



**Centreville Child Care**

# **Parent Handbook**

**Servicing Children Infant – 12 years old**

**Director: Jill Shaw**

**Assistant Director: Heather Perry**

**Telephone: 276-4437 Fax: 276-3295**

**Email: [jlshaw@bellaliant.com](mailto:jlshaw@bellaliant.com)**

Location:

756 Central Street

Centreville, NB

Designated New Brunswick Early Learning Centre

# CENTREVILLE CHILD CARE

(Revised January 2024)

Welcome to **Centreville Child Care**. We have designed this parent handbook to help you become familiar with our services. It is important that you read this manual as it outlines our policies and procedures. Please be sure to clarify any questions that you may have with our Director.

As a licensed centre, we follow the Education and Early Childhood Development Province of New Brunswick Child Day Care Facilities Operator Standards.

<http://www2.gnb.ca/content/dam/gnb/Departments/ed/pdf/ELCC/ECHDPE/DayCareOperatorStandards.pdf>

We hope that you and your child enjoy your time here with us.

## 1. MISSION & VISION

Our **mission** is to provide childcare that embraces children's natural desire to play and supports their development holistically. We believe viewing children holistically means embracing and meeting children's physical, social, emotional, intellectual and moral needs. Through collaboration with families, we strive to be a place where all children are given every opportunity to flourish.

Our **vision** is to create a centre of excellence within our community. A state-of-the-art facility, top-notch educational materials, prime location and professional staff with an outstanding teamwork mentality. We aspire to instill a love for learning within the children in our care.

*Centreville Child Care- Valuing Children, Families, Education & Community*

## 2. PROGRAM CURRICULUM

Centreville Child Care follows the New Brunswick Curriculum Framework for Early Learning and Child Care in all of our programs.

*Parents can access the curriculum framework and supporting documents on line at <http://www.gnb.ca/0000/ECHDPE/ELCCCurriculum.asp>*

This framework guides our educators in promoting healthy growth in your child by providing a variety of developmentally appropriate child lead activities and lots of fun!

Our educators will provide an environment with many activity centers where children can play and learn. Each classroom has a mixture of quiet and active play areas, as well as areas that promote individual and group interaction.

There are activities that stimulate the mind as well as activities that help to develop both fine and gross motor skills. This will ensure that each child will have lots of structured playtime, rest, outdoor play and lots of unstructured fun.

We consider each child a unique individual and believe that mutual respect and trust is the base line for a healthy educator/child relationship. Educators will interact with children by supervising, guiding, helping, laughing, listening and talking.

Centreville Child Care's half-day preschool program is designed to not only help prepare children for school but to help prepare them for their future. This program is offered separately from full-time care, with its own additional fees.

This program gives 3- and 4-year-old children, of both working and stay at home parents, an opportunity to explore the concepts of reading, math, science and social studies, as well as the continued growth of language and physical development.

Centreville Child Care's school age program is located at 767 Central Street and is formally known as Centreville Kids Care. Our school age program is designed to allow your children time to relax and socialize with their friends at the end of a regular school day. Children who attend Centreville Community School will be accompanied from the school each day and given outside playtime, weather permitting. Children arriving from surrounding schools will be transported each day on the school bus. **Please make sure your child is dressed for the season!** School age children will also be given a quiet space to work on homework when required.

### **3. OUR STAFF**

Every facet of our program hinges on our staff.

We select our educators under the knowledge that they are highly capable professionals in the field of early childhood education. Each educator will follow guidelines as set out by the province and be educated in the New Brunswick Curriculum Framework. Our educators attend on-going professional development and are committed to life-long learning and professional growth. All employees will have read the Early Childhood Services Act and Licensing Regulation of 2018 and the Management of Illness Booklet. They will also have a Criminal Record Check, Prior Contact Check and up to date First Aid Training.

All employees are under the direction of the Director or her replacement (which is posted).

#### **4. STUDENTS AND VOLUNTEERS**

Our centre regularly provides work experiences for high school, university or college students. In such cases, general observations may be done. All volunteers and students fall under the direction of the educator in which they have been assigned.

At no time will students or volunteers be left alone with the children.

