

# PARENT INFORMATION PACKAGE



## *Tomorrow's Topkids*

*Child Care Society*

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](mailto: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

बहुती महत्ववी विरध वरवे विमे बेलें टिम चा फुलेंध वरवर्त

TTK reserves the right to make amendments to the information provided in this package. Notifications will be provided if changes occur.

# WELCOME



## *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 neighbourhood 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



## Daily Schedule

9:15am - Drop-off

9:30-10:15am - Independent play (Art)

10:15am - Snack

10:45-11:15am - Group time (Calendar, Books, Felt Stories)

11:15am - Outside (Playground or Walk)

12:15pm - Lunch

12:45-1:15pm - Independent Play, get ready to go outside

1:15-2:15pm - Outside Play/ Dismissal

\*\* Please note: schedule subject to change without notice\*\*

## Lesson Plans

Our Early Learning Program lesson plans will be developed collaboratively by our dedicated Early Childhood Educators. Together, we will create engaging, developmentally appropriate activities that support the growth and learning of every child. Daily outdoor play is a key component of our program, and we believe in embracing all weather conditions—rain, shine, wind, or snow! Please ensure your child is dressed in weather-appropriate clothing to fully enjoy outdoor play.



## Monthly Newsletter

Twice a month, the Early Learning staff will send out a newsletter designed to foster communication and strengthen the partnership between families and staff. These newsletters will keep everyone informed about the children's activities and progress, as well as highlight upcoming events at the centre.



## Birthday's

We understand that some families like to send a special treat with their child to the centre to celebrate birthdays or holidays, such as cupcakes, cake, ice cream, or other goodies. The staff and children truly appreciate and enjoy these thoughtful gestures, and we thank families for the time and effort involved in preparing them. However, for the safety of all children, especially those with food allergies, we kindly ask that a complete ingredient list be included with any treats brought to the centre. This helps us ensure that no child accidentally consumes something that could be harmful.

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

# COMPLAINTS AND REPORTS



## **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 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 or email [registration@ttk.org](mailto:registration@ttk.org).
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.
  - a. Your name will not be provided to Tomorrow's Topkids.
  - b. The complaint will be investigated by a Licensing Officer.
  - c. Written complaints will be responded to in writing by the Licensing Office.
  - d. Complaints can be made anonymously.

## **SERIOUS INCIDENT REPORTS**

The Tomorrow's Topkids staff are 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 centre 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 can be, but is not limited to, physical, sexual, or emotional abuse or neglect.

# ILLNESS POLICY

Children are often ill. We understand this presents problems to working parents who 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 temperature over 38 degrees C
- are vomiting or had diarrhea within the past 24 hours
- 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 or other activities
- 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 or arrange pick-up by an authorized person.**

## **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 actions, 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. **All allergies will require additional information. Should emergency medication such as an inhaler or EpiPen be required, additional forms will need to be completed by a medical practitioner before the child can attend.** These forms will be provided to you at the time of registration.

**If your child has medical or behavioural conditions, allergies, or food preferences that are not disclosed at the time of registration, their enrollment may be affected.**

*Thank you for your cooperation in keeping our centres happy and healthy environments.*

# HEALTH AND SAFETY

## **Biting Policy**

Biting is a common behaviour observed in young children within early childhood settings. While it can be challenging, our goal is to address it in a way that prioritizes safety, supports emotional development, and involves families in finding suitable and effective solutions. We aim to understand the underlying reasons for biting, manage the behaviour appropriately, and work towards preventing future incidents in a positive and constructive manner.

## **Toileting Policy**

Children do not need to be fully toilet trained to attend, as long as training is actively supported at home. Please communicate any concerns or methods you're using with our Early Learning staff. We have regular bathroom times and encourage all children to try using the toilet with their peers. Staff will assist with diaper changes as need. While accidents are expected, if soiled diapers or frequent accidents persist, we'll reach out to create a support plan together. Please provide pull-ups, wipes, and a change of clothes, even for fully trained children. For hygiene and safety, staff wear gloves during all changes.

## **Skill Building**

Our program nurtures children's self-control, social skills, and independence. Educators model calm, empathetic communication and guide children through clear rules and routines. Activities like turn-taking, deep breathing, and asking for help support emotional regulation. Social development is fostered through respectful interactions and active listening. Encouraging independence—such as dressing or managing snacks—builds confidence, while positive reinforcement strengthens healthy behaviour and relationships.

