

Powerplay (PPDC)

The Parent Handbook

Moncton

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Introduction

Dear Parents,

On behalf of the staff at the Academy, we wish to welcome you. This guide has been specifically designed to show you how our staff aims to provide children with a quality program and comprehensive educational services that meet the needs of each child at the daycare. Our mission is to provide a warm, nurturing, clean, and safe learning environment.

Our staff is committed to teaching the essentials through play, which will improve their attitude, health, coordination, focus, discipline, trust, and awareness so they can lead happy, healthy, and productive lives. Our mission is to support the social, emotional, cognitive, and physical development of each child between the ages of 11 months to 12 years old while respecting the educational curriculum of the province of New Brunswick. We are committed to providing a high-quality childcare program that encourages our youth to care for each other and respect the diverse families in our community.

Our educational daycare offers a variety of challenging activities for all age groups such as climbing walls, an ice rink, play structures, a sliding hill, and swings. Each class is divided by learning zones that allow children to use their imagination. Our indoor and outdoor space allows us to accommodate up to 155 children. Each class is divided by age group to allow children to have a sense of belonging, and receive developmentally appropriate knowledge and social interaction with their peers.

Inclusion Policy

Our daycare has a policy of inclusion that ensures that every child is welcome in our center regardless of their particularity such as physical, medical, social, language, culture, and more. We have the resources to allow **access** to every child regardless of their needs.

Routines and activities are adapted to allow all children to **participate**. Children with special needs have access to the same options as everyone else, such as participation in activities and access to daycare for full days.

The sense of belonging is part of our daily life here at the daycare. We have the necessary documentation to allow educators to implore a process of observation adapted according to the child's development. We provide **support** to parents to establish a communication link such as one-on-one meetings with management and educators, working with community professionals, and then developing strategies based on children's strengths and progress.

**THIS INCLUSION POLICY WAS INFORMED BY THE SUPPORTING
ALL CHILDREN: OUR PRACTICE AND THE INCLUSION PROGRAM
SUPPORT GUIDE.**

Services

Our center will provide children from the ages of 11 months to 12 years old with a variety of programs that are provided by the Province of New Brunswick's Curriculum; Learning through Games, Sports, and program different activities and crafts for children to explore and learn.

For example: let them explore in the woods, give them crafts supplies to explore and create with, give them different play areas, and much more.

Our center is also equipped with cameras in each of our classrooms for additional safety and to protect our employees. Due to children and staff privacy, only the management team is allowed to look at the footage. The video will be kept for 30 days before being deleted. The video may be shared with representatives of the Minister of EECD, SD, or the RCMP for investigation purposes to be transparent with the families.

Here is a short description of the topics included in the Curriculum:

Cognitive Development:

Learning the basics of daily life tasks, according to the New Brunswick Curriculum.

Physical Development:

Children will learn by participating in indoor and outdoor physical activities to help their physical development and sportsmanship.

Creative Development:

They will have the chance to draw, create art projects, DIY and more by working with different objects such as pencils, markers, scissors, glue, and paint to improve their fine motor skills.

Social Development:

Children will have periods of free play (play centers) where they can interact and have fun with other children in the class to help develop their language, sharing, respect, and responsibilities.

Here is the direct link to the Curriculum:

http://www2.gnb.ca/content/gnb/fr/ministeres/education/elcc/content/curriculum/curriculum_educatif.html

Outside

During the summer months, there will be a playing area inside the rink equipped with a synthetic surface that divides the rink into three different courts (soccer, ball hockey, basketball, tennis, volleyball, etc..). There is also a playground with swings and a slide.

During the winter months, there will be an ice rink where children can skate, and a large hill is set up so that children can slide with sleds.

Inside

Children will enjoy different learning centers such as a role-play center, a kitchen center, a block and Lego center, an art and entertainment center, fine motor skills and handling center, and a reading center for all levels.

Schedule of the day

Throughout the day, we are committed to following our daily routine for each age group.

Here is a copy of a typical day:

Babies (11 MONTHS TO 24 MONTHS)

- Free play and nap if needed
- Snack
- Activity / Crafts
- Outdoors / Walks / Games / Activity
- Lunch
- Nap
- Free Play
- Snack
- Activity / Craft
- Games / Activity / Outdoors



BABIES WHO NAP IN THE MORNING WILL BE UP NO LATER THAN 9:30 AM SO THEY CAN NAP AT THE SAME TIME AS THE OTHERS IN THE AFTERNOON.