#### **5. SERVICES OFFERED**

Our not-for-profit childcare centre offers:

- Full time all day child care
- Part time care (when space is available)
- Preschool ½ day programs for 3 and 4 year olds
- After school care
- Before school care
- Summer program for school aged children

#### **6. HOURS OF OPERATION**

Centreville Child Care is open from 7:30 a.m. to 5:30 p.m., Monday to Friday. We will operate every day except for statutory holidays (see section 9. Holidays); however, in the event of closure due to emergencies, announcements will be made on our Facebook page. Parents will also receive a SMS text message through Lillio as well (please let us know if you would like to be contacted by telephone).

##### **Reduced Hours:**

When Christmas Eve (Dec. 24<sup>th</sup>) and New Year's Eve (Dec. 31<sup>st</sup>) falls on a weekday, the center will operate on reduced hours, opening at 7:30 a.m. and closing at 2:00 p.m.

#### **7. TUITION & ADMISSION**

Children are admitted to Centreville Child Care according to space availability. Registration will include a non-refundable deposit equivalent to one week tuition. This deposit will apply to the first week your child attends the centre. If for any reason your child fails to start when expected, the deposit is forfeited.

Registration forms must be completed in full and signed prior to admission.

Weekly invoices will be sent out through Lillio by Thursday of each week, detailing your bill for the upcoming week. Fees are due every Friday, paying for the upcoming week. Once payment is received, this will be reflected on your Lillio app. Parents with multiple children enrolled will receive one weekly invoice, attached to the youngest child detailing the combined total fee for all children. Our default is weekly billing, therefore, please let us know if you would like to be invoiced and pay bi-weekly or monthly.

We strongly encourage all families to register through Lillio for auto-payments. This is the simplest way to pay your tuition and ensure you never miss a payment. Families that sign up for auto-payment will notice an additional fee of \$0.60 on each invoice. This is a service fee that covers banking costs associated with auto-payments. We also accept cash, cheque (postdated are easiest) and e-transfer to [jshaw@bellaliant.com](mailto:jshaw@bellaliant.com).

If an account falls behind, we may request withdrawal from the centre.

Age	Full Time	Part Time
Infant – 24 months	\$95./week	\$19./day
2 – 5 years old	\$80./week	\$18./day
After School	\$90./week	\$20./day(\$28./full day)
Preschool/4 Year Old	\$56./month	N/A
Preschool/3 Year Old	\$28./month	N/A

**Fees pay for your child’s position in the centre, therefore regular fees are charged for sick days, vacation days, statutory holidays and other absent days.**

Part time rates only apply when space is available.

Receipts for income tax purposes are issued in January.

## **8. PARENTAL INVOLVEMENT & CORRESPONDANCE**

Parents are encouraged to be involved as much as possible. Everyone working together and keeping an open line of communication will help ensure that your child's experience with us is pleasant, educational, warm and fun. Rest assured that any questions or concerns regarding your child will always be addressed in-person or through direct messages.

Centreville Child Care utilizes the platform Lillio for daily communication and updates between home and centre. The platform is also used for billing and invoicing. Upon registration, you will receive an email invite from Lillio to create your parent account. Lillio is a free app that can be downloaded onto any iOS or Android device. Once logged in you will be able to send messages to both administration and your child's classroom educators. You will also be able to access any updates, newsletters, current fundraisers and menus that are available.

Occasionally, documents need to be sent home paper-copy. When this occurs, they will be placed in your family's designated mailbox, located in the cubby room downstairs. Please check and empty your mailbox regularly. Educators also use the mailboxes when sending home children's artwork and other projects.

## **9. PARENT SUBSIDY PROGRAM**

We are a designated New Brunswick Early Learning Centre.

Designation is given to licensed centres that meet eligibility criteria and commit to ongoing requirements. New Brunswick Early Learning Centres will work with the Department of Education and Early Childhood Development to ensure families benefit from affordable, accessible, inclusive and high-quality early learning and childcare services.

Parents/Guardians of children attending a designated New Brunswick Early Learning Centre may benefit from a Designated Centre - Parent Subsidy. The Designated Centre – Parent Subsidy program assists families with financial support to help pay for the costs of early learning and childcare.

The New Brunswick Early Learning Centre Parent Subsidy results in two outcomes:

1. No family in New Brunswick will pay more than 20% of their gross annual family income to cover childcare costs while their child is attending a New Brunswick Early Learning Centre. This increases supports for families with multiple children under five years of age.
2. Free daycare for preschool aged children for families with a gross annual income under \$37,500 attending a New Brunswick Early Learning Centre, regardless of the location and fee charged by the operator.

