

# **Start Smart Family Learning Centre Inc.**



## **Parent Handbook**

**20 Route 617  
Burtt's Corner, NB**

**506-363-3765  
Email: [startsmart3765@gmail.com](mailto:startsmart3765@gmail.com)**

**Find us on Facebook  
Look for us under  
Start SMART Family Learning Centre Inc**

*"Providing a high quality and stimulating, warm and loving environment, we will guide and encourage each child to develop to their fullest potential."*

**March 2017, Revised August 2018, November 2018, February 2019, March 2019,**

December 2020, March 2025

## Parent Handbook Table of Contents

<b>Section 1.</b>	<b>Programs, Policy and Procedure</b>
•	Programs Goals and Objectives
	Early Learning:
	NB Childcare Regulations (online)/NB Curriculum Framework
	Pre-Kindergarten (Pre-K)
	Early Hour Care
	After School
	Inclusion
	Breakfast, Lunch and Snacks
	Belongings
1.2	Staff and Delivery
	Child Guidance
	Emergency and Fire Drills
	Abuse and Neglect
	Medicine
	Cleaning
	Transportation
	Volunteers
	Photos
<b>Section 2</b>	<b>Hours of Operation</b>
2.1	Attendance
	Enrollment Options
	Discharge
2.2	Closures
	Holidays
2.3	Illness: <i>“Management of Illness Booklet”</i>
2.4	Emergency
<b>Section 3</b>	<b>Admission and Fee Schedule</b>
3.1	Parent Prepayment Plan
3.2	Late Parent Payment Fees
3.3	Parent Fees/Childcare Adjustment Costs
3.4	Subsidy Eligibility
<b>Section 4</b>	<b>Record Forms and Parent Information</b>
4.1	Registration Information

- 4.2 Confidential Profiles, Health, Consents
- 4.3 Parent Feedback
- 4.3 Parent Involvement

## **Start SMART**

# **Family Learning Centre Inc.**

### **PARENT HANDBOOK**

**Welcome to Start SMART Family Learning Centre Inc.**

**Start S (social) M (movement) A (artistic) R (readiness) T (talking) Family Learning Centre Inc. It is important that you read the following manual that outlines our policies and procedures. Please be sure to clarify any questions that you may have with the Director.**

As its name suggests, Start SMART Family Learning Centre Inc. will promote healthy growth in your children by providing a variety of developmentally appropriate child led activities and lots of fun to enrich Social, Movement, Artistic, Readiness and Talking skills!

Our staff will provide an environment with many activity centres where children can play and learn. There is a mixture of quiet and active play areas, as well as areas which promote both individual and group interaction. There are activities that stimulate the mind as well as activities that help to develop fine and gross motor skills. We consider each child a unique individual and believe that mutual respect and trust is the base of a healthy staff/child relationship. Staff will interact with children, supervising, guiding, helping, laughing, listening, and talking.

## **Section 1: Programs, Policy, and Procedure**

### **1.1 Programs, Goals and Objectives**

By providing a high quality and stimulating, warm and loving environment, we will guide and encourage each child to develop to their fullest potential.

We will provide a high-quality program to give children the opportunity to explore experiment and develop creatively, while encouraging self-esteem, self-regulation, and independence.

We will guide your child toward self-discipline and self-control, and demonstrate how to get along with, respect and be kind to others.

### **Early Learning**

Based on the New Brunswick Curriculum Framework for Early Learning and Childcare-English the goals of our centre focus on your child's well-being, sense of play, communication and

literacy skills, diversity, and social responsibility. To access the Curriculum outline, go to [New Brunswick Curriculum Framework for Early Learning and Child Care](#)

While there is some structured learning time throughout the day, we also believe that children learn because of their interactions with each other during free play within the childcare setting. We endeavour to support their interests.

We believe that Start SMART Family Learning Centre Inc. plays a vital role in providing Burtts Corner and the surrounding areas with high quality, government licensed childcare and early learning preschool sessions.

## **Pre-Kindergarten (Pre-K)**

New as of December 01, 2018, this program will follow the NB Early Childcare and Learning Curriculum Framework. It is available to children starting kindergarten the next fall term of school. It will follow the regular School Calendar and will not operate on School Holidays, PI days, storm days, summer months etc. It is offered on a five day per week or a two day per week option, the two-day option is limited to availability. (Staff ratio)

## **Early Hour Care**

The Early Hour Care (7am-8am) **MUST BE CLEARLY SPECIFIED DURING REGISTRATION ON YOUR PARENT PAYMENT AGREEMENT.**

## **After School**

The Start SMART's After School program is designed to allow your school age children time to relax and socialize with their friends at the end of a regular school day. They will be given outside playtime, weather permitting. **Be sure that your child is dressed for the season!** After School children will also be allotted ½ hour of homework time each day, Monday to Thursday. The Start SMART Family Learning Centre Inc. seeks to build a relationship with our community based public service providers and parents to provide a mutual resource. Your thoughts, concerns, and ideas are always important to us.

