

Our "**Welcome to Tomorrow's Topkids**"  
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.

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

**Information Package September 2011**

## **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 opportunity to acquire skills for tomorrow's world.

- ❖ 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.

**Welcome to Tomorrow's Topkids!**

## 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.

### **2010-2012 Board of Directors**

Lisa Bruschetta	President	(email: <a href="mailto:lisademarchi@telus.net">lisademarchi@telus.net</a> )
Mary Salvino	Parent and Staff Liaison	(email: <a href="mailto:mary.salvino@shaw.ca">mary.salvino@shaw.ca</a> )
Charles Pudlas	Treasurer	(email: <a href="mailto:charlespudlas@yahoo.ca">charlespudlas@yahoo.ca</a> )
Breanne Riley	Secretary	(email: <a href="mailto:breanneriley23@gmail.com">breanneriley23@gmail.com</a> )
Janet Haines	Member-at-Large	(email: <a href="mailto:jleehaines@telus.net">jleehaines@telus.net</a> )
Ali Haidar	Member-at-Large	(email: <a href="mailto:alihaidar@shaw.ca">alihaidar@shaw.ca</a> )

### **How to reach the Board:**

**Fax:** 604-299-9809

**Email:** [board@tk.org](mailto: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: [vroll@tk.org](mailto:vroll@tk.org)      [board@tk.org](mailto:board@tk.org)      [registration@tk.org](mailto:registration@tk.org)

Phone: 604-437-4744      Fax: 604-437-4746

## Where to find us

### Administrative Staff . . .

**Administration Office** (located in MacCorkindale Clubhouse)

Mailing Address:

PO BOX 1228

108 – 4800 Kingsway

Burnaby, BC V5H 4J2

Phone: 604-437-4744

FAX: 604-437-4746

Vicki Croll

Managing Director

[vcroll@tkk.org](mailto:vcroll@tkk.org)

[Mike Starchuk](mailto:mstarchuk@tkk.org)

[Senior Program Manager](mailto:mstarchuk@tkk.org)

[mstarchuk@tkk.org](mailto:mstarchuk@tkk.org)

Isabelle McCaughey

Program Manager

[imccaughey@tkk.org](mailto:imccaughey@tkk.org)

Andrea Sawczenko

Administrative Assistant

[asawczenko@tkk.org](mailto:asawczenko@tkk.org)

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### How to contact our centers . . .

#### **Errington Clubhouse**

9831 Herbert Road

Richmond, BC V7A 1T6

**604-241-4199**

#### **Ferris Clubhouse**

7520 Sunnymede Crescent

Richmond, BC V6Y 2V8

**604-241-8348**

#### **MacCorkindale Clubhouse**

6080 Battison Street

Vancouver, BC V5S 2M8

**778 858 9660**

#### **Spul'u'kwuks Clubhouse**

5999 Blanshard Drive

Richmond, BC V7C 5V4

**604-721 9287**

#### **McKinney Clubhouse**

10451 Lassam Road

Richmond, BC V7E 2C2

**604-723-6845**

#### **Grauer Clubhouse**

4440 Blundell Road

Richmond, BC V7C 1G9

**604 241 4122**

#### **Westwind Clubhouse**

11371 Kingfisher Drive

Richmond, BC V7E 4Y6

**604-448-8963**

**778-891-8492 (cell)**

## 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.

## **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 and January 31, 2012 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 2011!*

### **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.

## **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 . . .**

Leader Application Forms	October 2011
Winter Break (& Vacation) Information and Registration	November 2011
Leaders Update and Highlights	January 2012
Spring Madness Information and Registration	February 2012
Spring Vacation Information and Registration (Spul'u'kwuks only)	March 2012
September 2012 to June 2013 Registration	April 2012
Summer Adventures 2012 Information and Registration	April 2012



## **Daylight Saving Time Ends . . .**

Clocks change at 2:00am local time on Sunday, November 6, 2011.

### **IMPORTANT NOTICE**

The Tomorrow's Topkids Board members and staff team have instituted a policy that will **NOT** allow any child to sign her or himself in or out and walk home in the dark.

As Daylight Saving Time ends November 6, 2011, dusk is earlier. 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.**

**Please note to ensure the safety of all the children in our care we require an adult to sign their child in and out daily (including the mornings).**

The sign in/out policy will be strictly enforced.

