

Early Learning and Childcare Facility Inspection Report

Type of Inspection:
Monitoring Inspection

Pursuant to section 21 of the *Early Childhood Services Act*, operators of licensed early learning and childcare facilities must post their most recent inspection report in a clearly visible and prominent place in the facility.

Name of Operator Little Miracles 2 Daycare Inc.		Inspection Date June 16, 2026
Facility Name Little Miracles 2 Daycare		Licence Number 2024148
Address 9286 Main Street Richibucto NB E4W 4C7		Telephone Number (506) 523-7585
Type of Facility Full-time Early Learning and Childcare Centre	Maximum Number of Children 46	Ages of Children INFANTS PRESCHOOL SCHOOL-AGE
ELCC Licensing Staff Stephanie Hickey	Position Title Quality Assurance Monitor	

Order for Compliance	Regulation	Date to be corrected	Date corrected
10(1) The number of educators that are required for a group of children of mixed ages receiving services at a full-time or part-time early learning and childcare centre is calculated as follows: (a) by multiplying the number of children of the same age by the corresponding factor set out in Schedule A; and (b) by adding the results obtained under paragraph (a).	10(1)	Jun 08, 2026	Jun 08, 2026
<p>Comments: When the Quality Assurance Monitor arrived on site and inquired with a staff member about the number of children present, the staff member indicated there were 16 children in total. The Quality Assurance Monitor clarified that the child-to-staff ratio for each group was required and asked how many children were specifically in the staff member's group. The staff member stated they were unsure. At that time, the administrator returned and was able to provide the child-to-staff ratio for each group.</p> <p>A discussion followed between the administrator and the Quality Assurance Monitor regarding this situation. The Quality Assurance Monitor noted that during several previous visits, staff members were unable to identify how many children were in their group or provide the child-to-staff ratio. The administrator explained that they typically manage the ratios themselves, which contributes to staff being unable to respond when asked.</p> <p>The Quality Assurance Monitor stated that it is the responsibility of each staff member to know how many children are in their care and to be able to identify the applicable child-to-staff ratio. The administrator agreed and indicated that attempts had been made to explain ratios to staff in the past; however, staff continue to experience difficulty understanding this information.</p> <p>The Quality Assurance Monitor recommended adding each child's age next to their name on attendance sheets, providing each educator with their own clipboard for their group, and ensuring educators conduct frequent headcounts throughout the day. These strategies will support educators in maintaining awareness of the number and ages of children in their care and enable them to accurately provide child-to-staff ratios when requested.</p> <p style="text-align: center;">Deficiency is now compliant</p>			
11 The qualifications and training requirements for administrators and educators are as follows: (a) an administrator and educators must hold a valid first aid certificate and a valid cardiopulmonary resuscitation certificate;	11(a)	Jun 26, 2026	