## **Inclusion**

The Start SMART Program welcomes **ALL** children. It is our goal to provide care to a wide range of children regardless of religion, nationality, social or physical status. We are a fully inclusive daycare. This provides all the children with many benefits as well as opportunities to learn about differences. It helps to instil the standards and values that promote compassion, patience, and acceptance.

## **Breakfast, Lunch and Snacks**

**It is the parents' responsibility to provide snacks and meals.** Instilling good eating habits starts young. Be sure to send a snack even if your child says they are not hungry.

Healthy meals and snacks should follow Canada's Food Guide using a variety of foods each day from each of the four basic food groups of grain products, vegetables and fruit, milk products and meat or alternatives. **DUE TO NOTED ALLERGIES, WE ARE A NUT FREE ZONE.**

## **Belongings**

Children should bring spare clothing and inside shoes each day in their backpack. **Please send your child dressed for active and sometimes even messy play. Clothing should be appropriate for the season.** Children are required to play outside every day even during winter months, weather permitting (above -15). Therefore, ensure appropriate outdoor clothing is worn. **Since the staff cannot be responsible for all lost or misplaced items, please label everything.** Due to safety and regular monthly fire drills, children need to have comfortable and safe indoor shoes. **Slippers, crocks and flip flops are not appropriate indoor footwear.**

## **1.2 Staff and Delivery**

We have a core staff team of highly capable professionals in the field of childcare. It is a regulation that one in four staff or the Administrator, or his or her designate, must have completed a minimum of one year of community college training in childcare (Early Childhood Education Certificate) or the equivalent.

Each staff member will follow guidelines as set out by the province and be educated in the New Brunswick curriculum framework. **Our staff is offered ongoing professional development opportunities to better meet the needs of the children.** They have read and understand the Child Daycare Facility Standards, the Child Victims of Abuse and Neglect Protocols and the Management of Illness Booklet. They will also have a Criminal Record Check, Prior Contact Check and up to date First Aid Training.

Start SMART Family Learning Centre Inc. is a provincial pilot site sponsored by the New Brunswick government. As a pilot site our centre will be available for interested people to visit; it will be a model for Early Childhood Educators and community representatives to learn from and it may, at times, be the subject of publicity which will require a permission slip.

## **Child Guidance**

Start SMART Family Learning Centre Inc. will treat children with respect, kindness, love and understanding. It is understood that unacceptable behaviours may occur, we think of discipline as a positive way of enforcing acceptable behaviour. This is done by intervening at crucial times and discussing the unacceptable behaviour with so child. **If the child continually disregards the set out guidelines the parent will be consulted and a behaviour management plan will be created. In the event that resolution is not achieved a request for withdrawal may be issued.**

Please note: Any aggressive, violent, or intentionally aggressive behaviour that endangers the child, other children, staff, equipment or building cannot be tolerated.

The number one priority is the welfare, safety, and security of all the children and staff within our program. If resolution is not achieved further professional help may be required.

## **Emergency and Fire Drill**

Children will receive instruction and practise on how to carry out a proper evacuation. In the event of an emergency evacuation where we cannot re-enter the building, staff and children will go to the Burtts Corner Lions Club. Staff will have a copy of all parents' telephone numbers and parents will be notified to pick up their children. A copy of the complete plan is available at the time of registration from the Administrator.

As part of our licensing requirements, a Fire Inspector inspects the centre on an annual basis. Fire extinguishers are accessible and maintained. The centre is equipped with smoke detectors. Fire drills will take place monthly.

## **Abuse and Neglect**

The Family Service Act requires mandatory reporting of suspected cases of child abuse to the Department of Social Development. All suspicions need to be reported. It is the duty of the department to determine if the suspicions are true or false.

**Any suspected abuse will be reported to Social Services.**

## **Medicine**

If your child is well enough to attend daycare but is required to receive medication, the medication will be administered providing the following criteria are met:

- Medication must come in the original container
- Medication must be labelled with the child's full name, expiry date, and dosage
- Parent/guardian must complete the administration of medication form
- If the medication is not a prescription, it must still come in the original container and parent must sign medication form

Proper procedures and documentation will be followed by our staff when administering medication. It is the parents' responsibility to remember to take the medication home at the end of the day.

