrears of 60 days.
- ❖ For those families with pay schedules that do not correspond with the first (1st) of the month, cheques may be dated later in the month, as long as staff are informed and cheques are received on or before the first (1st) of the month.
- ❖ Once accepted into a program, a series of post-dated cheques **MUST** be received for the school year to reserve your space.
- ❖ A \$15.00 fee will be charged on all NSF or returned cheques.

IMPORTANT: Fees will not be prorated for the months of December/January (Winter Break) and March/April (Spring Break). It is our policy that full time participants pay the flat monthly rate and permanent part time participants prepay for every scheduled day in the month, including the days during Winter and Spring Break, and statutory or recognized holiday days. For a detailed "Fee Schedule," please contact our nearest Clubhouse or the Administration Office at 604-437-4744.

SUBSIDY

Child Care Subsidy through the provincial government is available for low-income families to meet the costs of childcare. Parents may use the subsidy to help cover the fees of whatever kind of childcare best suits their needs and the needs of their child. A parent who qualifies for subsidy pays the difference between the subsidy amount and our fee. It is the parent's responsibility to apply to the Ministry for subsidy.

PICK UP and SIGN OUT PROCEDURES

Children **WILL NOT** be released to persons who are not listed on the application form without prior written authorization from the parent/guardian. 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. We must have written permission on file if you plan to have your child walk home at a specific time as part of the routine; however no child will be allowed to walk home without an adult after dark.

If you should meet with an emergency and cannot call for your child to communicate with us before 6:00pm, we are required by law to call the authorized alternate pick up person. If that person is unavailable and we have not heard from you by 6:15pm, we **MUST** notify the Ministry's Emergency Services.

**For further details, please refer to the attached...
"If a child is NOT picked up by closing time" handout on the next page.**

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

TRIAL PERIOD

Your child is subject to a minimum two week trial. This evaluation will ensure that we can provide an environment appropriate for his/her needs. We will suggest alternatives if our programs are not suitable for your child.

WITHDRAWAL

One month's written notice or payment in lieu of notice is required to withdraw your child from a program or change from full-time to part-time care. Notice is accepted on the 1st or 15th of the month.

Failure to give a month's notice seriously affects programs and activities that had been preplanned with the expectation of your child's involvement. As well, failure to give the month's notice delays other children from being able to enroll in our programs.

LIABILITY COVERAGE AND INSURANCE

Tomorrow's Topkids is a licensed childcare society and follows all provincial laws and by-laws in all of its facilities and on all fieldtrips. However, we cannot be responsible for lost, damaged or stolen personal items of the children within our care. To prevent any incidents of this nature from happening we ask that your child not bring any toys, games, electronics, trading cards or money to the centre. If items are brought for show and tell at school, they should be left in the child's backpack while at the centre and not brought out.

Children play, run and climb; sometimes accidents happen. All of our staff have basic first aid training and are qualified to treat minor cuts and injuries. For more serious wounds or injuries, either the parents will be contacted to come and pickup their child to take to a doctor or emergency room or EMS will be called if needed.

However, children do have these accidents regardless of how closely supervised and Tomorrow's Topkids and their staff will not be held responsible for these accidents. Staff are **not** able to transport children to the hospital as this may put the safety of the child, the other children, staff and the centre at risk.

Please POST by the telephone.

If a child is NOT picked up by closing time-What do you do?

1. Double check what time the child is normally picked up by reviewing the previous week's sign out sheets.
 - a) If the child is normally picked up at 6:00pm wait a few more minutes before proceeding to step 2.
 - b) If the child is normally picked up prior to 6:00pm proceed to step 2.
2. Call the child's (use the information from the child's file and **NOT** emergency card):
 - Home number first and leave a message if no one home.
 - Call the parent/guardian who normally picks up the child at work or on their cell phone and leave a message if unavailable.
 - Call other parent/guardian if applicable and leave a message if unavailable.
 - Call ALL the alternate people listed on the child's file and leave messages if unavailable.
 - Call the emergency pick up and leave a message if unavailable.
3. At 6:15pm contact your immediate supervisor and/or a Manager.
4. At 6:30pm call the child's home and parent/guardian's work number again.
5. If no response from parent/guardian or an alternate adult, contact the Ministry Emergency Services after-hours service **604-660-4927** and follow their instructions.
6. Contact immediate supervisor and/or a Manager and explain situation.
7. Document incident in daybook.