Visit [www.gnb.ca/earlyNB](http://www.gnb.ca/earlyNB) for more information on the Early Learning and Childcare Action Plan, as well as the Early Childhood Services Portal. You can access the Designated Centre – Parent Subsidy Estimator to see if you may be eligible

## **10. HOLIDAYS**

Centreville Child Care will be closed for the following statutory holidays.

New Year's Day (Jan. 1)  
Good Friday (Friday before Easter)  
Canada Day (July 1)  
Labor Day (1<sup>st</sup> Mon. of Sept.)  
Remembrance Day (Nov. 11)  
Boxing Day (Dec. 26)

Family Day (3<sup>rd</sup> Mon. of Feb.)  
Victoria Day (3<sup>rd</sup> Mon. of May)  
NB Day (1<sup>st</sup> Mon. of Aug.)  
Thanksgiving (2<sup>nd</sup> Mon. of Oct.)  
Christmas Day (Dec. 25)

When a holiday falls on a weekend we will observe the holiday on the following Monday.

## 11. SNACKS & MEALS

Centreville Child Care will provide healthy morning and afternoon snacks for your child. Menus will be posted on bulletin boards, and on Lillio. You are required to send a healthy noon lunch, **EXCEPT** on Fridays. Lunch will be provided on Fridays according to the Menu. We follow Canada's Food Guide when planning snacks and meals.

**School Age children** will be given healthy afternoon snacks but are required to bring their morning snack and noon lunch on full days.

*Instilling good eating habits starts young*

## 12. ALLERGIES/CULTURAL FOOD DIFFERENCES

Please notify us if your child has any food allergies as well as special diets or food restrictions. You will be required to provide your child with a meal on any day that such foods are on the menu. All known allergies must be documented in your child's profile. We will notify all staff of your child's food restrictions or allergies.

## 13. CHILD RECORDS

A file is maintained for each child. This file contains a child profile, an immunization record and consent forms. These records are kept to help better protect, care for and ensure the safety of your child.

It is important that all information remain current. **Any changes or updates in address, telephone numbers, household members, immunization records, Medicare number etc...need to be given to us immediately.**

As per license requirement 55(6), all information pertaining to your child will remain confidential. Parents may have access to their child's file upon request.

## 14. ATTENDANCE/ARRIVAL/PICK-UP

**Upon arrival** parents are responsible for removing outside clothing and washing their child's hands before bringing them to their assigned room for the day.

**\*\*It is expected that you notify us if for any reason your child will not be attending on a specific day. Please use the Lillio app to send you child's classroom a message. This applies to all programs.\*\***

To help keep our playground air clean and for safety reasons, please turn off your vehicle in the parking lot when dropping off and picking up your child.

At the end of the day, parents should arrive in enough time to speak with your child's educator, dress your child, gather their belongings and leave by 5:30.

Only parents or those listed on the permission to pick up list will be permitted to sign your child out of daycare. This precaution is for the safety of your children and must be followed. Once the pick-up person has entered the center, the child becomes their responsibility.

Upon departure, parents are required to sign out their child by notifying the educator that your child is leaving.

All full day children are given a rest or quiet time after lunch. Children who do not sleep will be given something quiet to read/look at or play with so as to not disturb the other children. If you pick up or drop off your child between 12:30 and 2:30 please respect this quiet time.

Children feel secure when they have a consistent routine. Late pick up causes unnecessary stress for the child and is not only an inconvenience to the educator but also incurs additional salary costs. A **late pick up fee of \$10.00** per family will be charged to cover additional costs.

Two weeks' notice is required should you withdraw your child from our centre.

## **15. ABUSE & NEGLECT**

The family service act requires mandatory reporting of suspected cases of child abuse to the Department of Family and Community Services. All suspicions need to be reported. It is the duty of the department to determine if the suspicions are true or false.

**Any suspected abuse will be reported to Social Services**

## **16. CHILD GUIDANCE**

Employees of Centreville Child Care treat children with respect, kindness, love and understanding. A child will never be subjected to any form of physical punishment or verbal or emotional abuse or be denied physical necessities as per license requirement 49(2).



