

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 Divine Mercy Early Learning Center	Licence Number 2013382	Inspection Date October 21, 2025	
Facility Name Divine Mercy Early Learning Center		Telephone Number (506) 642-8122	
Address 30 Douglas St Saint John NB E2K 0G5			
Name of Early Learning and Childcare Licensing Staff Kiesha Cobbett		Position Title Inspector	

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)	Oct 21, 2025	
Comments: Licensing staff arrived at the facility at approximately 3:15 p.m. and rang the doorbell. A child was observed alone in the kitchen area with no educator present. The child stood looking at the door for approximately two minutes before opening it for the licensing staff. Licensing staff entered the building before any educator arrived in the kitchen. The educator then entered the kitchen and stated, "Oh, did he just open the door for you?" While observing in the preschool room, licensing staff witnessed two children run out of the classroom and exit through the doors to go upstairs in the school. The educator left the remaining three children in the care of the licensing staff to retrieve the two children who had left the room. Licensing staff was left alone with the children for approximately five minutes. At approximately 4:15 p.m. the doorbell rang and the educator left the classroom to answer the door. The educator left five children alone with licensing staff. The educator was observed speaking with a parent at the door for approximately two minutes. Licensing staff advised the educator that they cannot leave the children alone when answering the door and they must bring all children with them. Licensing staff requested these incidents be documented on a Reportable Incident form and sent to licensing staff within 24hrs. The administrator must develop and implement a supervision plan to prevent similar incidents from occurring in the future. This plan must clearly outline procedures for covering staff during bathroom and lunch breaks. Additionally, it must include a strategy for maintaining appropriate supervision when the doorbell rings, ensuring that children are never left unattended.			
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)	May 14, 2025	Jun 24, 2025
Comments: One staff member missing first aid. To be added. Inspector verified on renewal inspection. Deficiency is now compliant			
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.	21	Nov 24, 2025	

Order for Compliance		Regulation	Date to be corrected	Date corrected
Comments:	Preschool: There was no evidence of purposeful planning. The Administrator shared that the printer has been broken and they were unable to print documentation. Programs must be purposefully planned and documented. School-age Room A: There was no evidence of purposeful planning. The Administrator shared that the printer has been broken and they were unable to print documentation. Programs must be purposefully planned and documented. School-age Room B: There was no evidence of purposeful planning. The Administrator shared that the printer has been broken and they were unable to print documentation. Programs must be purposefully planned and documented.			
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 (a) time and space for and a free choice of play experiences for exploration and discovery.		21(a)	Nov 24, 2025	
Comments:	School-age Room A: The school-age classroom was not set up or defined with learning interest centers. There were not enough materials for the number of children. Children do not have time and space for a free choice of play experiences. Materials are to be replenished, kept open, down at the child's level and accessible to the children at all times. The learning environments are to be defined and set up in a way that is inviting for the school-age children to engage in play. School-age Room B: The school-age classroom was not set up or defined with learning interest centers. There were not enough materials for the number of children. Children do not have time and space for a free choice of play experiences. Materials are to be replenished, kept open, down at the child's level and accessible to the children at all times. The learning environments are to be defined and set up in a way that is inviting for the school-age children to engage in play.			
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 (b) indoor and outdoor opportunities for physical activity.		21(b)	Nov 24, 2025	
Comments:	School-age Room A: The school-age classroom was not set up or defined with learning interest centers. There were not enough materials for the number of children. Indoor opportunities for physical activity. Materials are to be replenished, kept open, down at the child's level and accessible to the children at all times. The learning environments are to be defined and set up in a way that is inviting for the school-age children to engage in play. School-age Room B: The school-age classroom was not set up or defined with learning interest centers. There were not enough materials for the number of children. Children do not have Indoor opportunities for physical activity. Materials are to be replenished, kept open, down at the child's level and accessible to the children at all times. The learning environments are to be defined and set up in a way that is inviting for the school-age children to engage in play.			
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 (iii) to express creativity and interests.		21(c)(iii)	Nov 24, 2025	