## **FEE REMINDERS . . .**

### **What you need to know!**

**Please read carefully. Parents and/or guardians are responsible for the information contained below.**

#### **Full time v. part time:**

- ❖ Full time care is attendance on a daily basis (3 or more days per week) when school is in session.
- ❖ Part time care is attendance for a specified short period of time.
- ❖ Permanent part time care is attendance on a regular basis (1 or 2 specific days per week) when school is in session. These spaces are secured and families are afforded the registration privileges of full time participants. Families are responsible for paying for the specific day registered whether or not their child attends. The days cannot be switched to other days or carried over to the next week or month. Attendance on another day is subject to the daily rate and availability.
- ❖ It is our policy that families classified as permanent part time prepay for every scheduled day in the month, including days that fall on statutory or recognized holiday day. (Days during winter and spring break are subject to actual use only and part time daily rates will apply).
- ❖ 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 1<sup>st</sup> or 15<sup>th</sup> of the month.
- ❖ **PLEASE NOTE:** Because vacancies, which occur after April 15<sup>th</sup>, are difficult to fill, the fees for June will be required if a parent withdraws a child after April 15<sup>th</sup> of the school year. To secure a child's space for the coming school year the June payment is required.

## Payment information . . .

- ❖ A series of **post-dated cheques** payable to Tomorrow's Topkids **is required** for the period September 2011 to June 2012 for all participants. For families whose pay schedules do not correspond with the first of the month, cheques may be dated according to your pay schedule. Please allow at least 10 business days for payments to be processed.
- ❖ Deposits are generally done on the 1<sup>st</sup>, 15<sup>th</sup>, and the 30<sup>th</sup> of each month but may be done more often depending on the volume of cheques received.
- ❖ Families requesting a "hold" on their cheque are asked to contact our office in print via email at [registration@ttk.org](mailto:registration@ttk.org) or by fax (604 437 4746). We do require a minimum of 2 full business days to put a "hold" on a payment.
- ❖ A \$15.00 fee will be charged on all NSF cheques.
- ❖ 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.



**2011/2012**  
**Clubhouse Fee Schedule**  
September 2011 to June 2012  
(Richmond)

**FULL-TIME RATES:**

**\$370.00** per month AM/PM care or PM care only

**Includes:**

- ❖ Early Dismissals
- ❖ Professional Days
- ❖ Winter and Spring Break

**Additional Costs:**

- ❖ Admission and/or transportation costs associated with field trips
  - ❖ Costs associated with special events
- 

**Morning ONLY RATES:**

**\$210.00** per month for AM care only (7:00am to 9:00am only)

**Additional Costs:**

- ❖ Early Dismissals (drop in rates apply)
  - ❖ Professional Days (drop in rates apply)
  - ❖ Winter and Spring Break an additional \$45.00 per day (all inclusive)
  - ❖ Admission and/or transportation costs associated with field trips
  - ❖ Costs associated with special events
- 

**DROP-IN RATES (available space permitting):**

\$15.00	per morning
\$15.00	per afternoon
\$20.00	per afternoon for regularly scheduled early dismissals (i.e. Friday)
\$30.00	per day for am/pm care
\$35.00	per day for am/pm with an early dismissal
\$45.00	per day for full day (i.e. Professional Day)

## Professional Day Information. . .

Please note the center hours and closures listed below for all Richmond Professional and District Closures:

Friday, September 23, 2011	Professional Development Day
Friday, October 21, 2011	District Non-instructional Day
Monday, November 28, 2011	Professional Development Day
Friday, February 17, 2012	District Convention
Friday, May 18, 2012	Professional Development Day
Thursday, June 28, 2012	Professional Development Day
Friday, June 29, 2012 (Spul'u'kwuks Open)	Administrative Day/ <u>Centers Closed</u>
Friday, July 20, 2012	Spul'u'kwuks Professional Development Day/ <u>Center Closed</u>

<b>Centers OPEN</b>	<b>Hours</b>	<b>Other Information</b>
Ferris Clubhouse	7:00 am to 6:00 pm	<b>Errington Closed</b> Drop off and pick up from <b>Ferris</b>
Grauer Clubhouse	7:00 am to 6:00 pm	<b>Spul'u'kwuks Closed</b> Drop off and pick up from <b>Grauer</b>
Westwind Clubhouse	7:00 am to 6:00 pm	<b>McKinney Closed</b> Drop off and pick up from <b>Westwind</b>