Preschool

- Free Play
- Wash Hands/Snack
- Organized activity/Craft
- Outdoor activity
- Wash hands/Lunch
- Nap\Quiet game
- Free Play
- Wash hands/Snack
- Organized activity/Craft
- Outdoor activity



After School

- Free Play
- Outside/Basement
- Wash hand/Snack
- Activity
- Outside
- Wash hands/Lunch
- Reading/Table games
- Free Play
- Wash hand/Snack
- Group activity
- Free play until the parent picks up



Hours of Operation

The Academy is open from 7 a.m. to 5:30 p.m. Monday through Friday. We will also be open during the summer and school closures.

The Powerplay Academy will be closed for the following **STATUTORY HOLIDAYS**:

1. Labor Day
2. Thanksgiving
3. Remembrance Day
4. Christmas Day
5. The day after Christmas
6. New Year's Day
7. Family Day
8. Good Friday
9. Easter Monday (Optional)
10. Victoria Day
11. Canada Day
12. New Brunswick Day

Holidays, Absences, and Storm Days

OUR CENTER IS LICENSED BY THE DEPARTMENT OF EDUCATION AND EARLY CHILDHOOD DEVELOPMENT.

You are financially responsible for every day and week that your child will be enrolled in the daycare, and this is regardless of the frequency of his absences or attendance. **If your child can not be at the daycare for reasons of illness or other situations, you must notify the director before 9 am.** We also ask to bring the children before 9:00 am so that the educators can plan their days. We also request parents as much as possible not to drop any child between 12:00 pm and 2:00 pm because it is nap time, and it will disturb the other children.

Parents must notify the director of the daycare at least one month before the start of the holiday to give them time to organize the teacher's schedule. If the Codiak Buses are stopping service, we will be closing for everyone's safety. The daycare will remain open even on most of the storm days. However, if there is a power outage or water break the daycare will be forced to close until service is restored. If these conditions occur while the children are attending the daycare, parents will be contacted by telephone at work or at home to pick up their child within one hour.

NOTE: PARENTS ARE STILL RESPONSIBLE FOR PAYING FOR THIS DAY.

Enrolment

Once you have visited the daycare, met with the director and you have decided to enroll your child, some procedures must be followed. Licensed daycares are mandated by the Department of Education and Early Childhood Development to inform you that the following documents must be completed and returned, without exception, to the daycare director before your child is enrolled in the program. Here is a list of what we need before your child starts:

1. The profile of the child must be completed and signed.
2. A signed declaration that the parents have read and understood the contents of the Parents Handbook and that they agree to follow the guidelines.
3. A copy of the child's vaccination card (Babies and Preschool only)

The immunization record for each child (Babies and Preschool) must **be updated each time** your child receives new vaccines. If you decide not to vaccinate your child, a daycare disclaimer must be signed.

These documents are placed into your child's file, and it is the parent's responsibility to keep all documents up to date. These documents are crucial if a medical emergency occurs. Failure to keep the records up to date may result in your child being removed from the Centre until the documents are updated.

To reserve the spot, the first two weeks' fees will be needed; the deposit is non-refundable. This amount will automatically adjust during the first two weeks of the daycare service. It will be included in your tax receipt at the end of the year.

The payment method and payment schedule must be accepted in writing before your child begins at our Centre. This agreement is followed once your child starts at the daycare, and it must be signed. We have an open-door policy and invite families to visit the center at any time during open hours.

NOTE:

- 1. Your child cannot come to the daycare if we do not have the profile or if the profile is not completed.**
- 2. We have an open-door policy and invite families to visit the Centre at any time during opening hours (Preferably not between 12:00 to 2:00 pm, due to quiet time)**

Withdrawal from Daycare

Educators are trained to deal with many behavioral situations involving young children, however, some out-of-the-ordinary situations can arise. Sometimes these situations can be uncomfortable and difficult to discuss between parents and employees. The following procedure should be adhered to and followed as closely as possible.

The daycare will decide to have your child withdraw from the program if the following actions are involved:

1. Biting, punching, intimidating, kicking, swearing, pushing, shoving and aggressive behavior.
2. Any behaviors that are dangerous to other children or the educators can lead to the child's removal from the daycare immediately.