Order for Compliance		Regulation	Date to be corrected	Date corrected
Comments:	Preschool: Materials are depleted and materials are kept out of reach of the children. Children do not have opportunity to express creativity and their interests. Materials are to be replenished, kept open, down at the child's level and accessible to the children at all times. School-age Room A: The school-age classroom was not set up or defined with learning interest centers. There were not enough materials for the number of children. Children do not have opportunity to express creativity and their interests. Materials are to be replenished, kept open, down at the child's level and accessible to the children at all times. The learning environments are to be defined and set up in a way that is inviting for the school-age children to engage in play. School-age Room B: The school-age classroom was not set up or defined with learning interest centers. There were not enough materials for the number of children. Children do not have opportunity to express creativity and their interests. Materials are to be replenished, kept open, down at the child's level and accessible to the children at all times. The learning environments are to be defined and set up in a way that is inviting for the school-age children to engage in play.			
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 (iv) to explore the arts and sciences.		21(c)(iv)	Nov 24, 2025	
Comments:	Preschool: Materials are depleted and materials are kept out of reach of the children. Children do not have opportunity to explore the arts and sciences. Materials are to be replenished, kept open, down at the child's level and accessible to the children at all times. School-age Room A: The school-age classroom was not set up or defined with learning interest centers. There were not enough materials for the number of children. Children do not have opportunity to explore the arts and sciences. Materials are to be replenished, kept open, down at the child's level and accessible to the children at all times. The learning environments are to be defined and set up in a way that is inviting for the school-age children to engage in play. School-age Room B: The school-age classroom was not set up or defined with learning interest centers. There were not enough materials for the number of children. Children do not have opportunity to explore the arts and sciences. Materials are to be replenished, kept open, down at the child's level and accessible to the children at all times. The learning environments are to be defined and set up in a way that is inviting for the school-age children to engage in play.			
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 (vi) to problem-solve.		21(c)(vi)	Nov 24, 2025	
Comments:	The Administrator shared that they remove the materials when children fight with each other. This is not allowing the children the opportunity to problem solve. Rather than taking the materials away, a conversation with the children should be had and the children should be redirected to another area of play.			
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: (b) child records that include: (i) the child's name, address, birth date and Medicare number,		24(1)(b)(i)	Oct 21, 2025	
Comments:	Review of Child Files: One Child file was not completed prior to the child starting in September 2025. Child Profiles are mandatory and are to be completed prior to the child starting. Administrator is to ensure that the Child Profile is completed in full and placed in the binder.			

Order for Compliance	Regulation	Date to be corrected	Date corrected
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: (b) child records that include: (ii) the name, address and telephone number of the child's medical practitioner.	24(1)(b)(ii)	Oct 21, 2025	
Comments: Review of Child Files: One Child file was not completed prior to the child starting in September 2025. Child Profiles are mandatory and are to be completed prior to the child starting. Administrator is to ensure that the Child Profile is completed in full and placed in the binder.			
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: (b) child records that include: (iii) the name, address and home and work telephone numbers of the child's parent or guardian,	24(1)(b)(iii)	Oct 21, 2025	
Comments: Review of Child Files: One Child file was not completed prior to the child starting in September 2025. Child Profiles are mandatory and are to be completed prior to the child starting. Administrator is to ensure that the Child Profile is completed in full and placed in the binder.			
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: (b) child records that include: (iv) the name, address and telephone number of at least two individuals authorized by the child's parent or guardian to pick up the child and to be contacted in case of an emergency if the parent or guardian cannot be reached,	24(1)(b)(iv)	Oct 21, 2025	
Comments: Review of Child Files: One Child file was not completed prior to the child starting in September 2025. Child Profiles are mandatory and are to be completed prior to the child starting. Administrator is to ensure that the Child Profile is completed in full and placed in the binder.			
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: (b) child records that include: (v) the child's health history and a copy of the record of immunizations or a copy of an exemption.	24(1)(b)(v)	Oct 21, 2025	
Comments: Review of Child Files: One Child file was not completed prior to the child starting in September 2025. Child Profiles are mandatory and are to be completed prior to the child starting. Administrator is to ensure that the Child Profile is completed in full and placed in the binder.			
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: (b) child records that include: (vii) documentary evidence of the child's learning.	24(1)(b)(vii)	Oct 21, 2025	
Comments: Review of Child Files: One Child file was not completed prior to the child starting in September 2025. Child Profiles are mandatory and are to be completed prior to the child starting. Administrator is to ensure that the Child Profile is completed in full and placed in the binder.			
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: (b) child records that include (viii) any written consent given by the child's parent or guardian.	24(1)(b)(viii)	Oct 21, 2025	
Comments: Review of Child Files: One Child file was not completed prior to the child starting in September 2025. Child Profiles are mandatory and are to be completed prior to the child starting. Administrator is to ensure that the Child Profile is completed in full and placed in the binder.			
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 (ii) the staff member's qualifications including the certificates or training referred to in paragraph 11(b) or (c).	24(1)(c)(ii)	May 14, 2025	Jun 24, 2025

