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## Rainbow Valley Childcare Inc.

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(506) 647-0393

# Parent & Guardian Handbook

January 3, 2025

## 1.0 INTRODUCTION

Welcome to Rainbow Valley Childcare (RVC). This handbook describes our values, services, policies, procedures, and expectations for current and prospective parents and guardians of our facility. The policies in this document are in place to help us provide high quality childcare services, and to help keep our children, families, and staff safe. Thank you for trusting us with your child. We do not take this responsibility lightly.

## 1.1 About Us

RVC is owned and operated by Kate-Lyn Tibbet, established in 2024 in Grand Bay-Westfield, New Brunswick. Kate-Lyn has a Diploma in Medical Laboratory Technology, and has several years of experience working in healthcare, childcare, and customer service. She grew up in Grand Bay and moved back home in 2024 to be close to family and raise her two boys with her husband, Wesley. If you have any questions or concerns about the information in this document or our programs, please contact Kate-Lyn and she would be happy to set up a time to discuss and help you with your unique situation.

Kate-Lyn acts as the Director for RVC, and is supported by Katherine Fowler (Manager) and Heather Campbell (Administrator). Katherine and Heather have worked as Early Childhood Educators for almost a decade, with Katherine working as a Personal Support Worker prior to moving into childcare.

We're proud to have an excellent team of teachers, over half of which hold Early Childhood Education diplomas and/or degrees, and each of them trained in Standard First Aid with clean social development and criminal records.

## 1.2 License

RVC is licensed by the New Brunswick Department of Education and Early Childhood Development under license numbers 2024100, 2024101, and 2024102. We offer daycare,

preschool, and after school services in Grand Bay-Westfield, and operate out of three locations: 24 Epworth Park Road, 27 Inglewood Drive (River Valley Lions Club), and 147 Nerepis Road (Westfield Elementary School). In total, we have 30 spots available for daycare and preschool, 75 spots for before and after school during the school year, and 45 spots for summer daycare services for school aged children.

### **1.3 Philosophy**

We are committed to operating a safe, caring, and inclusive environment, where the confidence, emotions, and creativity of each child is nurtured and protected. We want to support each child as they prepare and move through elementary school, and help them learn and grow into well rounded young people. Our intention is to provide a positive and balanced experience for each child, and an environment where they have enough freedom to explore their interests. We recognize that each child develops at their own rate and with their own unique skills, and believe that everyone deserves the right to be treated with dignity and respect.

## 2.0 PROGRAM INFORMATION

RVC offers preschool, daycare, after school, and summer programs in Grand Bay-Westfield, New Brunswick. Preschool and daycare programs are located at 24 Epworth Park Road. Summer programs, and after school programs for Grand Bay Primary School and Inglewood School (Rainbow Valley Afterschool 1), are located at 27 Inglewood Drive at the River Valley Lions Club. The after school program for Westfield Elementary School (Rainbow Valley Afterschool 2) is located on site.

### 2.1 Hours

The programs operate from Monday to Friday, with the hours of operation shown in Table 1.

**Table 1 Hours of operation for Rainbow Valley Childcare programs.**

<b>24 Epworth Park Road</b>	
Daycare	6:30 AM to 6:00 PM
Preschool	9:00 AM to 12:00 PM
<b>Westfield Elementary School</b>	
After School	2:00 PM to 6:00 PM
<b>River Valley Lions Club</b>	
Before School	6:30 AM to 8:30 AM
After School	2:00 PM to 6:00 PM
School Closure and Summer	6:30 AM to 6:00 PM

### 2.2 Enrollment, Withdrawal, and Discharge

Enrollment to our programs is on a first come, first served basis, and at RVC's discretion. Priority may be given to siblings of children already enrolled at RVC, but a spot cannot be guaranteed. Part-time services are subject to availability and charged at a percentage of full-time fees (e.g., 3 days per week = 60% of full-time program fees, half-days = 50% of full-time program fees). Refer to Section 2.5 for full-time program fees. The following items are required in order to enroll at RVC:

- Signed handbook agreement
- Completed child profile
- Signed consent forms
- Immunization record
- A \$25 non-refundable one-time registration fee

Once accepted, we ask that you and your child visit their program to get introduced to the space, teachers, and other children, prior to their first day to help with the transition. You may also schedule a complimentary 2-hour preliminary visit for your child to further support the transition.