*** IF RESPECT BETWEEN A PARENT AND AN EDUCATOR IS NOT ENFORCED, THIS COULD RESULT IN THEIR CHILD BEING REMOVED FROM THE DAYCARE IMMEDIATELY.**

All possible precautions will be taken to prevent these situations from happening.

Documentation will be made and communication with the parents such as meetings will be made if necessary. We will provide adequate supervision, and intervention and will collaborate with early childhood learning consulting for any help before reducing hours, suspending service, or

discharging the child from the center. Any adaptation will be made if needed for children with additional needs.

If a parent does not pay for the daycare services as they agreed to by signing the contract, they will be notified and will have the chance to make the payment. If the situation is repeated, the parents will receive a notice that they must withdraw their child, and four weeks of payment will be required.

As mentioned in the Method of Payment Section, each family is required to give **4 full weeks' notice before removing their child from the daycare** or the payment for these 4 weeks will be required.

If you withdraw your child from the Powerplay Academy due to moving, changing jobs, children going home after school, etc. We will need a written letter or email to inform us that in four weeks the daycare services will no longer be required.

-Powerplayriverview@gmail.com for our Riverview center

-Powerplaydaycare@gmail.com for our Moncton center

-Powerplaydieppe@gmail.com for our Dieppe center

NOTE: PARENTS ARE REQUIRED TO INFORM US OF ANY SITUATIONS THAT COULD AFFECT THEIR CHILD IN OUR CENTRE.

Outbreak Management Plan

If we need to close due to an outbreak or a suspected outbreak, Public Health will give us direction on what the next step will be. Since we do have 3 licenses, the Public Health Department will let us know if all the licenses will need to close or just the license where the case is suspected. We will ensure that everyone including parents and staff knows how important it is to follow these measures set in place by the province.

If a child is symptomatic during the day, the child will have to be placed in an area away from other children. The educator who is monitoring them will be required to stay 2 meters away until the parent arrives, and pick-up must occur within an hour of notification from the educator.

The group that the child was in will be closely monitored, if the two-meter distance cannot be maintained we will have masks ready and available in the facility for use. (The mask will not be placed on children under 2 years old and will only be placed on the children if we think it is necessary)

Once the child leaves the facility, the area will be cleaned and disinfected carefully.

If an outbreak is confirmed, we will place a notice at all entrances of the facility to ensure that the disease information is posted and available for anyone entering the facility to read and understand.

Methods of Payment

Rates may change after the annual review. Parents will receive at least 3 weeks' notice of our intentions to raise rates.

* If you are late to pick up your child at the daycare; there will be a charge of \$2 per minute during pick up or will be added on the next payment.

After-class program - 5 to 12 years old

The costs are \$220.00 Bi-weekly including the days that schools are closed, staff meetings,

Christmas break, March break, etc. **If you require morning pick-up, there will be an**

additional fee of \$10.00 per week added to your weekly payment from September 2024.

During the summer holidays, the costs will be \$320.00 Bi-weekly for the full-time program.

IN THE EVENT THAT SCHOOLS ARE CLOSED UNEXPECTEDLY, FOR EXAMPLE, ON A STORM DAY, AN ADDITIONAL FEE OF **\$10.00** WILL BE ADDED IF YOUR CHILD IS ATTENDING, TO YOUR CHILDCARE PAYMENT THE FOLLOWING WEEK FOR SCHOOL-AGED CHILDREN WHO SHOW UP FOR CHILDCARE ON THAT DAY. ON DAYS WHEN THERE IS NO SCHEDULED SCHOOL AS INDICATED ON THE SCHOOL CALENDAR, NO FEES WILL BE ADDED FOR THOSE DAYS.

Preschool program - 2 to 5 years old

2 years	\$410.60 Bi-weekly (if not enrolled in the parent portal)
	\$180 Bi-weekly (if enrolled in the parent Portal)
3 years -5 years	\$391.60 Bi-weekly (if not enrolled in the parent portal)
	\$180 Bi-weekly (if enrolled in the parent portal)

Baby Program - 24 months

24 months or less: \$462.00 Bi-weekly. (If not enrolled in the parent portal)

\$210.00 Bi-weekly (if enrolled in the parent portal)

Payments will be made by direct deposit from your bank. A void check or proof of your bank account will be required. Payments will be made biweekly. The payment must be made in advance for the service before Monday for the bi-weekly payment.

* If for any reason the payment is delayed, you will have a fee of \$ 25.00 plus the fee for the week that has not gone through, added to the next payment.

