

“Welcome to Tomorrow’s Topkids”

Dear TTK families, you are responsible for reviewing the information within the package.

This information package is for new and returning families.

Please take a few minutes to read and familiarize yourself with our programs, expectations, and important policies.

This is important, please have someone translate if necessary.

重要通知，如有需要請尋求翻譯，通知如下。

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**Tomorrow's Topkids Child Care Society
Caring for Children since 1994**

Hello TTK Families,

I would like to take a moment to welcome you all back for another school year with TTK and for new families we hope you enjoy your time with us.

This year we will be making a parent portal in the administrative software that we use in the centres. It will be coming in 2020 and should give everyone an opportunity to keep information for your child(ren) current.

Our goal as always is to strive to provide the best possible care for families. Open and honest lines of communication are imperative in achieving our goal.

Thank you,

Michael Starchuk

Managing Director

Information Package September 2019

OUR MISSION STATEMENT

Tomorrow's Topkids Child Care Centers 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.

OUR CHILD CARE PHILOSOPHY

- ❖ We believe all families have the right to accessible, affordable neighborhood 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.

Board of Directors

Our volunteer Board of Directors is comprised of parents and business people all with the same goal:

To provide a QUALITY child care service at a reasonable price.

The Tomorrow's Topkids Board of Directors has the final legal authority and responsibility for the conduct of the society and is accountable to the members. The board carries out the work of the society. It is responsible for the way the society operates and must comply with the legal requirements set out in legislation.

The board of directors sets the program's direction and policies, including its financial, program and personnel policies. According to the *Society Act*, the directors are required to manage or supervise the management of the affairs of the society. Our directors do not participate in the day to day operations of the programs but involve themselves in other aspects depending on their strengths.

Board of Directors

Lisa Bruschetta	President	(email: lisademarchi@msn.com)
Vicki Croll	Parent and Staff Liaison	(email: vcroll@tk.org)
Laura Carlson	Secretary	(email: lcarslon@tk.org)
Isabelle McCaughey	Member-at-Large	(email: imccaughey@shaw.ca)
Amy Livingston	Treasurer	(email: amy_al@shaw.ca)
Carrie Ellis	Member-at-Large	(email: croll.carrie@gmail.com)
Charles Pudlas	Member-at-Large	(email: charlespudlas@yahoo.ca)

How to reach the Board:

Fax: 604-299-9809

Email: board@tk.org

Feedback . . .

As always, there's room for improvement, so your feedback is an important component to keeping our programs of the highest quality. We welcome your feedback!

Email: mstarchuk@tk.org board@tk.org registration@tk.org

Phone: 604-437-4744

Fax: 604-437-4746

Contact Information

Administration Office (located in MacCorkindale Clubhouse)

Mailing Address:

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PO BOX 1228
Burnaby, B.C., V5H 4J8

Phone: 604-437-4744

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604-271-8348
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Westwind Clubhouse
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Grauer Clubhouse
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McKinney Clubhouse
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604-805-6193
jessiewowk@tkk.org



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 play fighting
- * Fighting
- * Hitting
- * Kicking
- * Deliberate destruction of center 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 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.



Sign In/Sign Out Policy . . .

Parents and/or guardians are required to come into the center daily to verbally sign their child in and out. Children are not allowed to sign themselves in or out. Parents may not call the center from the school parking lot and ask that their child be sent out. This is unsafe and not in the best interests of the child.

In the best interests of the children, and their safety and well-being, we will NOT release any child after dark that is not accompanied by an adult.



Camera Policy . . .

There are many exciting memories that parents wish to have as a keepsake of their children's school and child care experience. However, with the easy access of internet and speed at which pictures can be transmitted worldwide, there are privacy issues that arise. As we have seen through the media, there have been occasions where individuals have unknowingly had their pictures taken and posted electronically on social platforms such as "Facebook".

Parents and guardians are welcome to take pictures of their child on special events taking place at the center. But to respect the privacy of the others Tomorrow's Topkids does not allow staff, parents or guardians to take pictures of other children without the consent of the other child's parent.

Thank you for your cooperation.

Pick up Policy . . .