Order for Compliance	Regulation	Date to be corrected	Date corrected
Comments: One staff member missing first aid check. All staff must have valid first aid. Inspector verified on renewal inspection. Deficiency is now compliant.			
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 (iii) a description of the staff member's duties and responsibilities.	24(1)(c)(iii)	May 14, 2025	Jun 24, 2025
Comments: One staff member missing list of duties and responsibilities. To be added. Inspector verified on renewal inspection. Deficiency is now compliant			
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 (iv) a signed declaration confirming that the staff member has read and understood his or her obligations under the Act and this Regulation.	24(1)(c)(iv)	May 14, 2025	Jun 24, 2025
Comments: One staff member missing signed statement. To be added to file. One staff member missing signed statement. To be added to file. Inspector verified on renewal inspection. Deficiency is now compliant			
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.	24(1)(c)(vii)	May 14, 2025	Jun 24, 2025
Comments: One staff member missing first aid. To be added to file. Inspector verified on renewal inspection. Deficiency is now compliant			
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: (f) daily attendance records of the children on forms provided by the Minister.	24(1)(f)	Oct 21, 2025	
Comments: Preschool: It was observed that two children were not sign in on the daily attendance record. Three children were not sign out on the daily attendance records from Monday, October 20th, 2025. These records are to be completed each time a child arrives and leaves, accurate and reflect all children present at any given time.			
25 An operator of a licensed facility shall post in a clearly visible and prominent place on the premises: (g) whether a child receiving services at the licensed facility has a life-threatening allergy and a description of that allergy.	25(g)	Oct 21, 2025	
Comments: Licensing staff asked the educators if they had any children with allergies, and the educators confirmed they did not. During a tour of the storage room, the administrator showed licensing staff the space, where an Extreme Allergy Form was observed. Licensing staff inquired whether the form was for a child currently attending the facility, and the administrator confirmed that it was. All educators' must be aware of any child with a life-threatening allergy and be familiar with the child's allergy management plan. Parents must provide written consent to post the child's name and allergy information. If consent is not provided, the allergy information, excluding the child's name, must still be posted in a visible location. There was no evidence of the Extreme Allergy posted anywhere in the facility except in the storage space.			
26(2) The operator of a licensed facility shall require the parent or guardian referred to in subsection (1) to sign a declaration confirming that he or she has read and understood the content of the handbook.	26(2)	Oct 21, 2025	
Comments: Review of Child Files: One Child file was not completed prior to the child starting in September 2025. Child Profiles are mandatory and are to be completed prior to the child starting. Administrator is to ensure that the Child Profile is completed in full and placed in the binder.			
27 An operator of a licensed facility shall obtain the written consent of a parent or guardian of a child receiving services at the licensed facility before doing any of the following: (b) permitting, in the case of illness or soiled clothing, the child to shower or bathe or showering or bathing the child.	27(b)	Oct 21, 2025	

Order for Compliance	Regulation	Date to be corrected	Date corrected
Comments: Review of Child Files: Parents did not provide signed consent prior to the child starting in September 2025. It is mandatory to have signed consent prior to the child starting. Administrator is to ensure that the Signed Consent form is completed in full and placed in the binder.			
27 An operator of a licensed facility shall obtain the written consent of a parent or guardian of a child receiving services at the licensed facility before doing any of the following: (c) permitting the administration of medication in the circumstances set out in section 46.	27(c)	Oct 21, 2025	
Comments: Review of Child Files: Parents did not provide signed consent prior to the child starting in September 2025. It is mandatory to have signed consent prior to the child starting. Administrator is to ensure that the Signed Consent form is completed in full and placed in the binder.			
27 An operator of a licensed facility shall obtain the written consent of a parent or guardian of a child receiving services at the licensed facility before doing any of the following: (d) permitting the administration of emergency care to the child.	27(d)	Oct 21, 2025	
Comments: Review of Child Files: Parents did not provide signed consent prior to the child starting in September 2025. It is mandatory to have signed consent prior to the child starting. Administrator is to ensure that the Signed Consent form is completed in full and placed in the binder.			
27 An operator of a licensed facility shall obtain the written consent of a parent or guardian of a child receiving services at the licensed facility before doing any of the following: (e) permitting the child to leave the licensed facility with a person authorized by the parent or guardian.	27(e)	Oct 21, 2025	
Comments: Review of Child Files: Parents did not provide signed consent prior to the child starting in September 2025. It is mandatory to have signed consent prior to the child starting. Administrator is to ensure that the Signed Consent form is completed in full and placed in the binder.			
27 An operator of a licensed facility shall obtain the written consent of a parent or guardian of a child receiving services at the licensed facility before doing any of the following: (f) permitting the child to participate in an outing.	27(f)	Oct 21, 2025	
Comments: Review of Child Files: Parents did not provide signed consent prior to the child starting in September 2025. It is mandatory to have signed consent prior to the child starting. Administrator is to ensure that the Signed Consent form is completed in full and placed in the binder.			
27 An operator of a licensed facility shall obtain the written consent of a parent or guardian of a child receiving services at the licensed facility before doing any of the following: (g) transporting or providing for the transportation of the child.	27(g)	Oct 21, 2025	
Comments: Review of Child Files: Parents did not provide signed consent prior to the child starting in September 2025. It is mandatory to have signed consent prior to the child starting. Administrator is to ensure that the Signed Consent form is completed in full and placed in the binder.			
27 An operator of a licensed facility shall obtain the written consent of a parent or guardian of a child receiving services at the licensed facility before doing any of the following: (j) permitting photographs and videos to be taken of the child for publication or social media.	27(j)	Oct 21, 2025	
Comments: Review of Child Files: Parents did not provide signed consent prior to the child starting in September 2025. It is mandatory to have signed consent prior to the child starting. Administrator is to ensure that the Signed Consent form is completed in full and placed in the binder.			
27 An operator of a licensed facility shall obtain the written consent of a parent or guardian of a child receiving services at the licensed facility before doing any of the following: (k) posting photographs of the child at the licensed facility to illustrate the child's learning.	27(k)	Oct 21, 2025	