Order for Compliance	Regulation	Date to be corrected	Date corrected
<p>Comments: When requesting the new staff member's file, the administrator indicated that one of the new staff members did not have a valid First Aid certificate. The Quality Assurance Monitor asked whether this staff member was ever alone with children. The administrator confirmed that the staff member works with school-age children. When asked if the staff member is ever alone with this group, the administrator explained that another group is sent outside when the school-age children go outdoors.</p> <p>The Quality Assurance Monitor reminded the administrator that the staff member must not be left alone with any group of children until a valid First Aid and Cardiopulmonary Resuscitation (CPR) certificate is obtained. The administrator responded, "Yes, I know," and then slammed the staff files onto the table.</p>			
<p>11(c)(ii) The qualifications and training requirements for administrators and educators are as follows: (c) at a full-time or part-time early learning and childcare centre, (ii) on and after July 1, 2020, (A) at least 50% of educators must hold a one-year Early Childhood Education Certificate or training that is equivalent in the opinion of the Minister, and (B) an administrator must hold a one-year Early Childhood Education Certificate or training that is equivalent in the opinion of the Minister.</p>	<p>11(c)(ii)</p>	<p>Jun 30, 2027</p>	
<p>Comments: The Quality Assurance Monitor noted that the facility did not meet the requirement of at least 50% of educators holding a one-year Early Childhood Education Certificate or equivalent. This was discussed with the administrator, who confirmed that one staff member is currently enrolled and scheduled to begin the program in September 2026.</p>			
<p>21 The daily activities of a licensed facility shall be purposely planned in advance and documented and shall respond to the capabilities, needs and interests of each child and shall include (c) opportunities (vii) to develop trusting, respectful and supportive relationships with educators and children.</p>	<p>21(c)(vii)</p>	<p>Jun 08, 2026</p>	
<p>Comments: As the climbing dome was restricted from use by children, it was observed on several occasions that children continued to attempt to climb on it. The administrator was observed telling children, "No, you can't go on here."</p> <p>When a child asked why, the administrator responded, "The lady doesn't want you to, it's not me," and "It's not me, it's her—don't get mad at me." Educators were also heard stating, "Really, kids, the lady doesn't want you to."</p> <p>It was further observed that when children continued to ask why they were not permitted to use the dome, they were repeatedly told, "It's her, go ask her," referring to the Quality Assurance Monitor.</p> <p>A child approached the Quality Assurance Monitor to ask why the climbing dome could not be used. The Quality Assurance Monitor got down to the child's level and provided a clear and age-appropriate explanation.</p> <p>During lunchtime, the Quality Assurance Monitor recommended that the lights be turned on to improve visibility, due to limited natural lighting within the facility. It was further recommended that the lights remain on so children can clearly see their food while eating. Educators initially agreed to this recommendation. Shortly afterward, a child asked the administrator why the lights were on. The administrator responded, "Because she likes to ruin our routine."</p> <p>To support the development of trusting, respectful, and supportive relationships, children must be encouraged to ask questions and share their ideas. They must be provided with meaningful explanations and opportunities to engage in discussion.</p> <p>The Quality Assurance Monitor reminded the administrator that when children ask questions, staff must take the time to provide appropriate explanations rather than dismissing their inquiries.</p>			
<p>24(1) For the purposes of subsection 20(1) of the Act, the following records and documents shall be maintained on the premises of a licensed facility: (c) staff member records that include (vii) a copy of a valid first aid certificate and a valid cardiopulmonary resuscitation certificate for each administrator and educator.</p>	<p>24(1)(c)(vii)</p>	<p>Jun 26, 2026</p>	