Late Pick up

All families and authorized pick up persons must pick up their children by closing time (6:00pm). If an emergency arises, the pickup person is expected to notify the center as soon as possible and make other arrangements for pick up no later than 6:00pm.

If a child is not picked up by 6:15pm and the authorized pick up person has not called, staff will try to contact the family and then someone from the authorized pick up list for that child. If all efforts are unsuccessful the staff will call the Ministry of Children and Family Development and leave a message for the family.

Any parent or guardian picking up their child after 6:00pm (or closing time) will be warned the first time and charged \$10.00 for each 15 minutes after 6:00pm for further re-occurrences.

If late pick up is a repeated problem, the staff will speak with the family to try to address the problem. If unresolved, then one month's notice may be given and termination of services required.

Unauthorized Person

If an unauthorized person arrives to pick up a child, the child will remain under the supervision of the child care staff. The staff person in charge will speak with this individual and explain the policy that **NO** child will be released without the written authorization from the enrolling parent/guardian/

Verbal permission via the telephone will be allowed from the enrolling parent as long as the parent/guardian confirms information about the person (name, relationship to child, phone number) and the **pickup person presents photo identification** to verify the information. Staff will document the time of the call and information shared.

Alleged Impaired Authorized Pick up

It is the staff's legal responsibility to the extent that this is possible, not to release a child to an individual person who is unable to adequately care for a child.

If a person is driving a vehicle, the staff person will explain that driving while under the influence of drugs or alcohol is against the law and staff is obligated to ensure the safety and well-being of the children and adult.

Staff will offer to call a relative or friend to pick up the person and child:

Staff will offer to call a taxi for the person and the child.

However, if the presumed impaired person chooses to get in the car with the child or without the child, staff will immediately notify the police and the Ministry of Children and Family Development if they feel that the child is in need of protection.

Custody and Access Agreements . . .

If the parents/guardians have agreed to live separately, Tomorrow's Topkids Child Care Society will assume that information from the enrolling parent/guardian will be followed. However, without a custody or court order on file at the center, Tomorrow's Topkids cannot deny access to the non-enrolling parent/guardian. If this arises, the policy on unauthorized persons will be implemented.

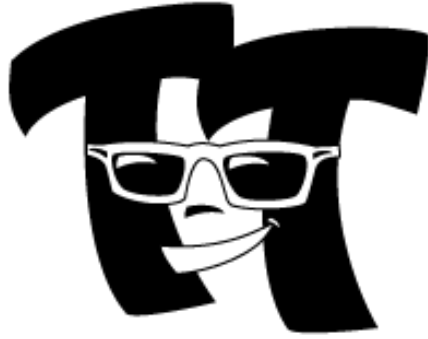
If custody has not been legally determined and conflict between the parents/guardians and/or family members is evident, Tomorrow's Topkids may not be able to care for the child unless both parents/guardians and/or other family members sign written agreement confirming details regarding the authorization for pick up and access to information about the child.

If a family has a custody or court order; a copy **MUST** be provided to the center to be placed in the child's file and details about the arrangement contained in the legal document will be followed at all times.

Tomorrow's Topkids will call the police if assistance is required to enforce a custody or court order.

UPCOMING NEWSLETTERS . . .

Winter Break (& Vacation) Information and Registration	November 2019
Spring Madness Information and Registration	February 2020
Spring Vacation Information and Registration (Spul'u'kwuks only)	February 2020
September 2019 to June 2020 Registration	February 2020
Summer Adventures 2020 Information and Registration	April 2020



2019/2020
Clubhouse Fee Schedule
September 2019 to June 2020
(Richmond)

FULL-TIME RATES:

\$450.00 per month for school age full time care

Monthly fee includes:

- ❖ Early Dismissals
- ❖ Professional Days
- ❖ Winter Break 2019 (additional costs see below)
- ❖ Spring Break 2020 (additional costs see below)

Additional costs associated with special events, field trips, activities, admissions and/or transportation:

- ❖ Winter Break \$15.00 per day (6 days)
- ❖ Spring Break \$55.00 per week

Morning ONLY RATES:

\$250.00 per month for AM care only (7:00am to 8:45am only)

The monthly fee does not include:

- ❖ Early Dismissals
- ❖ Professional Days
- ❖ Winter Break 2019
- ❖ Spring Break 2020