Order for Compliance	Regulation	Date to be corrected	Date corrected
Comments: Review of Child Files: Parents did not provide signed consent prior to the child starting in September 2025. It is mandatory to have signed consent prior to the child starting. Administrator is to ensure that the Signed Consent form is completed in full and placed in the binder.			
32(1) An operator of a licensed facility shall provide indoor play area materials and equipment that are (a) varied and in sufficient quantity for the number and ages of the children receiving services at the licensed facility.	32(1)(a)	Nov 24, 2025	
Comments: The indoor play environments are lacking materials for both pre-school and school-age. Play areas should minimally include the following: - an art and creative area - science and nature area - a block and construction area - dramatic play and housekeeping area - a quiet and reading area - fine motor/manipulative area for scientific and mathematical investigation and measurement - space and equipment for large motor play indoors - outdoor play environments must provide, minimally: - large motor play area - an area for quiet play - storage space - sand and water play - provisions for play with elemental materials – sand, water, mud, clay, snow (indoors and outdoors) - music and movement area Operator to refer to Appendix 22 of the Operator's Manual to ensure adequate supplies and materials are available to the children. Original comply by date June 23, 2025.			
32(1) An operator of a licensed facility shall provide indoor play area materials and equipment that are (d) clean and in good repair.	32(1)(d)	May 14, 2025	Jun 24, 2025
Comments: One white bucket. Children could get fingers caught in plastic. To be replaced. Inspector verified on renewal inspection. Deficiency is now compliant			
33(1) An operator of a licensed facility shall provide outdoor play area materials and equipment that are varied and in sufficient quantity for the number and ages of the children receiving services at the licensed facility.	33(1)	Nov 24, 2025	
Comments: The outdoor play areas for both preschool and school-age have a limited variety and quantity of materials for all children. The Operator must ensure to provide outdoor play area materials and equipment that are varied and available in sufficient quantity for all children present. Examples of materials to add to enhance creativity and engagement include child-sized shovels, trucks and cars, buckets, funnels, bubbles, watering cans, various-sized balls, art materials, and outdoor games such as bean bag toss, parachute play, skipping ropes, etc.			

General Comments
A Monitoring Inspection occurred October 21, 2025 Licensing staff, QAM Amanda Wills and Inspector Kiesha Cobbett, conducted a monitoring inspection to close orders for noncompliance from the previous Monitoring Inspection and Renewal Inspections. The preschool children were observed indoors and outdoors, as well as during transitions between the two. Additionally, the children were observed eating snack. Indoors, the preschool children were eating snack. After snack, the children transitioned to the outdoors. Outdoors, the children were observed running with each other, jumping in puddles, and going down the slide. Indoors, Classroom A was observed drawing at the table and engaging in veterinary play with dog stuffed animals.

General Comments

Indoors, the school-age Classroom B was observed playing with play dough, painting, and building with LEGO. Outdoors, they were observed playing basketball.

A clearly visible and prominent area was designated for posting the facility's license, current monitoring reports, and any orders for compliance. Additional documentation observed included incident logs, daily attendance records, and records of evacuation and monthly fire drills.

A conversation took place with the administrator regarding the following:

- Licensing staff discussed adding labels to the classroom to help the children with putting toys away.
- Licensing staff discussed working on one area in the classroom at a time.
- Educators are to ensure that materials are accessible to the children at all times. It was observed that materials were being stored in cupboards inaccessible to the children.

Recommendations:

1. Install baby gates in the preschool classroom.
2. Reach out to an afterschool program for ideas on how to set up the school-age environments.
3. Creating a documentation binder to highlight the school-aged children's play/learning experiences. The binder should be kept in a prominent place where parents/guardians can easily access to see what their children have been experiencing.
4. Purchasing carts to store play materials on so they are easily accessible for the school-age children.
5. Ensuring that the school-age classrooms are set up with learning interest centers and age-appropriate materials.

original signed by
Kiesha Cobbett

Signature of Early Learning and Childcare Licensing Staff

October 23, 2025

Date

original signed by
Carla Wetmore

Signature of Operator/Designate

October 23, 2025

Date