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<p>Comments: When requesting the new staff member's file, the administrator indicated that one of the new staff members did not have a valid First Aid certificate. The Quality Assurance Monitor asked whether this staff member was ever alone with children. The administrator confirmed that the staff member works with school-age children. When asked if the staff member is ever alone with this group, the administrator explained that another group is sent outside when the school-age children go outdoors.</p> <p>The Quality Assurance Monitor reminded the administrator that the staff member must not be left alone with any group of children until a valid First Aid and Cardiopulmonary Resuscitation (CPR) certificate is obtained. The administrator responded, "Yes, I know," and then slammed the staff files onto the table.</p>			
<p>28(1) An operator of a licensed facility shall not change the allocation of space used to provide services or add to or alter any building or facility or any part of them unless the Minister has approved the changes in writing.</p>	<p>28(1)</p>	<p>Jun 08, 2026</p>	
<p>Comments: When the Quality Assurance Monitor arrived on site, it was observed that a wire fence had been installed in the outdoor play area to separate the preschool and infant spaces. The Quality Assurance Monitor asked the administrator when the fence had been added. The administrator stated that the fence was installed when infants were added to the licence.</p> <p>The Quality Assurance Monitor advised the administrator that multiple visits had been conducted since infants were added, and no fence had been observed during those visits. At that time, the outdoor play area had been divided using pylons. The Quality Assurance Monitor reminded the administrator that, during the change in service inspection to add infants, a discussion had taken place regarding the outdoor play area, as infants and preschool children cannot be combined.</p> <p>It had been agreed that pylons would be used temporarily to divide the space until the spring, when a permanent fence could be installed. The administrator had also been informed that, prior to installing a fence, a Change in Service form must be completed and submitted.</p> <p>The administrator responded, "You said I needed a fence, so I put one up for you."</p> <p>The Quality Assurance Monitor reiterated that, on several occasions, it has been clearly communicated that a Change in Service form is required whenever any changes are made to the facility. It was further explained that, with the addition of the fence, the measurements of the outdoor play area are no longer valid and must be reassessed to ensure compliance with capacity requirements.</p> <p>The administrator responded, "Well too bad, the fence is there—what do you want?"</p> <p>The Quality Assurance Monitor again stated that a Change in Service form must be submitted.</p>			
<p>30(3) An operator shall maintain the indoor play area of a licensed facility to ensure the safety of the children.</p>	<p>30(3)</p>	<p>Jun 08, 2026</p>	<p>Jun 08, 2026</p>
<p>Comments: During the visit, the Quality Assurance Monitor observed that a glass container had shattered during lunchtime, with broken glass scattered across the indoor play area. The administrator immediately retrieved a broom and began sweeping the glass from the floor. At the time, the lights were turned off and there was limited natural light, making it difficult to clearly see all of the glass fragments.</p> <p>The administrator instructed the educators, "You'll have to make sure the children wear their sneakers this afternoon." An educator responded, "It's going to be hard to get it all—even at home, when you break glass, you find pieces for days afterward."</p> <p>The administrator then put the broom away and stated, "It will be easier to clean once everyone is gone and everything is put away."</p> <p>At that point, the Quality Assurance Monitor observed that some glass pieces remained on the floor and recommended that the lights be turned on to ensure all fragments were properly removed. It was also noted that, despite wearing shoes, children frequently play on the floor and could still be at risk of injury. The lights were then turned on, and the administrator thoroughly rechecked the area to ensure that no glass pieces remained.</p> <p>Deficiency is now compliant</p>			

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33(2) Stationary equipment in the outdoor play area shall be surrounded by a protective surfacing and installed according to the manufacturer's instructions.	33(2)	Jun 15, 2026	
<p>Comments: During the visit, the Quality Assurance Monitor observed that a climbing dome had been added to the outdoor play area without a protective surface underneath. The Quality Assurance Monitor informed the administrator that an appropriate protective surface must be installed and that children are not permitted to use the dome until this requirement is met.</p> <p>The Quality Assurance Monitor also advised the administrator to refer to the manufacturer's manual to determine the appropriate type of protective surfacing required.</p>			
49(1) An operator of a licensed facility shall ensure that the guidance of the children receiving services at the licensed facility is positive and includes positive reinforcement, encouraging efforts and recognizing accomplishments.	49(1)	Jun 08, 2026	
<p>Comments: During the visit, the Quality Assurance Monitor observed multiple instances where positive child guidance practices were not being consistently implemented.</p> <p>During outdoor play, educators were frequently heard using directive and negative language with children without providing explanations, guidance, or redirection. There was limited evidence of staff using positive reinforcement or helping children understand expectations and the reasons behind rules.</p> <p>For example, when children were throwing rocks, staff responded with statements such as "No, don't throw rocks," without offering further explanation or suggesting alternative behaviours. In this situation, staff could have acknowledged the children's interest in throwing and redirected them appropriately by offering a safer option, such as using a ball, while explaining the safety concern.</p> <p>Other phrases observed included: "No, don't do that," "Don't throw that," "Do you want to go into time-out?" "Really, children?" "Why are you acting like this?" and "You're not funny at all." These statements did not reflect a positive or supportive approach to behaviour guidance.</p> <p>During the transition indoors, the administrator instructed children to line up at the fence and pair up. One child did not follow the instructions and wandered away. The administrator responded by raising their voice and stating, "Why are you over there? We do this every day, guys."</p> <p>In this situation, the administrator could have supported children more positively by prompting them with encouragement, such as asking, "Who remembers how we line up?" or "Let's see how well we can line up," followed by positive acknowledgment of their efforts.</p> <p>A discussion was held with the administrator. It was reiterated that all guidance provided to children in the licensed facility must be positive, supportive, and aligned with best practices.</p>			
49(2) An operator of a licensed facility shall ensure that no child receiving services at the licensed facility is subjected to any form of physical punishment or verbal or emotional abuse or is denied physical necessities.	49(2)	Jun 08, 2026	