Permanent Part Time and Drop-in RATES

(2 days per week/3 days per week is full time care)

\$20.00 per morning

OR \$40.00/day for am and pm care

\$25.00 per afternoon

\$30.00 Early Dismissals

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\$50.00 Professional Days

\$50.00 per day during Winter Break 2019 **OR**

\$250.00 for the full 6-day period

\$215.00 per week during Spring Break 2020

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Permanent Part time Families:

- ✓ Families are responsible for prepaying for the specific day(s) registered whether or not the child attends affording the registration privileges of full time participants.
- ✓ This includes days that fall on statutory or recognized holiday days.
- ✓ Days during Winter and/or Spring Break are subject to actual use costs.
- ✓ Days cannot be switched. Families will be charged the drop in rates for any additional days of care and are subject to availability rules.
- ✓ During Winter and/or Spring Break families may register through their “home” center.

Drop in Families:

- ✓ Please note that drop in care is available space permitting.
- ✓ Families requiring drop in care must contact their home center or the office prior to dropping off their child to ensure a space is available.

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 combination of full time and part time participants requires the space for a new full time participant the following will happen:
 - a) The staff will review the current registration list to determine the last part time or drop in participant registered;
 - b) The family will be contacted and given the opportunity to move to a full time space; **or**
 - c) If the family chooses to not take the full time space, they will be given one month’s notice.

Withdrawal information:

- ❖ **ONE MONTH'S** written notice or **PAYMENT** in lieu of notice is required to withdraw your child from the center or change from full time to part time or drop in care. Notice is accepted on the 1st or 15th of the month.
- ❖ Vacancies which occur after April 15th are difficult to fill. The fees for June will be required if we receive written notice after April 15th of the school year.
- ❖ To secure a child's space for the coming school year the June payment is required.
- ❖ Notice for September must be received no later than August 1st or the September fee will be processed.

Payment information:

- ❖ Families have the option of paying by pre-authorized debit or credit card
- ❖ If a child is unable to attend the center due to illness or holidays families are still responsible for the full payment of agreed fees for the month.
- ❖ Families with fees outstanding for 45 days or more will be asked to withdraw their child until their account is current.
- ❖ Child Care Subsidy through the provincial government is available for low-income families to meet the costs of child care. A parent or guardian 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 of Children and Family Development for subsidy.

Late Charges:

- ❖ Our centers close at 6:00 pm daily. Parents/Guardians picking up their child will be charged \$10.00 for every 15-minute block after 6:00 pm. The late fee is not prorated and must be paid prior to a child returning. Repeat offenders will be asked to withdraw their child from the center.

Closures:

- Monday, September 02, 2019
- Monday, October 14
- Monday, November 11
- Wednesday, December 25
- Thursday, December 26
- Friday, December 27
- Wednesday, January 1, 2020
- Monday, February 17

Winter Break 2019 – Ferris and Westwind Open

Mon/Dec 23	Tues/Dec 24	Wed/Dec 25	Thurs/Dec 26	Fri/Dec 27
	Closed at 4:00pm	CLOSED	CLOSED	CLOSED
Mon/Dec 30	Tues/Dec 31	Wed/Jan 01	Thurs/Jan 02	Fri/Jan 03
		CLOSED		

Spring Break 2020 – Ferris and Westwind Open

Mon/Mar 16	Tues/Mar 17	Wed/Mar 18	Thurs/Mar 19	Fri/Mar 20
Mon/Mar 23	Tues/Mar 24	Wed/Mar 25	Thurs/Mar 26	Fri/Mar 27

- Friday, April 10, 2020
- Monday, April 13
- Monday, May 18
- Friday, June 26

Other Closures:

On occasion, it may be necessary to close centers 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. During snow events it is common for police and other authorities to advise people to avoid unnecessary travel.

We will make every attempt to continue to provide you with the most up to date information available regarding closures in the event of unforeseen circumstances.

Check our web page for possible closures at www.ttk.org.

Parent's Corner . . .

IMPORTANT – Food Allergies

Below is an excerpt from an article taken from the handbook “Anaphylaxis: A Handbook for School Boards” distributed by Health Canada and the Canadian School Boards Association.