* If a child is sick, on a family vacation, absent or the daycare needs to close for an emergency, the fees do not change.

Financial Assistance

Financial assistance is available with the New Brunswick Human Resources Development for parents/guardians who qualify. For more information about the Daycare Assistance Program, you can call the NB Human Resources Development Office at 1-866-426-5191. You press "1" to "apply for financial assistance"; when a person takes your call, you only need to tell them that you are calling for the Daycare Assistance Program. You do not need to be on social assistance to be accepted into the daycare assistance program.

Additional costs

You have the choice to provide your own sunscreen and mosquito repellant or for an additional \$20 per year, we will take a payment from your account in the month of May. An email will be sent before charging the amount. Your child will be able to use sunscreen and mosquito repellent from the daycare (Personal brand of 30/60 FPS).

Monthly fees do not include costs for special trips, outings, and special guests.

Additional costs are the parents' responsibility.

Tax receipt

Daycare tax receipts will be sent no later than February 28 of each year for the previous year. If your child leaves the daycare before that date, be sure to provide us with your mailing address so we can send you your receipt by mail or you can pick it up at the daycare. Please do not forget to

notify the center of any changes to your mailing address as the tax receipts will be mailed. Tax receipts will not be given until your account is paid and up to date. (No exception)

All families must give us 4 full weeks' notice before withdrawing their child from the program.

If there is no notice of withdrawal, or you decide to withdraw your child that day, a payment of 4 weeks will be mandatory. As there is a waiting list, please notify us of the departure as soon as possible, thank you.

Transportation and Field Trips

Parents will be notified of the planned outing and any costs associated with this trip. Parents must also sign an authorization form allowing the child to participate in the trip. If the child cannot participate in the outing for any reason, he/she can stay at the daycare.

* We provide morning drop-off for Northrop Frye school and Le Sommet and afternoon student transportation from Evergreen, Magnetic Hill, Northrup Frye, Claudette Bradshaw, and Le Sommet. We will meet them at the bus stop with insured vehicles from the daycare or the daycare bus. Only students from Northrop Frye Walk in the morning and afternoons from Northrop Frye School.

Walks and activities outside the daycare

Our daycare provides activities outside of the daycare to allow the children to experience something new. When we organize outings, we advise the parents a few days before the activity to allow them to be well prepared for the day and make sure that all the necessities are with the child on the day of the activity. Some special activities like visiting the zoo, different parks, library, etc., require an entrance fee. The daycare will provide transportation and staff, but the parents must pay the entrance fee if the child participates in the activity.

When we leave for an activity, we must ensure the safety of the children. Children 2 and under must have their car seat the same morning of the trip. Children 3 years old and over can sit directly on the bus benches.

Administration of Medication

Our daycare staff will administer prescription medication and non-prescription medications to your child by the legislation of the Province of New Brunswick.

For the medication to be administered:

- The parents will sign the authorization for the administration of the medication.
- The medication must be in its original packaging or container and be clearly labeled with the child's name, the name of the medication, the time and dose to be administered, the date of purchase, and the directions for storage and administration. If for some reason you do not have the original bottle, we **do not** have the right to give them their medicine.
- Parents must complete, sign, and date the medication authorization form each time they bring medication.
- All medications must be given to educators and not left in children's baskets, bags, or lockers.

Administration of Acetaminophen

The daycare cannot decide if a child needs to take acetaminophen.

- Parents cannot ask the daycare center to give medicine to the child in case he falls ill. The child must have feverish or other symptoms for the educator to notify and discuss with the parent.
- If for any reason you gave your child medicine in the morning before coming to daycare and he does not feel well in the afternoon, we as educators do not have the right to administer Advil or Tylenol unless they have symptoms of fever, and this is with parental permission.
- If a child is sick at the daycare, his parents will be contacted by phone. The educator will tell them about the symptoms, and observe and take their temperature. Parents can then give verbal permission for acetaminophen to be given to their child.
- Currently, the educator completes an authorization form for the administration of acetaminophen. The parent contacted **must sign** it when he picks up the child at the daycare.