A minimum of 2 weeks written notice is required if you choose to withdraw a child. Similarly, RVC will provide 2 weeks written notice if we determine that we cannot provide adequate care for your child, after all support measures have been exhausted. Fees will apply for those 2 weeks, regardless of whether your child is able to attend their program. Outstanding and unpaid balances at the time of withdrawal/discharge will follow the procedure shown in Section 2.5.2. Rainbow Valley Childcare has the right to terminate enrollment for the following reasons:

- Non-compliance with the parent handbook and or regulations
- Failure to complete required enrollment forms
- Physical or verbal abuse towards any person or property on site
- Failure to pay fees on time
- Discharge may also occur due to unresolved challenging behaviors, after all support measures have been exhausted.

## 2.3 Programming

### 2.3.1 Curriculum

At RVC, we follow the New Brunswick Curriculum Framework for Early Learning and Child Care – English, which focuses on well-being, play and playfulness, communication and literacy, and diversity and social responsibility. For more information, this curriculum can be found at:

<https://www2.gnb.ca/content/dam/gnb/Departments/ed/pdf/ELCC/ECHDPE/nb-curriculum-framework.pdf>

Our programs are planned to target the developmental needs of the children (i.e., social, intellectual, physical, emotional, and creative), and are tailored to the children enrolled in the program, when possible. We also aim to leave enough room for unprompted activities, where the children can take an active role in their curriculum, supported by their teachers. Typical activities for our programs include:

- Planned activities - stations prepared in advance (crafts, music, toys, etc.)
- Free play - time to explore and follow their interests within their designated area
- Quiet time - reading, relaxing, and quiet activities
- Outdoor play - two hours per day, weather permitting (walks, splash pad, and playground)
- Forest play - outdoor play without play structures or toys, typically in treed area behind River Valley Middle School

### 2.3.2 Daily Routine

The generalized daily routine for daycare programs is shown in Table 2, and Table 3 for after school programs. Children attending Grand Bay Primary School or Inglewood School will be picked up and/or dropped off by a school bus at the River Valley Lions Club location. Parents/guardians will be notified if their child does not arrive at their program and RVC was not notified of an absence.

**Table 2 Daily schedule summary for daycare services.**

<b>Time</b>	<b>Activity</b>
6:30 AM to 9:40 AM	Drop-off and free play
9:40 AM to 9:50 AM	Tidy and cleaning
9:50 AM to 10:00 AM	Wash hands for snack, washroom break, and change for outdoor play
<b>10:00 AM to 10:30 AM</b>	<b>Morning snack</b>
10:30 AM to 12:00 PM	Free play (inside or outside), planned activity or preschool
12:00 PM to 12:10 PM	Wash hands for lunch, and washroom break
<b>12:10 PM to 1:00 PM</b>	<b>Lunch</b>
1:00 PM to 2:30 PM	Quiet time
2:30 PM to 3:00 PM	Wash hands for afternoon snack, and washroom break
<b>3:00 PM to 3:30 PM</b>	<b>Afternoon snack</b>
3:30 PM to 4:30 PM	Free play
4:30 PM to 5:30 PM	Tidy, cleaning, and pick-up
5:30 PM to 6:00 PM	Clean large equipment and toys, and pick-up continued

**Table 3 Daily schedule summary for school aged children.**

<b>Time</b>	<b>Activity</b>
<b>Before School (River Valley Lions Club)</b>	
6:30 AM to 8:00 AM	Drop-off and free play
8:00 AM to 8:30 AM	School bus pick-up
<b>After School</b>	
2:00 PM to 2:30 PM	Arrival or school bus drop-off
2:30 PM to 4:30 PM	Free play (inside or outside)
4:30 PM to 6:00 PM	Tidy, cleaning, and pick-up