More and more children in our society have life threatening food allergies. For these children, smelling, eating, or touching an allergy causing food can trigger a life threatening allergic reaction.

The common peanut butter sandwich has become the center of debate in many schools and communities across Canada. It has always been a nutritious lunch-time staple, but it can also be a killer.

The number of life-threatening allergies, especially to peanut products, is increasing. Anaphylaxis, the medical term for “allergic shock” or “generalized allergic reaction” can be rapid and deadly.

An anaphylactic reaction can develop with seconds of exposure. It may begin with itching, hives or swelling of the lips or face: within moments, the throat may begin to close, choking off breathing and leading to death.

While peanut is by far the most common allergen causing anaphylaxis in school-aged children, it is not the only culprit. Tree nuts, cow's milk, eggs, fish and shellfish are relatively common lethal allergens as well.

We ask that you do your part:

- **DISCUSS** “Allergy Awareness” with your children and stress that they are **NOT TO SHARE OR TRADE** food brought from home with their friends.

-
- ◆ If a child becomes ill or is seriously hurt at the center the parent/guardian will be notified and **will be required to pick up their child.**

Mary Had a Little Lamb

Mary had a little lamb. She also had the flu.

And when she left her day care, the others had it too!

So anytime your child is sick, please keep her home with you.

Then the children in our day care will be happier and healthier too!

--Author Unknown

Programs for Older Children

Leaders . . .

The program's goals are to provide children in grades 4 and up with activity options that are stimulating, age appropriate and that they have a say in planning. We, as a staff team, understand their need for independence and your need for their safe well-being. Our hope is to fulfill their needs within the center environment through activities, field trips, recognition of their own "space" and simultaneously meet the parent's needs by providing a safe atmosphere for the kids!

As part of the "Community and School Awareness" component each Leader will be expected to give a minimum of three (3) hours of their time, between November 2019 and January 2020 to do good deeds for their school or community.

Who is a Leader?

Leaders are kids in grade 4 and up who have shown an interest in the program and are willing and able to take responsibility for their actions. They are trustworthy and able to accept more challenges with minimal adult supervision. ***Applications will be available at every center the first week of October!***

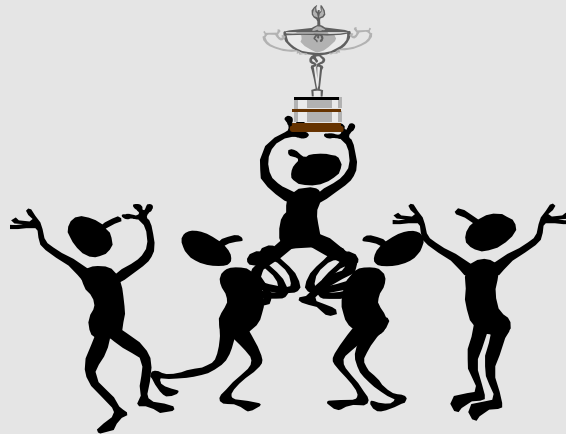
Please Note:

Stacey McQuillan will be overseeing the Leaders Program. If you would like more information, please email Stacey at smcquillan@ttk.org

Junior Staff . . .

This is a program for children in grades 6 and 7 who have previously been part of the Leaders program. The goal of the Junior Staff program is to provide the older children in our centers with the opportunity to gain work experience and learn responsibility.

Each day that the Junior Staff member has agreed to volunteer they are responsible for specific duties that range from cleaning, assisting with the younger children to answering the phone. The regular staff considers the work of the Junior Staff a valuable asset to their programs as it allows them to free up more of their time to concentrate on the other children. ***Applications will be available at every center before October!***



EDUCATION BURSARY

A non-repayable gift awarded to a previous Tomorrow's Topkids participant to honor student excellence and enable them to pursue post-secondary education at an accredited institution. The emphasis of the bursary is on social merit. Financial need will be a consideration but not a qualifying condition.

Amount of Bursary

- Bursaries ranging in size up to \$1,500.00 can be awarded to qualifying students.
- For more information, visit us at www.ttk.org
- Click on Contacts
- Click on Education Bursary and follow the links

Recipients of the Education Bursary

Alex DeSchutter