Child Illness

Every family needs to have an alternative solution to keep their child on sick days. It is never pleasant to take a day off from work when the child is not feeling well, but a child cannot be left at the daycare if they are sick or contagious to others. If the daycare calls you to pick up your child, **you have an hour to pick them up**. Children must be kept at home if they present:

- **Diarrhea:** Your child should stay home until his stool is not abnormally soft for 48 hours.
- **Vomiting:** Your child must stay home until he spends 48 hours without vomiting.
- **Fever/Temperature:** When your child's temperature is above 100.2 or they do not feel well enough to follow the group and activities. (e.g., cries, always wants to be in the arms, sleep, etc.).
- **Conjunctivitis (Pink Eye):** The child must be seen by a doctor who prescribes the drugs. The child must stay at home until 24 hours after treatment and there is no more eye discharge.

NOTE:

1. The above list is not exhaustive. Please refer to Guidelines for the Prevention and Control of Communicable Diseases in Early Learning and Childcare (ELC) Facilities.
2. Parents are required to inform the daycare of the reason for the absence of their child, as well as the symptoms of the illness so that the daycare can complete the documents required to comply with the standards of public health.

3. In case of exclusion, you must complete a reinstatement form before and after the exclusion

Toilet Training

We will help to potty train once your child is:

- Showing interest in the toilet.
- Your child is expressing when he or she needs to go bathroom.
- Wear underwear at home or keep them dry and go to the toilet during the day.
- Understand the difference between pee and bowel movements.
- Will try to potty train for 2 weeks if the child is not progressing or has more than 2/3 accidents in a day, educators will have a discussion with the parents to decide future steps.
- Parents need to send lots of change of clothes while potty training.
 - I. Underwear - 5/6 pairs.
 - II. Pants/Bottoms - 5/6 pairs
 - III. T-shirt/Tops - 2/3 pairs
 - IV. Socks - 5/6 pairs

Emergency Procedures

Every month there will be a fire drill. In case of emergencies, employees, preschoolers, and babies will head into the BASKETBALL court near Ryan Street. The after-class group will go outside the BASKETBALL court. The children will proceed to the other daycare Centre which is the opposite of the English Powerplay daycare. If we are not able to return to the daycare, all parents will be contacted immediately, and arrangements will be made. All the children will go next door to the opposite of Powerplay.

This EMERGENCY EVACUATION plan is reviewed monthly after emergency drills and every 12 months to record changes to facilities and evacuation procedures. The following steps will be taken in case of Emergency Evacuation:

- 1) Each educator is responsible for the children in their group.
- 2) During the evacuation, each educator gathers the children of their group, takes the attendance list the emergency list, and all other special provisions.
- 3) Employees will exit the building and proceed to the designated safe area - the Basketball court near Ryan Street:
 - a) They will count the number of children.
 - b) They will go to the parking lot of the neighboring house.
 - c) They will go to the opposite daycare.
- 4) The owner, director, or alternate inspects bathrooms, classrooms, desks, closets, and shelves to ensure that no one is inside before going out. This person should be the last to leave.

- 5) Once all the children have been counted, call 911 if you have not had a chance to call it before.

NOTE:

Under the supervision of the director or owner, we will call the parents to make arrangements to pick up the children, and the parents must sign the attendance sheet before leaving.

Behavior Management

We manage behavior as follows:

- Positive methods are used to reduce frustrations and boredom that may lead to inappropriate and disruptive behavior.
- All interactions between educators and children will be a learning experience and an opportunity to understand moral values.
- The use of corporal punishment, verbal, psychological, or physical violence, or both will not be allowed.
- To deprive a child of food or special activities with others, to punish him, or both will not be allowed.

Inappropriate Behavior

Inappropriate behavior will be reduced by providing a sufficient number of stimulating and interesting activities. Our staff will be paying attention to the different interactions between children in the classroom and redirecting inappropriate behaviors by applying positive reinforcement if children show positive behaviors, this promotes the recognition of expected behaviors. Staff will also be able to attend different training to better assist the children.

Child Abuse and Neglect

Child abuse is a very serious problem. Children have the right to live a life free of violence and have the same rights and freedom as adults. They are not responsible for the violence committed against them. The protection and safety of children is everyone's concern. We are committed to protecting and helping children grow up. All children have the right to live freely without abuse or neglect and depend on adults for their safety and well-being.