If you are asked to leave the premises please:

1. **Ask** for permission to remain on the premises until 6:30pm (Tomorrow's Topkids will absorb any costs associated with custodial hours).
2. If that is **NOT** possible **TAKE** the child's complete file with you, including the emergency card, staff numbers and first aid kit. Also take pen and paper.
3. **Wait 10** minutes and then walk to a neighbor's and ask to use the phone and repeat step two. If **NO** response call the Ministry and return to the school.
4. Leave a note on the door explaining where you are and that you will be returning in 5 minutes.
5. Wait for the Ministry social worker. Be sure to **ID** the social worker prior to releasing the child into their care and request a business card for our file.
6. Decide who will leave the final message on the child's home number explaining the situation and **DO** it.

MEALS and SNACKS

Throughout the school year, a snack will be provided in the afternoons at approximately 3:30pm. There will be vegetables or fruit made available to the children, as well as, a hot or cold “treat” such as quesadillas, popcorn, ice cream and others. Parents/guardians may look at the announcement board to see what kind of snack will be served each day. This snack is **not** meant to be a meal replacement. The staff **will not** be serving enough food to replace dinner, it is only intended to whet their appetite and “re-energize” the children after a day of school

Since the staff of TTK would like to make sure all the children are served a variety of foods so that snack does not become “boring” and to make sure all the children are eating foods they enjoy, there will be a variety of different ingredients used. To ensure the safety of all the children under our care, the TTK staff will need a **complete** list of any allergies your child has.

The list should include the following:

- All the allergies your child suffers from, how severe is their reaction, any medications that may need to be administered (along with the release form to allow staff to do so), and any other procedures (if a doctor, parent/guardian or ambulance should need to be called).

In the summer, daily afternoon snacks will be provided. If you feel your child will need a morning snack, this must be sent along in their lunch box. Also, in the summer, one hot lunch will be provided by the staff each week. Parents/guardians will receive a menu at the start of the summer, so that they may send a lunch if their child will not eat certain lunches provided.

BIRTHDAYS and HOLIDAYS

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!

The children will be given access to different types of “holiday-specific” arts and crafts or movies, such as Christmas trees, jack ‘o’ lanterns and turkeys, around the specific holiday times. **This is in no way meant to offend any families that do not celebrate specific holidays because of religious or personal beliefs.**

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 behaviour 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 behaviour 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
11. Time out
12. Holding techniques
13. Provide opportunities for children to make amends

**For further details on guidance and discipline please refer to the attached...
"Tomorrow's Topkids Guidance and Discipline Philosophy"**

Guidance and Discipline Philosophy

Our Clubhouse rules are as follows:

Respect yourself and others!
Respect what other people have to say!
Treat others the way you would like to be treated!
Respect program toys, equipment and other's belongings.
Be friendly.
Play fair.
Always use the "BUDDY" system when leaving the centre.

Problems and conflicts happen. When they do the following guidelines are in place:

1. The staff will encourage, with minimal supervision, peer resolution of minor problems.
2. For issues that require adult intervention the involved parties will be removed from the situation and encouraged to discuss the issues involved in the dispute. With adult clarification it is hoped that peer resolution will prevail. If not, staff will resolve the situation.
3. If a situation cannot be resolved quickly with adult intervention then the involved parties will be removed to a quiet area. Depending on the severity of the offence the child(ren) will be given time to calm down away from the main group and rethink their actions and the situation.
4. If the undesirable situation persists or a pattern develops the parent will be informed. The parents and staff will jointly decide on an appropriate consequence to fit the action.

However, for the safety and enjoyment of all participants and staff, unacceptable behaviours that are viewed as hurtful, harmful, or cause a great deal of suffering will not be tolerated. When considering whether a specific behaviour is detrimental to others, staff will evaluate the behaviour 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 behaviours intended to hurt and/or cause discomfort are unacceptable:

- | | |
|----------------------|--|
| * Rough playfighting | * Inappropriate language |
| * Fighting | * Vandalism |
| * Hitting | * Deliberate destruction of others' property |
| * Kicking | * Stealing |

The procedures in place to deal with undesirable behaviors are:

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 and the parent will be informed of the situation.
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 to fit the action.
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.

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

MISCELLANEOUS INFORMATION

We discourage children from bringing toys/games from home. If items from home are brought to the centre, staff cannot be responsible for their safe return home.

All children and staff are responsible for keeping the centre in good order. Therefore we appreciate your co-operation in making sure your children clean up after themselves when picked up from the centre.

Your child should be sent to the centre wearing comfortable and washable clothing that is appropriate for the weather, or should bring a set of appropriate clothing to change into.

WE REGRET, STAFF ARE UNABLE TO TAKE RESPONSIBILITY FOR ANY LOST, STOLEN OR MISPLACED ITEMS OR MONEY.

Care will be available on school holidays and professional days, with the exception of the following statutory or recognized “holiday days”.