## 2.4 Offsite Activities and Transportation

Occasionally during our programs, we will take part in offsite activities (e.g., field trips or outings), as part of our curriculum. A permission slip will be sent home prior to an offsite activity, which

must be signed by a parent/guardian. While we attempt to plan modest activities that can be included in the typical program fees, we typically do a few activities per year that require the parent/guardian to pay for their child's admission (e.g., Cineplex or Aquatic Center). This request will be included with the associated permission slip. Examples of potential offsite activities include:

- Splash pad near River Valley Middle School
- Tennis courts near River Valley Lions Club
- Flavors Ice Cream
- Rockwood Park or Irving Nature Park
- Bowlarama
- Dominion Park Beach or Aquatic Center
- Cineplex Cinemas
- New Brunswick Museum

Transportation for field trips or outings will be done by walking or public transit, as we do not offer transportation services. Children without a signed permission slip will remain at their program location with a staff member. Alternatively, parents/guardians may volunteer to drive their own children, stay for the outing, and then return with their children.

## 2.5 Fees

The standard fees for each of RVC's programs are shown in Table 4.

**Table 4 Rainbow Valley Childcare standard program fees.**

	Full Program Fees	Subsidized Fees
<b>24 Epworth Park Road</b>		
2 Years of Age	\$205.30/week	\$90/week
Preschool Age	\$195.80/week	\$90/week
<b>Rainbow Valley Afterschool 2 (Westfield Elementary School)</b>		
After School	\$100/week	-
<b>Rainbow Valley Afterschool 1 (River Valley Lions Club)</b>		
Before School	\$30/week	-
After School	\$100/week	-
Before and After School	\$110/week	-
School Closure	\$10/day <sup>Note 1</sup>	-
Part-Time Summer	\$40/day	-
Full-Time Summer	\$160/week	-

Note:

1. Children may attend a full-day school closure program for an extra \$10/day.

Priority may be given to siblings of children already enrolled at RVC, but a spot cannot be guaranteed. We are pleased to offer a 10% discount off of these fees, to families with multiple children enrolled full-time at RVC. Part-time services are subject to availability and charged at a percentage of full-time fees (e.g., 3 days per week = 60% of full-time program fees, half-days = 50% of full-time program fees).

In order to receive the subsidized fee schedule shown in Table 4, parents/guardians are responsible for accepting their enrollment in the Canada – New Brunswick Canada Wide Early Learning and Child Care Agreement. If the enrollment is not accepted, the full program fees will be charged. Visit <https://www.nbed.nb.ca/parentportal/en/> for more information.

Fees may be paid by automatic direct debit, debit, credit, email money transfer, cash, or cheque, and are due upon drop-off (i.e., before 10:00 AM unless otherwise arranged), on the first day of care of each week (typically Monday). Fees are subject to change, and are applicable regardless of whether a child attends their program (e.g., due to illnesses, holidays, or closures). A receipt will be provided at the end of each year for tax purposes.

We understand that each family has unique circumstances, and are willing to work to come to a mutually beneficial payment schedule. Examples of potentially acceptable alternative payment schedules are: weekly, biweekly, and monthly, on the most convenient day for the family (e.g., pay day). Non-standard payment schedules are at the discretion of RVC.

### 2.5.1 Additional Fees and Charges

In addition to the standard fees shown in Table 4, RVC has implemented the following late/services fees to mitigate unplanned deviations in payments, schedules, and supplies:

- A late pickup fee of \$5 is charged for each 5-minute period that a child remains at their program after closing time (refer to Table 1).
- Returned cheques, money transfers, or direct debits are subject to a \$25 service charge.
- A \$10 late fee will be applied for each service day beyond the required payment date for fees that have not been paid.
- An incidentals fee of \$1 per item will be charged for each item that RVC is required to provide that would normally be provided by the parent/guardian (e.g., diaper, socks, or snack).

Any additional fees and charges incurred, are due by the next payment date.

### 2.5.2 Outstanding and Unpaid Balances

Following one week of unpaid fees, the parent/guardian will be contacted to discuss a resolution. If a resolution has not been agreed upon, services will be suspended after two weeks of unpaid fees, until the outstanding balance has been paid. A suspended spot can be held by paying a

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holding fee (50% of the full-time program fees) each week, otherwise the account will be terminated.

