



Everything you need to know is in this

Parent Information Package

Please read carefully; you are responsible for the information within this package.

If you have any questions please contact us at

604-437-4744

or via email at

registration@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

ਜ਼ਰੂਰੀ ਜਾਣਕਾਰੀ ਕਿਰਪਾ 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, board games, outdoor exploration, science, and baking. Daily outdoor play is an important part of our program; we play outside rain or shine! Our programming encourages the development of the social, creative, cognitive, physical and emotional components of the children's well-being.

We serve a nutritious snack every afternoon, which always includes fruits and veggies, along with a hot or cold snack like crackers and cheese or chicken noodle soup.. In addition to our daily afternoon snack, additional snacks may be provided on Professional (Pro-D) Days and breaks. During these times, please send your child a morning snack and a packed lunch.

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.

We look forward to meeting your child! Any information you are able to provide about their personality, likes, and dislikes is always appreciated.

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

COMPLAINT POLICY

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 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 addressed 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.
 - Your name will not be provided to Tomorrow's Topkids.
 - 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. We understand this presents problems to working parents are unable 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..

We strongly suggest that you make arrangements in advance for the occasions when your child may become ill.

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, the method of administration and it must not be expired.

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 or the TTK office.

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 centres happy, healthy environments

ARRIVAL/ DEPARTURE/ ABSENCES

- To ensure the safety of each child in our care, every child **must be walked into the centre and verbally signed in or out with a staff member.**
- 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 verbally sign your child out with a staff member. 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 group (washrooms, handwashing, water fountain, etc.).
- 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 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

Tomorrow's Topkids is committed to providing quality childcare. 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 behaviour 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 behaviour 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 behaviour 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 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.

Aggressive behaviours intended to hurt and/or cause discomfort are not acceptable.

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

Step 1	Parent/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/guardians will meet to discuss appropriate consequences for the child's actions.
Step 3	Two recurrences of the same behaviour will result in the immediate withdrawal of the child from the centre. No credit will be given for unused services.

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

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 (www.ttk.org), Facebook, Instagram, and/or our Twitter page for possible closures and updates.

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

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 child care society and follows all provincial laws and adheres to Community Care Licensing regulations.
2. Toys, games, and money should be kept at home. Children with cell phones or smart watches are asked to keep these in their backpacks or locked in a filing cabinet during our programs. Staff are not responsible for any lost, stolen, damaged or misplaced items or money brought from home.
3. Staff will not release any child's personal information to anyone but the legal parent or guardian.
4. We run public social media accounts which offer information about upcoming Early Dismissals, Pro-D Days, Breaks, and Registration. A private Facebook group is where we share photos.
5. Fee sheets are updated annually. They are accessible on our website or in-centre. They can be provided to individuals upon request.