

## 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 679028 N.B. INC.	Licence Number 2015092	Inspection Date May 21, 2025	
Facility Name Riverview Riddles and Rhymes Childcare		Telephone Number (506) 387-4989	
Address 567 Coverdale Road Riverview NB E1B 3K7			
Name of Early Learning and Childcare Licensing Staff Stephanie Hickey		Position Title Quality Assurance Monitor	
Order for Compliance	Regulation	Date to be corrected	Date corrected
49(1) An operator of a licensed facility shall ensure that the guidance of the children receiving services at the licensed facility is positive and includes positive reinforcement, encouraging efforts and recognizing accomplishments.	49(1)	May 20, 2025	
<p>Comments: On more than one occasion during the monitoring inspection, the Quality Assurance Monitor observed an educator not using positive child guidance. At one point, the educator was heard telling a child, "You're bothering my friend and I'm not happy." The same educator also said, "You need to pee so Mama can be happy when she gets back," and "Do you want to be my friend? Well, all my friends wash their hands, so you need to wash your hands."</p> <p>Additionally, the Quality Assurance Monitor overheard another educator telling a child, "You need to pee if you want the treat."</p> <p>The Quality Assurance Monitor reminded the administrator that educators must consistently use positive child guidance strategies and that several of the comments heard during the inspection were not appropriate ways to speak to children.</p>			
49(2) An operator of a licensed facility shall ensure that no child receiving services at the licensed facility is subjected to any form of physical punishment or verbal or emotional abuse or is denied physical necessities.	49(2)	May 20, 2025	May 20, 2025
<p>Comments: During the monitoring inspection, the Quality Assurance Monitor observed a child who had been crying for approximately 10 minutes. An educator was repeatedly telling the child that they could not have their bottle yet. The Quality Assurance Monitor asked the educator if there was a reason the child could not have their bottle. The educator explained that they had been instructed to only provide the bottle at noon, once the child was in their bed.</p> <p>The Quality Assurance Monitor reminded the educator that children are not permitted to have bottles in bed and emphasized that if a child is requesting their bottle of milk, it must be provided. The Quality Assurance Monitor instructed the educator to seat the child at a table and give them their bottle. The educator promptly complied.</p> <p>A discussion was also held with the administrator to reiterate that children must not be denied access to physical necessities such as food or drink.</p> <p>Deficiency is now compliant</p>			

Order for Compliance	Regulation	Date to be corrected	Date corrected
9(1) The child-to-staff ratio is one educator for each of the following groups of children of the same age receiving services at a full-time or part-time early learning and childcare centre: (a) three infants or fewer; (b) five children or fewer who are two years of age; (c) eight children or fewer who are three years of age; (d) ten children or fewer who are four years of age or older, but who are not yet attending school; and (e) 15 school-age children or fewer.	9(1)	May 20, 2025	May 20, 2025
<p>Comments: During the monitoring inspection, the Quality Assurance Monitor observed a classroom where five infants were eating lunch with only one educator present. The Quality Assurance Monitor asked the educator if there was another staff member in the room. The educator responded that the other educator was in the office. After waiting a few minutes, the Quality Assurance Monitor informed the administrator that one educator was alone with five infants and that another educator needed to be present in the room. The administrator explained that the other educator was in the washroom at that time.</p> <p>Later during the same inspection, the Quality Assurance Monitor observed an educator escorting a group of children to the washroom. One educator was in the washroom with a child, while another remained in the classroom with the rest of the group. Meanwhile, four children were left unsupervised in the hallway. Some of them were climbing and jumping off a bench, while others were wandering. One child was seen walking around with a reusable grocery bag over their head, obstructing their vision.</p> <p>The Quality Assurance Monitor reminded the administrator of the importance of maintaining adequate supervision at all times and ensuring that child-to-staff ratios are respected.</p> <p>Deficiency is now compliant</p>			

General Comments
<p>The Quality Assurance Monitor is on site to conduct a monitoring inspection.</p> <p>During the visit, the Quality Assurance Monitor observed lunch time and children getting ready for nap time.</p> <p>A discussion was had between the Quality Assurance Monitor and the administrator regarding a staff member in the infant room rocking a child to sleep while scrolling through her phone and leaving the other educator alone to get the other 4 infants to sleep. The Quality Assurance Monitor informed the administrator understanding that some infant need to be rocked to go to sleep, but the educator should still have their eyes on the other children in the room to ensure adequate supervision on all children.</p> <p>A discussion was also had regarding incident report and the information provided on them. The Quality Assurance Monitor mentioned that an incident report that was sent out last week for a child had some information regarding another child on it. The administrator explained that the operator mentioned the more information on the report the better, the Quality Assurance Monitor inform the administrator that as its very important to ensure that all the information is documented although, the information regarding another child can't be given to other parents. The Quality Assurance Monitor mentioned that if ever the incident includes more than one child two incident report can be done.</p>

original signed by  
Stephanie Hickey

Signature of Early Learning and Childcare Licensing Staff

May 20, 2025

Date

original signed by  
Kelley Collins

Signature of Operator/Designate

May 20, 2025

Date