- The primary responsibility for ensuring the safety and well-being of children lies with parents, caretakers, and guardians.
- Abuse is when someone or certain situations threaten the development, safety, and survival of a child. According to the protocols in "Child Victims of Abuse and Neglect", many forms of violence or abuse are criminal. Child abuse can include sexual abuse, physical abuse, physical neglect, emotional abuse, and verbal abuse.
- An educator may notice signs of child abuse or neglect. It is our legal obligation to report suspected cases of abuse of vulnerable individuals, such as children, to the Ministry of Social Development.
- Legally, the director and staff members are responsible for reporting all suspected cases of abuse. When a staff member suspects that a child may have been neglected or abused, he or she will report it to the director/manager or owner.

NOTE: The daycare can neither interview a child nor contact his parents/guardian (s) about a certain situation.

Parental Involvement

At the Powerplay Academy, we maintain an "OPEN DOOR POLICY". As parents, you are welcome to visit your child at the daycare at any time during the day. Educators will be happy to talk to you about any aspect of your child's learning and development. You can discuss with the educators how you can participate in your child's daycare.

Here are some examples:

- Assist with supervision during special outings outside the Academy.
- Attend special events.
- Donate toys or craft items.

GRADUAL TRANSITION

We understand that starting daycare is a significant change for both children and parents. To ensure a smooth and comfortable transition, we follow a gradual entry process that allows children to adjust at their own pace.

Step-by-Step Transition Plan:

1) Pre-Visit (Optional but Encouraged):

Parents and children are welcome to visit the daycare before the official start date to meet the staff, explore the environment, and become familiar with daily routines.

2) Short First Day (1-2 Hours)

On the first day, the child stays for a brief period, typically 1-2 hours, to experience the new environment while feeling safe and supported.

3) Gradual Increase in Time:

Over the next few days, the child's stay gradually extended. The schedule may look like this (adjusted based on the child's comfort level):

- **Day 2:** Stay for 2-3 hours, including snack time. The parents can pick up their child before 11:30 am.
- **Day 3:** Stay until noon, including lunch.
- **Day 4:** If the transition goes well during the week, the child can stay the day. If not, we will repeat the half-day process until the child becomes comfortable.

4) Parent's Role:

- Parents are encouraged to say a quick, loving and reassuring goodbye rather than sneaking out, as leaving without a proper goodbye can make the child feel abandoned and increase separation anxiety.
- It is best for the child if parents drop off with a happy and positive attitude and avoid lingering, as children pick up on emotions and may feel anxious if they sense hesitation.
- Communication with staff is key, please share any concerns or comfort strategies that work best for your child.

5) Flexibility:

- We recognize that every child is different. If a child needs more time to adjust, we will work with the family to modify the transition plan accordingly.

- Open door policy and communication with parents ensures a supportive and smooth transition.

Our goal is to make daycare a positive experience for your child and family by providing a warm, welcoming, and nurturing environment.

NOTE:

- We suggest that you make an appointment whenever you want to have enough time to talk to an educator who works with children.
- Children are grouped according to the educator-to-child-ratio, considering each child's developmental needs and the overall center dynamics. The director is responsible for ensuring that group placements create a safe, nurturing, and stimulating environment for all children.

Personal Effects

Each child has storage space for personal belongings such as a change of clothes, diapers, shoes, and blankets for a nap. Each personal belonging of your child must be identified: the name of your child must be visible. Velcro sneakers with non-marking soles are mandatory and must remain at the daycare. Flip-flop sandals are not allowed. There is a dress code in place to respect the health, hygiene, personal and cultural beliefs of all families who frequent the daycare.

The standard for childcare providers asks us to give children a minimum of two hours per day of outdoor play. As the weather changes, sometimes it is extremely cold and sometimes very hot, so:

- It is recommended that the child be comfortably dressed according to the temperature of the environment. (For example: during winter they will need snow pants, winter boots, and rubber boots for the rainy season and shorts and swimwear during the summer)
- As we are a sports daycare, it is best if the child wears comfortable clothes that allow them to move freely during activities.
- When the child gets dirty, he/she needs extra clothes, including a hat, socks, and underwear, even gloves or mittens (winter). Dirty laundry should be replaced immediately.
- It is recommended that the child wear appropriate footwear for outdoor activities.
- If your child is not dressed for the weather, we will call you to bring him what he needs.

IMPORTANT INFORMATION:

- Toys from home must stay at home.
- Any toy that promotes violence of any kind, such as a rifle and combat toys, is strictly prohibited at the daycare.
- During a nap or rest period, your child should have a blanket for his comfort.