- ◆ New Year’s Day
- ◆ Good Friday
- ◆ Easter Monday
- ◆ Victoria Day
- ◆ Canada Day
- ◆ BC Day
- ◆ Labour Day
- ◆ Thanksgiving Day
- ◆ Remembrance Day
- ◆ Christmas Day
- ◆ Boxing Day

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.

On occasion, it may be necessary to close centers due to heavy snowfall/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 @604-437-4744 or check our website www.ttk.org for possible closures.

CHILD CUSTODY

The Tomorrow's Topkids Staff will not involve themselves in custody battles on a "side". We will uphold any court agreements about custody and the rights of each parent/guardian involved. We will not "bend" or "break" any court orders and children will **not** be released to the parent/guardian that does not have custody.

CONFIDENTIALITY

The staff will not release any child's personal information to anyone but the legal parent/guardian. There will also be no photographs or video taken of any child without consent from parent/guardians.

BOARD OF DIRECTORS

The Board of Directors is the governing body of the Tomorrow's Topkids Child Care Society. The Board approves policies and budgets. They must make decisions by agreement so that no one person can make their own set of policies.

STAFF

All staff, junior staff and volunteers go through a police screening, medical checkup and first aid training.

Staff may need to know personal information about your family in order to work effectively with your child but that information is kept confidential.

Staff photos are on display so you may identify who is working at the centre. As well, all staff are required to wear a badge with their photo or a badge identifying them as a substitute.

FOR HOME

Throughout the year there are important notices for you to read and registration forms which must be completed. These papers are handed to your child to put in his/her cubby or backpack, or left beside your child's sign in/out book. If you have more than one child at the centre, notices are given to your oldest child, (unless they are left beside the sign in/out book).

PARENT AGREEMENT FORM (COPY)

Please read carefully, **this is your copy to keep**, the signed form will be kept with your child's application form

CHILD'S NAME: _____ DATE OF BIRTH: _____

1. It is our policy to notify parents when a child is ill or needs medical attention. Occasionally we cannot contact parents and need to get immediate help for the child. Our procedure is to call an ambulance to take the child to the nearest emergency service.

I hereby give consent for my child when ill to be taken to the nearest emergency centre ambulance, if necessary.

Parent/guardian initials

2. (*) I give my permission for my child's photograph to be taken during the program. These photos may be used for program brochures, promotional materials, advertising and display in our centres or on our website.
3. (*) I allow my child to participate on community trips, either walking or by public transit. I understand I will be notified of these trips.

By signing below, I agree to release Tomorrow's Topkids Child Care Society (TTK) from liability for any illness or accident occurring during the activities or trips that is not due to gross negligence on the part of TTK staff.

Parent/guardian initials

4. I agree that our child will follow all reasonable instructions and directions of the Clubhouse/Kindercare program staff in connection with the operation of TTK.
5. Once my child has been accepted into a program, I agree to provide TTK with monthly-postdated cheques for the session registering. Further, I agree to provide TTK with prompt payment for any additional costs of care associated with full days of care. And if applicable I understand that I am responsible for applying for subsidy to the Ministry and that I am responsible for the difference between the subsidy amount and the actual cost of care.
- 6. I agree to provide one (1) month's written notice or payment in lieu of notice for the month to withdraw my child from the centre or to change their status of care.**
7. I agree to advise the Clubhouse/Kindercare of any change in address, phone numbers, alternate pick up persons, custody arrangements and other vital information.
- 8. I have read and understood the Parent Registration package and understand that I am responsible for the information contained within.**

Signature of parent/guardian: _____

TTK staff signature: _____

Date: _____

(*) Please feel free to cross out statement 2 or 3 if you are not in agreement.

ESPECIALLY FOR PARENTS

OPPORTUNITIES FOR INPUT

As a community service organization, TTK is interested in meeting your needs and in foremost in providing High Quality Child Care. You can become involved in helping us meet these goals through the following ways and opportunities:

- **Talk with us-** Express and point out concerns and any areas where you feel the needs of your child or yourself as a parent are not being met. This is important so that we can take steps to alleviate the problem and serve more effectively. We also welcome any suggestions for improvement, as well as words of encouragement in areas where you do feel that your needs are being effectively met.

Comments from you can often lead to some positive changes or additions being made to your child care centre.

PARENT RESPONSIBILITIES

As a summary, we ask that you remember these key points:

- Provide post-dated cheques or a subsidy authorization number once your child has been accepted into a program.
- Register on-time for spring break, summer and winter holiday programs
- Be sure your child is picked-up before closing time
- Keep your child's personal records up to date
- **Give one month's written notice withdrawal from the centre or one month's fees in lieu of notice**
- Ask a Head Supervisor or a Manager to clarify anything you do not understand in this manual

☺ **Thank-you from all the Tomorrow's Topkids Staff for considering registering in one of our programs and for taking the time to read our manual!** ☺