Terminated accounts will be charged a late payment fee equal to 2% of the outstanding balance, each month. This late payment fee also acts as the minimum monthly payment, and will be outlined on a monthly invoice. Terminated accounts that fail to make a minimum monthly payment will be sent to collections.



## 3.0 PROCEDURES AND POLICIES

### 3.1 Equity, Diversity, and Inclusion

We believe that every child deserves to be included and treated with respect, regardless of their ability, gender, race, religion, etc. Each child will be supported and accommodated to meaningfully participate in the activities at RVC, as long as they do not jeopardize the safety of others. By learning to accommodate those around them, children will learn self confidence and compassion, and develop leadership and problem solving skills. These behaviors will be taught through role modeling and gentle guidance from our staff, which also helps them become better teachers and problem solvers themselves. We strongly believe that commitment to these values and behaviors over long periods of time, will build a strong sense of community and a trusting environment that will help us become the best versions of ourselves.

In keeping with these values, we will work with families to provide an appropriate childcare experience for their children. We will share our observations and ideas with families, and provide a flexible approach based on their feedback, in pursuit of helping them grow into well rounded young people and meeting their unique needs. Our goal is to help prepare and carry them through the first few years of school.

### 3.2 Parent and Guardian Involvement

Parents/guardians are welcome to provide comments or suggestions regarding RVC's programs to Kate-Lyn Tippet, or to observe their child while they are in attendance. Parents/guardians may also contact RVC's regulators at the Government of New Brunswick (GNB), if desired. Relevant contact information is shown in Table 5.

**Table 5 Summary of Rainbow Valley Childcare contact information.**

Contact	Company	Position	Email
Kate-Lyn Tippet	RVC	Owner	KTippet@rainbowvalleycc.com
Katherine Fowler	RVC	Manager	KFowler@rainbowvalleycc.com
Cathleen LeBlanc	GNB	QA Monitor	cathleen.leblanc@gnb.ca
Aimee Hanson	GNB	Inspector	aimee.hanson@gnb.ca
Keisha Cuffs	GNB	Public Health	keisha.cuffs@gnb.ca

### 3.3 Attendance

Attendance will be tracked by the staff throughout the day, and updated upon pick-up and drop-off each day. If a child will not be attending their program, notice of absence (or adjusted hours) must be provided before 9:00 AM along with the associated reason (e.g., illness). Otherwise, the child will be marked as absent and services for that day will no longer be available. Parents/guardians of school aged children will be notified if their child does not arrive at their program and RVC was not notified of an absence.

#### 3.3.1 Closures

RVC's programs will be closed on Saturdays, Sundays, and holidays. Holidays that occur on a weekend will be observed on either the following Monday or prior Friday. This list of applicable holidays includes:

- New Year's Day
- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- New Brunswick Day
- Labour Day
- Thanksgiving
- Remembrance Day
- Christmas Eve
- Christmas Day
- Boxing Day
- New Year's Eve (after 1:00 PM)

Daycare services for school aged children are available at the River Valley Lions Club location, in the event of a school closure (e.g., weather-related or planned administration day). Refer to Section 2.5 for applicable fees.

Our programs may be unavailable in the event of extreme weather conditions, loss of power, fire, flood, etc. We will remain open if possible, but will close if buses stop operating, we are without power for 2 hours, or do not have access to water. In such cases, parents/guardians will be notified and are required to pick up their child within 1 hour (including phone call, voicemail, email, and text message). Program fees will not be reduced due to holidays or extreme event related closures.

Parents/guardians may be asked to keep their children home, in the event of a staffing constraint that affects our ability to meet regulatory requirements. Fees for that day may be waived for these families, to express our gratitude in your cooperation.

### 3.3.2 Pick-up and Drop-off

Upon drop-off, parents/guardians should wash their child's hands, turn over medications, sunscreen, bug spray, etc., hang coats and bags in the designated location, change the child into indoor shoes, and sign any consent forms for that day. Upon pick-up, parents/guardians must enter the program location, collect applicable belongings (e.g., coats and bags), change the child into outdoor shoes, and sign any incident reports.

If someone other than the parent/guardian will be picking up your child, please let us know before 9:00 AM. That person will then be required to provide valid photo ID upon arrival, in order to keep RVC's staff and families safe. We will also comply with legal custody arrangements, and require the consent of the custodial parent in such cases.