Complaints and Grievances

Our goal is to work for quality and excellence in your child's care. Therefore, any positive comments or suggestions are highly appreciated and can be directed to the daycare director. However, if you think there is a problem with the daycare facility or a staff member, please follow these steps:

- Speak with your child's educator.
- Let the educator give you behavioral follow-ups.
- If you are not satisfied with the results, make an appointment with the director to allow enough time for discussion about the problem.

Any comments will be forwarded to the director so that he or she is notified of any problems that have occurred. If a complaint is made, the director will listen carefully to the problem that the parents are experiencing and will work with the educator to correct the problem. At this point, it will be important to discuss any other issues regarding the child that the director thinks might be included in the same context of the problem.

We feel that communication is essential to the success of your child's care. We must ensure that we can communicate openly about the problems and issues that may arise. We believe in an open-door policy to encourage parents to feel comfortable calling or visiting their child if they have a concern about their child. We try to put ourselves in the role of the parent, to recognize that you have the right to demand the best possible care for your child. Communication between parents and the daycare employees is very important. We encourage daily communication

between parents and employees to ensure that you, the parents, stay informed about your child's day and that you are made aware of any incident.

It is also important for your child's educator to be aware of any concerns parents may have at home or the daycare about their child, this helps the daycare when having to handle certain situations.

All comments are welcome and will be taken seriously and we will do our best to ensure satisfaction. We want to keep parents stress-free and certain that they have made a good choice and that their child is very well taken care of at our Centre.

Smoking, Drugs, and Alcohol Policy:

Smoking is prohibited in the daycare or on the property. At all times, smoking should be done out of the sight of children. Smoking is prohibited in areas where children are present. Smoking is also prohibited while children are under our care, such as field trips or walks, and this will result in termination or other appropriate disciplinary action at the discretion of the director. In addition, cigarettes, lighters, and matches must be stored in personal belongings, out of reach and sight of children. Failure to comply with these rules may result in termination.

*** Our outdoor environment and our center must be always smoke-free. As a result, employees who smoke may not do so at the daycare and your clothes must also remain smoke-free. We reserve the right to send an employee home if your clothing smells like tobacco.

The daycare prohibits the consumption of alcohol and/or the use of drugs on its premises. In addition, educators/staff should not report for work while under the influence of drugs or alcohol. An educator or staff member who is unable to perform the tasks assigned to him due to being under the influence will be required to leave immediately. They may be subject to disciplinary measures up to and including dismissal for alcohol and/or drug use at the daycare or for going to work under the influence of drugs or alcohol.

Nutrition (Snacks provided by the Daycare)

All daycare snacks are prepared according to the Canadian Food Guide, and they follow the requirements according to the Department of Education and Early Childhood Development.

The Powerplay Academy will provide afternoon snacks only. It is the responsibility of the parents/guardians to provide the morning snack as well as lunch. This is also required when schools are closed and during the summer. They must also bring their bottle of water to the daycare.

No snacks prepared at home will be allowed to be given to other children in the daycare besides your child. If you would like to take a birthday cake or a special snack for the other children in the group, you should advise management in advance in writing and take a list of ingredients along with the expiry date. Only cakes prepared in an approved factory where there are regular public health inspections will be accepted for distribution to other children in the daycare.

Parents must notify us of any allergies regarding their child during registration. This information will be displayed in the kitchen with a picture of the child. As a precautionary measure, the daycare will make every effort to eliminate all nuts, peanuts, and other products when a child is allergic and may have an anaphylactic reaction.

- There is always water available to children, we ask that each child has a bottle that remains at the daycare. All the food that is brought to the daycare is the responsibility of the parents. We will do our best to ensure food safety (i.e.: check expiry dates, etc.). Our role will be to help the children during meals.
- Please place an ice pack in the lunch box to keep food cold.
- If your child does not have lunch, we will contact you to drop one off.
- Please write your Child's name on their Lunch Box.

NOTE:

For any food brought from home that does not follow the standard in nutrition and food security, educators or the director/manager have the responsibility to communicate and discuss with parents to resolve the problem.

Administrative Structure

Jean-Paul LeBlanc is the owner of Power Play Academy Dieppe, Moncton and Riverview.

Please see the floor's information boards for more information on our staff administrator assistance.

Our programs are delivered in English and are based on the New Brunswick Curriculum Framework for Early Learning and Child Care.

All staff will have:

- A valid first aid course certificate and CPR.
- Have a verification of their SD file.
- Have a criminal record check.