## Important Dates

### September 2011 to August 2012

<b>Statutory and/or Recognized Holiday Days – All centers will be CLOSED</b>	
Monday, September 5, 2011	Labour Day
Monday, October 10	Thanksgiving Day
Friday, November 11	Remembrance Day
Monday, December 26	Boxing Day
Tuesday, December 27	In lieu of Christmas Day
Monday, January 2, 2012	In lieu of New Year's Day
Friday, April 6	Good Friday
Monday, April 9	Easter Monday
Monday, May 21	Victoria Day
Monday, July 2	In lieu of Canada Day
Monday, August 6	BC Day

<b>Other CLOSURES</b>	
Monday, December 19 to December 30, 2011	Spul'u'kwuks ONLY
Friday, June 29, 2012	Summer Adventures 2012 set up day
Friday, July 20, 2012	Spul'u'kwuks ONLY
<b>Spul'u'kwuks is CLOSED July 20 to September 3, 2012</b>	

<b>Non-instructional Days – Centers OPEN</b>	
Wednesday, September 21	Professional Development Day – VANCOUVER only
Friday, September 23, 2011	Professional Development Day – Richmond only
Friday, October 7	VANCOUVER District Closure only
Friday, October 21	District Non-Instructional Day
Monday, November 14	VANCOUVER District Closure only
Monday, November 25	Professional Development Day – VANCOUVER only
Monday, November 28	Professional Development Day
Monday, December 5 to Friday, December 16	Winter Vacation (Spul'u'kwuks only)
Monday, December 19 to Friday, December 30	Winter Break
Friday, February 3	VANCOUVER District Closure Day
Monday, February 6	VANCOUVER District Closure Day
Friday, February 17, 2012	District Convention – Richmond only
Monday, March 14 to Friday, March 25	Spring Break
Monday, April 2 to Wednesday, April 25	Spring Vacation (Spul'u'kwuks only)
Friday, April 27	Professional Development Day – VANCOUVER only
Friday, May 18	Professional Development Day
Friday, June 8	Professional Development Day – VANCOUVER only
Thursday, June 28	Professional Development Day

This is not an inclusive list!  
 Check our Parent Board for updates and corrections.  
 Read the School Newsletter!

## REGISTRATION DATES . . .

Monday, November 7, 2011	Winter Vacation (Spul'u'kwuks)
Monday, November 28, 2011	Winter Break
Monday, February 13, 2012	Spring Break Madness
Monday, March 5, 2012	Spring Vacation (Spul'u'kwuks)
Monday, April 2, 2012	September 2012 registration for existing participants
Monday, April 30	September 2012 registration for Spul'u'kwuks participants
Monday, April 30	Summer Adventures 2012

## Parent's Corner . . .

### Update on Job Action

The BC Teacher's Federation (BCTF) is involved in negotiating a new collective agreement with their employer. These discussions to date have not produced a settlement and the parties have indicated that they are not close to an agreement. As a result the BCTF has started the first phase of their job action. The initial phase of the job action has no impact on our daycare operations.

Everyone involved hopes for a speedy resolution to the contract negotiations. In the meantime, the School District will keep parents and the community informed of any developments that may impact student learning and before and after school care arrangements.

### Do Manners Matter?

By Rosalyn Duffy

Child Care Information Exchange July/August 2003

Manners give us a code of behaviour when things go wrong. When we accidentally knock into each other as we stampede across the planet, manners help make our passage less destructive.

*"Excuse me." "I beg your pardon." "I'm sorry."* These are all mannerly words available to help make amends for our actions and take responsibility for them.

However, saying, *"I'm sorry,"* for intentional behaviour is not the same at all. It is important to remind children of the meaning behind the words.

Grabbing a toy even if the child says *"please"* or *"I'm sorry,"* does not connect the meaning of the words. Young children need help understanding the differences.

Insisting an angry child say he is sorry to another child when he is not in the least sorry creates incongruence between the person's feelings and the words being mouthed. Manners demanded in this way lose their true value.