### 3.3.3 Vacation

After 6 months of full-time, continuous care, we offer 2 weeks of vacation time per year. Vacation time can be used to allow a child to be absent from their program, and their spot to be held without paying the program fees during their vacation. Vacation time can be used in 1-week increments, given 2 weeks' notice, the child returns to full-time care after their vacation, and the account is in good standing (i.e., no outstanding balance or unpaid fees). Vacation time does not carry over between years, and is reset on January 1 of each year.

## 3.4 Items from Home

Each child has access to a cubby for personal storage. Personal belongings should be clearly labeled with the child's name. To help with the transition, children are permitted to bring one comfort toy from home, such that the toy is age appropriate and sanitary. While we will do what we reasonably can to help your child keep their toy safe, RVC is not responsible for lost or damaged items.

### 3.4.1 Medications

If a child needs medication to be administered while attending their program, the parent/guardian must provide the medication in the original bottle, with original label and child-protective cap, along with the administration details (e.g., date, time, and dosage) and a completed medication permission form (attached). Prescription medication bottles must have the child's and physician's name, and administration instructions. Medications must be given to the staff upon drop-off, to be stored in a secure location. Medications should not be left in a child's bag.

### 3.4.2 Potty Training

We will work with each family and support your efforts in potty training your child, once they show the following signs:

- Ability to pull their pants up and down with little to no assistance
- Their diaper is dry after a nap and long periods during the day
- Communication that they need to use the washroom
- Can reach the potty without dirtying their diaper

Children that are not yet potty trained are required to have diapers, wipes, and ointment for the staff to use. Parents/guardians will be notified when a child's supply is running low.

### 3.4.3 Dress Code

Each child is required to have the following clean items available to them (either wearing upon drop-off, brought with them daily, or left in their cubby):

- Seasonally appropriate clothing for outdoor play
- A full change of clothes (i.e., underwear, socks, shirt, and pants)
- Seasonally appropriate footwear (outdoor shoes)
- Comfortable, well-fitting shoes for indoor use (indoor shoes)
- Toothbrush and toothpaste
- Sunscreen (minimum SPF 15)
- Seasonally appropriate hat
- Mittens or gloves, as needed

### 3.4.4 Nutrition

Parents/guardians must provide an appropriate amount of healthy food and water for their child for each day. This may include breakfast, morning snack, lunch, and afternoon snack, depending on the program. We recommend using a reusable lunch bag, reusable containers, refillable water bottle, Canada's Food Guide, and avoiding single-use packaging and junk food (e.g., candy, chips, and chocolate). Note that your child's food will not be refrigerated, so please pack accordingly.

Allergies and dietary restrictions of children at each program (provided by the parent/guardian during the enrollment process), will be posted at the associated program location and on the child's profile. We may require parents/guardians to omit certain food items (e.g., nuts, eggs, or berries), if a child with a life-threatening allergy is enrolled at a program.

## 3.5 Health and Safety

### 3.5.1 Child Guidance

RVC is built around respect and responsibility, and strives to maintain a nurturing, and encouraging environment. We believe that being a role model and providing gentle guidance and correction in a non-judgmental manner, is a superior method over long periods of time. To achieve these values RVC implements positive child guidance practices, which includes:

- setting reasonable limits and guidelines that make sense to the children;
- gentle reminders;
- offering choices and assisting children in decision-making;
- anticipating children's needs;
- understanding child development;
- using positive reinforcement and encouragement rather than competition, comparison and criticism;
- redirecting negative energy;
- distracting children from potential problems;
- reflecting with children on incidents by helping them understand the consequences to their actions and words;
- ignoring behaviour where appropriate; and
- offering children the opportunity for a new activity.

### 3.5.2 Non-Smoking

Smoking and vaping are not permitted at any of RVC's locations. This includes indoors, outdoors, in play areas, and in vehicles. Please do not smoke or vape in an area that is visible to the children. Please do not litter or leave garbage related to smoking or vaping (e.g., butts, matches, and packaging).