However, we understand that unacceptable behaviors may occur. We will use positive language to encourage positive behaviors and intervene at crucial times to discuss with the child their behavior. We will use positive reinforcement, encouraging efforts and recognize accomplishments. We strive to create an environment that is flexible to the needs of our children while keeping our routines and transitions predictable. From our experience, when children feel comfortable and know the expectations in their environment, they are less likely to engage in misbehaviours.

Sometimes, however, a child needs a quiet place to reflect on their behavior. When necessary, our educator will designate a quiet space for reflecting on ways to make better choices when faced with difficult situations.

If the child continually disregards the set-out guidelines, we will consult the parent. In the event that we do not reach a resolution, a request for withdrawal may be issued.

**Please note:** We will not tolerate intentionally aggressive and violent behavior that endangers the child, other children, staff, equipment, or the building.

The number one priority is the welfare, safety, and security of all the children and staff.

## **17. TOILET TRAINING**

Centreville Child Care strongly believes that toilet training should be led by children. From our experience, children typically show interest around age 2. Educators will begin toilet training when both parties feel the child is physically and emotionally ready. Our educators will work with families to continue toilet training practices. However, please remember that training at daycare is different at home given the stimulation children receive all day at daycare. Open communication is key to ensuring a successful transition from pull-ups to toilets.

If children are toilet training, please send lots of extra clothing during this time.

## **18. BITING POLICY**

Centreville Child Care recognizes that biting is a developmentally appropriate behaviour for children in the infant and toddler classrooms. We are always upset when children are bitten in our program and recognize how frustrating and upsetting it can be for parents. While we feel biting is never acceptable, we recognize that children bite for a variety of reasons. Some reasons may be to relieve pain from teething, self-defense, sensory exploration or to explore cause and effect. Biting can also be a method children utilize to communicate their needs and

difficult feelings. It is important to remember that infants and toddlers have limited to no vocabulary to express themselves.

When a child in our care is bitten, our immediate response is to provide attention and care to the child who was bitten. This is done through comforting words and actions (ex. cool cloths and ice). All biting incidents are documented on an incident report form that will be signed by the educator, parent and director.

Next, the educator will talk to the child who did the biting. For infants and toddlers, the educator will use a calm, but firm tone of voice and say “no biting, biting hurts”. Educators may even show the biter the impact of their actions. If biting occurs within the preschool classroom, educators will have a more in-depth conversation about the impact of biting. If the biting persists, a plan of action with strategies and techniques will be developed to help resolve the problem.

We assure you that our staff is continually working to identify any situation that would provoke biting so that it may be prevented in the future. It is always our priority at Centreville Child Care to ensure the safety of all children and help them develop more appropriate ways to communicate.

## **19. CHILD/STAFF RATIOS**

Centreville Child Care is provincially licensed and as such, the age groupings and ratios are as follows:

- Infant – 2            1:3
- 2 years                1:5
- 3 years                1:8
- 4 years                1:10
- 5 – 12 years            1:15

## **20. TRANSPORTATION & OUTINGS**

Parents are responsible for transporting their own children both to and from childcare. Your child will not be permitted to leave the centre with anyone who is not on the permission to pick up list unless we are notified.

Permission forms for walkable outings are signed upon registration. These would include going to the school playground, a nature walk, the fire station, a picnic etc... Separate permission slips will be sent home for outings in which vehicle transportation is needed. Parents may be

asked to volunteer on such outings. When transporting a child other than your own in your vehicle, it is your responsibility to ensure that you have proper liability insurance.

## **21. BOOK ORDERS**

Each month you will receive a book order from Scholastic. This is a great opportunity to purchase quality books at reasonable prices. It also supports the center as we receive free books for the classroom. Please enter our center's classroom code in your book order, which is located at the top of the flyer. Book orders are paid completely online.

## **22. ADMINISTRATION OF MEDICATION**

If your child is well enough to attend childcare but is required to receive medication, the medicine will be administered providing the following criteria are met:

- Medicine must come in the original container
- Medicine must be labeled with the child's full name, expiry date, and dosage
- Parent/guardian must complete the administration of medication form

If the medication is not a prescription, it must still come in the original container and the parent must sign the medication form.

All medication will be stored in a separate locked storage space that is inaccessible to the children.