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<p>Comments: During the visit, the Quality Assurance Monitor observed multiple concerns related to inappropriate child guidance practices. These included the use of time-out, verbal aggression (yelling), threats to remove privileges such as outdoor play, physical restraint of children, and threats to remove comfort items (e.g., a teddy bear during nap time).</p> <p>During outdoor play, a child was observed climbing a dome structure that was restricted. A staff member told the child, "No, you can't, go somewhere else." The child continued climbing and did not respond to the direction. The staff member then stated, "Okay, time-out." When the child refused and attempted to leave, the staff member physically grabbed the child and brought them to a picnic table, where the child was placed and told "time-out."</p> <p>On multiple occasions, the child was physically handled by staff, including being grabbed by the hands or wrists or lifted and moved to another area. These actions were carried out without explanation or guidance, and the child was not provided with reasoning for why they were being removed from the activity.</p> <p>During lunchtime, a child who did not want to eat attempted to leave the table. A staff member repeatedly tried to keep the child seated while making statements such as, "Why are you acting like this?" and "You've never acted like this before." The child dropped or threw their fork on the floor. The staff member picked up the fork and placed it back into the child's food container, instructing the child to "eat." The Quality Assurance Monitor advised that a clean utensil must be provided. The administrator responded, "He doesn't eat anyways." It was reiterated that utensils that fall on the floor must not be reused without proper cleaning, regardless of the child's eating habits.</p> <p>During nap time, a staff member was observed attempting to make a child sleep. The child resisted and attempted to leave the bed multiple times. The staff member responded by physically restraining the child on the bed using their arms, forcing the child under a blanket, and repeatedly holding the child's arms under the blanket when the child attempted to move. At one point, the staff member attempted to secure the blanket under the bed in a manner that appeared intended to limit the child's movement. The staff member was also observed moving the child's bed aggressively while the child was on it.</p> <p>During this time, the staff member made several negative comments, including:</p> <ul style="list-style-type: none"> •"You're not funny at all." •"I don't understand, you've never acted like this." •"I'm not dealing with this." •"You're going in time-out." •"Do you want to go into time-out?" •"If you want to go outside later, then you need to sleep." <p>After approximately 30–40 minutes, the administrator approached and yelled, "Lay down." The administrator then laid with the child and introduced a teddy bear, stating, "If you want the teddy bear, you need to lay down." Additional comments included:</p> <ul style="list-style-type: none"> •"Go to sleep or I take the cow." •"You need to sleep or you're going to be cranky later." <p>After approximately 20 minutes, the administrator discontinued efforts to have the child sleep, physically picked up the child (age 5), and placed the child in a highchair, stating this was to prevent the child from running away.</p> <p>While the child was placed in the high chair, the Quality Assurance Monitor asked whether parents were aware of this practice. The administrator responded by making inappropriate remarks about the child's family situation and labeling the child in the child's presence. The Quality Assurance Monitor advised that such comments were inappropriate to make in front of the child. The administrator repeated further inappropriate labeling and stated that the child did not understand. It was reiterated that such comments are not appropriate regardless of the child's level of understanding. The administrator responded, "You asked, I answered."</p>			
<p>General Comments</p>			
<p>The Quality Assurance Monitor was on site to conduct a visit.</p>			

General Comments

During the visit, children were observed participating in outdoor play, eating lunch, and resting during nap time.

original signed by
Stephanie Hickey

Signature of Early Learning and Childcare Licensing Staff

June 16, 2026

Date

original signed by
Operator refused to sign Detailed Inspection

Signature of Operator/Designated staff

June 16, 2026

Date

"I hereby acknowledge receipt of this report"