### 3.5.3 Communicable Disease

A child cannot attend their program if they are unable to participate in their program, or are experiencing any of the following symptoms:

- Fever greater than 100.4 degrees Fahrenheit (38 degrees Celsius)
- Vomiting
- Diarrhea
- A deep, hacking cough
- Difficulty breathing
- Sore throat or trouble swallowing
- Excessive drainage from the mouth, nose, eyes, or ears
- Discoloration of the eyes or skin
- Skin rashes

- Severe pain
- Infection
- Infestation (e.g., lice, scabies, nits, or worms)
- Weak and/or lethargic (i.e., cannot participate in programming)

If a child experiences any of the above symptoms while at their program, the parent/guardian or emergency contact will be notified, and the child must be picked up within 1 hour (including phone call, voicemail, email, and text message). Children must stay home for a minimum of 24 hours after treatment has been administered by a physician, or 24 hours after the end of their last symptom. Some illnesses and diseases may require longer exclusion periods and a Return After Exclusion form before returning to their program. We will contact associated parents/guardians to assess the situation, communicate requirements, and develop a schedule. If there are two or more children or staff with symptoms of a communicable disease, then the department of health will be notified and a bulletin will be posted at the entrance of the program location.

### 3.5.4 Incidents

Non-reportable incidents (e.g., bumps, cuts, and scrapes) that occur at RVC, will be documented by the staff and signed by the parent/guardian upon pick-up. For life-threatening situations (e.g., severe allergic reaction or injury), the staff will call 911, follow the instructions of the 911 operator, use appropriate training to administer first aid, and contact the parent/guardian and/or emergency contact of the associated child. Such reportable incidents (e.g., required transfer to hospital) will also be forwarded to the appropriate GNB contact (Table 5) within 24 hours of the incident.

### 3.5.5 Evacuation

In the case of an emergency that requires evacuation (e.g., fire or flood), the staff will collect the children at a muster point (Table 6), contact 911 if necessary, and assess against the attendance for that day. Once attendance has been confirmed, the children and staff will walk to the evacuation location (Table 6), and parents/guardians will be contacted. This procedure will be practiced during a fire drill, each month.

**Table 6 Summary of evacuation information.**

<b>Program Location</b>	<b>Muster Point</b>	<b>Evacuation Location</b>	<b>Evacuation Address</b>
24 Epworth Park Road	Parking lot	River Valley Community Arena	749 River Valley Drive
River Valley Lions Club	Ballfield parking lot next door	River Valley Community Arena	749 River Valley Drive
Westfield School	Playground in front of school	Westfield Country Store	183 Nerepis Road

### 3.5.6 Child Abuse and Neglect

Cases of suspected child abuse and/or neglect will be reported by RVC to Child Protection Services (Department of Social Development at GNB). Children will not be released by RVC to impaired individuals under any circumstance. An emergency contact will be contacted to pick up a child, if we suspect that someone attempting to pick up a child is under the influence of drugs or alcohol, and the incident will be reported to Child Protection Services.

## 3.6 Privacy

### 3.6.1 Confidentiality

The personal records of current and previously enrolled children and employees are regarded as confidential, and will not be released without written consent. However, these records will be made available to the authorities (e.g., police and RCMP) and applicable GNB departments (e.g., Social Development), as needed.

### 3.6.2 Surveillance

Our 24 Epworth Park Road location has a video monitoring system installed throughout the building, which records video information. These recordings are available to RVC's owner, operator, and manager, authorities, and applicable GNB departments.

### 3.6.3 Photography

The staff may take photos and videos during their daily programs and curriculums. These may be used in activities, crafts, photo albums, etc., or shared in a private social media group for current parents/guardians and staff. We will not share these outside of RVC.

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## 4.0 PARENT & GUARDIAN HANDBOOK AGREEMENT

I/We \_\_\_\_\_ (the undersigned) hereby acknowledge that I/we have read and understand the Parent & Guardian Handbook for Rainbow Valley Childcare Inc., have been provided with a copy, and agree to adhere to the information, policies, procedures, etc., outlined in this handbook and by Rainbow Valley Childcare Inc.

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Parent/Guardian

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Date

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Parent/Guardian

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Date

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Kate-Lyn Tibbet

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Date