In addition to prescription medication, families also have the option to store a bottle of Tylenol at the office, that can be administered by staff if necessary. Consent will always be asked before administering. If Tylenol has been administered, it is required that you pick up your child within 1 hour.

Proper procedures and documentation will be followed by our staff when administering all medication.

It is the parent's responsibility to remember to take the medicine home at the end of the day. Cough syrup will not be administered to children under the age of six.

**Medication must never be left in a child's cubby or back pack!!**

## **23. FIRE/EMERGENCY PROCEDURES**

In case of a fire, children will be evacuated through the closest exit. Children will receive instruction and practice on how to carry out a proper evacuation.

In the event of an emergency evacuation where we cannot re-enter the building, staff and children will go to the Centreville Community School gym. Educators will have a copy of all parent's phone numbers and parents will be notified to come pick up their children.

As part of our licensing requirements, the Fire Marshall inspects the center on an annual basis. Fire extinguishers are accessible and maintained and the center is equipped with smoke detectors. Fire drills will take place monthly and are recorded on our bulletin boards.

**Since we need to know where you can be reached at all times when your child is in our care, it is vital that we are kept informed of any changes in your address and your home and work phone numbers and/or your emergency phone number.**

**You will be asked to update your child's profile on an annual basis.**

## **24. POWER OUTAGE PLAN**

In the event of a power outage, the director will call NB Power to inquire on how long the projected disruption will be. If the length of time is unknown, we begin the following procedure **after one hour**.

We will contact all parents to come and pick up their children, beginning with the infant's parents.

## **25. OUTSIDE PLAY**

All children are required to play outside for at least one hour in the morning and one hour in the afternoon except under the following circumstances:

- the wind chill or temperature is below -20 degrees C
- the temperature with humidity is above 33 degrees C.

Please ensure your child is dressed appropriately for the weather. Extra mittens in the winter and always having a spare change of clothes is important.

You are responsible to provide your child with sunscreen and a hat for summer weather.

**We will be having outside play each day, weather permitting. If your child is not feeling up to active outside play they should remain at home.**

## **26. MANAGEMENT OF ILLNESS**

Your child should remain at home whenever he/she is considered to be infectious or contagious. (except for the common cold) The NB Child Day Care Facility Exclusion Reference Guide is included in this handbook. It is to help you decide if your child should attend and how long they should remain at home. If you still are unsure, please call.

If your child will not be attending the center due to illness, please take a moment to contact us. This allows us to keep a watchful eye for other children who may have "like" symptoms. It also helps us to promote a healthy environment by posting required notices for the benefit of all families.

If your child becomes ill while at the centre, we will take measures to make your child as comfortable as possible. We will contact you and inform you of your child's condition. If we

can't reach you, your emergency contact will be called. For the wellbeing of the child as well as the health of the other children in the centre, it is required that you pick up your child within 1 hour.

For some illnesses, there is a required time period where your child cannot attend daycare. These rules have been developed by health care professionals across Canada to make sure that your child is fully recovered and to prevent the spread of infectious diseases in daycares. (NB Child Day Care Facility Exclusion Reference Guide and Managing Illness in Child Day Care Facilities/Parent Roll are attached)

Any child who shows visible signs of any communicable disease, infection, diarrhea, vomiting etc... **a 24-hour period must pass without symptoms before the child is permitted to return.**

Fevers are very common in children and can occur for many reasons, not always because of a communicable disease. Therefore, specific guidelines are as follows for fevers:

- Children are to be excluded from Centreville Child Care if they have a temperature of 38.5 or above.
- Children may return the next day, granted they are fever-free without Tylenol.
- If Tylenol is given, a 24-hour exclusion period must pass before returning.

In the case of an outbreak, as declared by Public Health... exclusion time increases in which a **48-hour period** must pass without symptoms before your child returns to the centre, including fever. If an outbreak occurs parents will be informed through a notice on Lillio.

When you bring your child back after being sick you may be asked to complete a return after exclusion form. (depending on the illness).

## **27. PHOTOGRAPHS**

As part of the new NB Curriculum Framework for Early Learning and Childcare we take photos for each child's individual portfolios. Your child's photograph may appear in another child's portfolio.

We like to use photographs on our Centreville Child Care Facebook page to highlight our programs to the broader community. Please let us know if we do not have permission to post your child's photo on Facebook.