## **Personal Space**

In our program, we will teach children the importance of respecting each other's personal boundaries. Using simple language, we will explain concepts like, "Everyone has a bubble around them, and we need to respect each other's personal bubble." At the same time, we understand that young children sometimes need hugs for comfort and reassurance. We will provide them with the warmth and support they need while also teaching them to recognize when physical space is important and how to ask for or offer affection in a respectful way.

## **Perceptions**

Our Early Childhood Educators recognize that young children may sometimes need comfort, whether it's due to missing their parents, experiencing injury, or feeling emotional. While we do not initiate physical contact, we are always ready to provide the appropriate support and comfort when needed.

# 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. No child may walk in to the centre unaccompanied, even from the parking lot.**
- 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 to child ratio will be maintained as per licensing requirements.
- All children and staff are responsible for keeping the centre clean and organized. We appreciate your cooperation in waiting for your child to tidy up before leaving the centre.
- Please provide any information about custody, or changing custody arrangements, at the time of registration. Tomorrow's Topkids will follow only what is written in a child's form. For all changes, please contact the TTK office (604-437-4744 or [registration@ttk.org](mailto:registration@ttk.org)).
- Tomorrow's Topkids Early Learning closes at 2:15PM daily. Any parent arriving after closure time will be charged a late pick-up fee of \$10.00 for every 15-minute increment per child. Repeat offenders may be removed from the program.
- Our Early Learning Program is open from 9:15am - 2:15pm.

***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 educators 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:

- 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.
- 2 If the same behaviour is observed, step one will be repeated. Depending on the severity of the offence, the child may be asked to sit quietly for 5 to 10 minutes and the parent will be informed.
- 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.
- 4 If the behaviour continues, the parent will be contacted at work or home and asked to remove their child from the centre 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.
- 5 Continual recurrences will result in the withdrawal of the child from the centre. 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:

- 1 Parent/Guardian will be contacted immediately and asked to remove their child from the premises.
- 2 Before the child is allowed to return, the staff and parents/guardians will meet to discuss appropriate consequences for the child's actions.
- 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 child care. Our staff team reserves the right to assess each incidence or occurrence on an individual basis.***

# CLOSURES



## **CLOSURES**

Our Early Learning Program will be closed:

- First Day of school
- Winter Break / Spring Break / Summer
- School Pro-D Days

## **UNEXPECTED CLOSURES**

Unexpected closures include heavy snowfall, inclement weather, power outages, gas leaks or job action, etc. In the event of an unexpected closure, every effort will be made to inform affected families immediately.

In the event of snow, please visit our social media accounts (FaceBook, Instagram, and/or Twitter) for possible closures and updates or call our office at 604-437-4744.

## **TOMORROW'S TOPKIDS IS CLOSED ON RECOGNIZED AND STATUTORY HOLIDAYS**

- New Year's Day
- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- B.C. Day

- Labour Day
- National Day for Truth and Reconciliation
- Thanksgiving
- Remembrance Day
- Christmas Day
- Boxing Day

# STAFFING



All staff employed by Tomorrow's Topkids must:

- Have certification in ECE or ECEA Training
- 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
- Take Professional Development Courses to stay up to date.



# 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. Children are not permitted to use their own devices (cellphones, smart watches, iPad, etc.) during Tomorrow's Topkids programs. Children are welcome to use TTK devices in cases of an emergency. We ask parents to support us in this policy and leave these items at home.
4. Staff will not release any child's personal information to anyone but the legal parent or guardian.
5. We run public social media accounts which offer information about upcoming Pro-D Days, Breaks, and Registration. A private Facebook group is where we share photos.
6. Fee sheets are updated annually. They are accessible on our website and in-centre. They can be provided to individuals upon request.
7. A minimum of one month's written notice, or payment in lieu of notice is required to withdraw your child from the centre, to change from full-time to part-time care, to change part-time days, or to change to drop-in care. Notice must be received no later than the 1st of the prior month. For example, withdrawal notice for this upcoming September must be received no later than August 1st. Withdrawal Notice provided on August 2nd or later would be applied to October, and the September fee will be processed. .
8. Official tax receipts will be provided to the primary guardian listed on the registration form by the last day of February for the fees paid in the previous year.