Professional individual child photos along with a classroom photo will be taken around September/October. Payment is made directly to the photographer. A heads up on the date will be given through Lillio.

If power goes out before school age children are scheduled to arrive, we will start contacting all school age parents beginning with parents of children **not** attending Centreville Community School.

To avoid any confusion, once a decision has been made to close the centre we will be closed for the entire day even if the power comes back on before all the children are picked up.

## **28. PERSONAL BELONGINGS**

Please send your child dressed for active and messy play. Clothing should be appropriate for the season, including rain boots and raincoat. **Each child should have a spare set of clothes** to leave at the centre, including socks and underwear. **Remember accidents and fun do happen!!** Since educators cannot be responsible for all lost or misplaced items please **LABEL EVERYTHING** so that if a missing item turns up later we will know who to return it to. A lost and found box is located within the centre if you are searching for clothing that has gone missing.

Children are welcome to bring their own labeled blanket and quiet time toy for naptime. Due to safety and regular monthly fire drills, children need to have comfortable and safe indoor **shoes** (not slippers). Each child will have personal space in which these items can be stored. Please check your child's book bag daily for wet or dirty clothing.

Children in diapers should have enough diapers and wipes to last at least one week. Educators will send a message through Lillio when supplies need to be replenished.

## **29. COMMENTS OR CONCERNS**

Comments or concerns regarding your child's day should be brought to the attention of the educator available. If you feel it is still unresolved it should be brought to the attention of the director and will be addressed at that level. We are very willing to discuss any of your concerns. The welfare of your child is of great concern to us and we will work toward a solution to any problem you may have.

Other members of the board of directors are listed at the back of this handbook and the Quality Assurance Monitor is posted if necessary.

## **30. PARENT COMMITTEE**

We will hold parent committee meetings throughout the year as an opportunity to build relationships between home and childcare. The engagement of parents is a key component that helps enhance the experience of each child by providing continuity between the centre and family experiences. We will notify you of all upcoming parent committee meetings. If you are interested in joining our parent committee, please reach out to us.

## **31. BOARD OF DIRECTORS**

A Board of Directors consisting of at least two parent representatives governs Centreville Child Care. Should you wish to get involved on the Board of Directors, please express your interest to the director. Becoming a Board Member requires a commitment to one meeting bi-monthly.

**THE GOAL OF CENTREVILLE CHILD CARE IS TO BE A SAFE AND HAPPY PLACE FOR EACH CHILD TO ENJOY!**

## **BOARD OF DIRECTORS**

Jamie Guay	Pastor Rich Woollin
Jennifer Paterson	Heather Perry
Jill Shaw	Joanne Upton

Thank you for taking time to read our parent handbook and for entrusting your children into our care.



## **Inclusion Policy**

Centreville Child Care accepts and supports ALL children and their families' regardless of race, colour, religion, sexual orientation, gender expression, nationality, social status, mental or physical disability. We are a fully inclusive early learning centre, adopting the belief that full inclusion is when children of all abilities have equal access to and participate meaningfully within their environment.

### **Benefits of Inclusion**

An inclusive environment will support children in better understanding and appreciating individual differences. We believe that children learn through interacting with both other individuals and their environment. We believe that beginning the formation of an inclusive mindset from an early age prepares children to have respect and consideration for others throughout their lives.

### **Implementing Inclusive Practices**

Centreville Child Care adopts a family-centered approach and believes collaboration is key to executing an inclusive program. We will work with families to ensure that the needs of each

child are met. When needed, we will also collaborate and gain valuable knowledge from community partners (i.e., early intervention professionals, inclusion specialists, physicians). We recognize the value that all parties have when it comes to supporting the physical, cognitive, social and emotional needs of children. We also have an open-door policy to ensure families always feel welcome.

Within the centre, educators adapt the environment and routines as necessary to meet the needs of the children enrolled. It is our goal for the children in our care to be active participants in their learning. Therefore, our environments are arranged so all children can move freely and make choices based on their abilities, interests and needs. Children will be encouraged but not forced to participate in daily activities. We strive to celebrate, not tolerate.

For more information on our inclusive practices, please ask for our *Supporting All Children* document.

**At Centreville Child Care, we are committed to lifelong learning surrounding the topic of inclusion.**