# FAQS



**Please find answers to our most frequently asked questions below.**

## **Can I apply to your programs online?**

Yes, families may complete an Application Form on our website and submit a \$40.00 non refundable administrative fee, per child, per program (Early Learning and School Age).

## **Is there a waitlist? How long will it take for my child to get into your program?**

Waitlists at specific centres vary depending on the size of the centre and the current demand from the community. Our centres are licensed (by Vancouver Coastal Health) for a specific number of children and we cannot enroll more than that amount.

If you have submitted an application and there is no current space available, your child will be placed on the waitlist.

It is difficult to determine when your child will be offered space as this is dependent on current participants withdrawing from our programs. As soon as space becomes available, you will be contacted.

## **My child has an allergy, are any additional forms or information required?**

Yes. Licensing requires additional information to be kept on file for all allergies, even those not requiring medication. Should emergency medication be required, additional forms will need to be completed by your family physician.

## **We have already applied; when will I hear if my child has a space for September?**

All applicants will be contacted no later than April 30th of the requested year (for example, April 30th, 2025 for September 2025) to either offer enrollment in their requested program or placement on the waitlist.

## **Is my child's space held each year?**

Yes, your child's space will be held until you provide written notice of withdrawal. In February of each year, families will be asked to submit a "Returning in September Form". Signing this form confirms you understand your child is enrolled in the coming September. If you do not return a signed form, you will still be charged monthly until you withdraw from the program.

## **I am going on holidays for a month, can I withdraw my child and have them return the month after?**

In order to hold your child's space for your return, you will need to pay the fee for the month you are away. Withdrawal will result in the space being given to the next family on our waiting list and there is no guarantee of another space becoming available.

## **Do you provide meals or snacks?**

We do not provide snacks or meals, and parents are required to provide healthy snacks and lunch for their child each day.

# FAQS CONTINUED

## **Are your staff qualified?**

Tomorrow's Topkids is dedicated to ensuring high-quality programming that is provided by caring, qualified and enthusiastic staff persons.

All staff employed by Tomorrow's Topkids must...

1. Be a certified Early Childhood Educator (ECE) or Assistant (ECEA)
2. Complete a Criminal Record Check prior to working with the children.
3. Undergo an interview process with management including three reference checks.
4. Participate in training and orientation sessions throughout the year.
5. Be wearing a badge while on-site identifying themselves as a Tomorrow's Topkids staff person. Staff pictures and names are posted so that you may easily identify who is working at the centre.
6. Have current CPR and Emergency First Aid certification
7. Have completed a course, or a combination of courses, of at least 20 hours duration in child development, guidance, health and safety, or nutrition.

## **I was only 5 min late picking up my child, will I still be charged a late fee?**

Yes, our centre closes at 2:15pm daily. If an emergency arises and you will be late, please call your child's centre. Parents picking up their child late will be charged \$10.00 per child for every 15 minutes after 2:15pm (even if only 5 minutes late). Late fees must be paid prior to a child returning the next day. Repeat offenders will be asked to remove their child from the program and fees will not be refunded.

## **What are we expected to bring each day?**

You are expected to bring a muddy buddy, a water bottle, a healthy snack and lunch, inside shoes, and a change of clothes that can be kept at the centre. Additionally, please ensure you have appropriate clothing for the weather outside.

## **Can I have someone else pick up my child?**

Yes, someone else can pick up your child. If another person is picking up your child, please inform the staff at drop-off or call the centre ahead of time with their name. Additionally, please remind the person picking up your child to bring identification. This ensures that your child is picked up by the correct person for their safety.

## **I have a complaint or concern, who should I speak to?**

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 directly involved or the Early Learning Manager, 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 at 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.

# NEED MORE INFORMATION?



We look forward to you family joining Tomorrow's Topkids! Please do not hesitate to reach out to us if you have any other questions.



Tomorrow's Topkids Child Care Society  
Metrotown RPO PO Box 1228, Burnaby, BC V5H 4J8



604-437-4744



earlylearning@ttk.org



www.ttk.org

## SOCIALS



@TomorrowsTopkids



TomorrowsTopkids