## **Cleaning**

When your child is sent home or has to stay home due to vomiting and/or diarrhea, your child cannot return for 48 hours after their last episode.

In addition to our staff cleaning toys and learning materials on a regular basis, our custodians are the same trained people who keep our local schools so clean.

All cleaning products used at the Start SMART Centre are environmentally safe and approved by Public Health for use in a childcare facility.

## **Transportation/Pick up/Drop off**

Parents are responsible for transporting their own children both to and from daycare. If your child is to be taken home by someone other than a parent/guardian, please notify us.

Only parents of those listed on the **permission to pick up list** will be permitted to pick up your child(ren) from daycare. Once the pick-up person has entered the centre, the child(ren) become(s) their responsibility.

Permission forms for walking outings are signed upon registration. These would include going to the school playground, a nature walk, a picnic etc. Separate permission slips will be sent home for outings in which transportation is needed. Parents may be asked to volunteer on such outings. When transporting a child other than your own, in your vehicle, it is your responsibility to ensure that you have proper liability insurance to do so.

## **Volunteers**

On occasion, our centre may provide a work experience setting for high school, university or college students for the purpose of general observation. (Volunteers are always supervised)

## **Photos**

Taking pictures of the children, their projects and activities is a daily occurrence at our centre. The photos are used for learning stories, posters and posted within the centre. Occasionally photographs are used for presentations regarding the centre and used in conjunction with our pilot site meetings and publications. By signing the Photo consent form you agree to allow Start SMART the right to use your child's photos in this manner.

## **Section 2. Hours of Operation**

Start SMART is open from **8:00 am to 5:30 pm**, Monday to Friday 52 weeks/year. We have an Early morning Drop off available with limited enrollment, from **7am-8am** each morning. We must close in the Summer for deep-cleaning of our facility, time is determined by Anglophone School District West, typically 1-2 weeks in the summer. We will operate every day except for statutory holidays (see below): **However**, we will be closed on Storm Days when classes at KVMS are closed by the School. In the event of closure due to emergencies, an announcement will be made. Parents are asked to let the Administrator know if/when children remain home, via email at [startsmart3765@gmail.com](mailto:startsmart3765@gmail.com) or phone (506) 363-3765, so that proper staff scheduling may be completed.

## 2.1 Attendance

Our daycare is licensed by the province of New Brunswick. The Daycare Standards require us to limit the number of children in our care, based on the facility and staffing.

Upon arrival parents are also responsible for removing each child's outside clothing and **washing their child's hands before bringing them** to their appropriate room for the day.

Staff are required for safety reasons to sign the child(ren) in and out of the daycare.

**\*\* It is expected that you notify us as soon as possible if your child will not be attending for any reason on any specific day(s).\*\***

### Enrollment Options

2-4 year old full time/part time

4-5 year old. Pre-K 9:30-11:30am

Afterschool full time/part time/full day as needed.

Before school – Early Hour Care. Extended pickup time.

Preschool Early Hour Care. Extended pickup time.

### Discharge:

Thirty days **written** notice is required should you need to withdraw your child from daycare, preschool or after school programs, otherwise regular fees are charged.

## 2.2 Closures

### Holidays

Start SMART Family Learning Centre will be closed on the following designated Statutory and Public Holidays: New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, New Brunswick Day, Labor Day, Truth and Reconciliation Day, Thanksgiving Monday, Remembrance Day, Christmas Day, and Boxing Day.

Parents are expected to pay for **all** holidays. Should a holiday fall on the weekend, the following Monday the centre will be closed in replacement of.

## 2.3 Illness – Management of Illness Booklet

Your child should remain at home whenever he/she is considered contagious or infectious. If your child is too ill to participate in the daily activities, then it is advised that he/she should be at home recovering. Parents are required to pay for all days that their child is scheduled to attend Start SMART, even if they do not attend.

If your child will not be attending the centre due to illness, please take a moment to contact us and let us know. This allows us to keep a watchful eye for other children who may have "like"

symptoms. It also allows us to promote a healthy environment by posting required notices for the benefit of all families.

If your child becomes ill while at the centre, measures will be taken to make the child as comfortable as possible. The parent/guardian will be contacted and informed of the child's condition. If they are unavailable, then the emergency contact will be called. For the well being of the child as well as the health of the other children in the centre, it is required that you pick up your child **within the hour**.

For some illnesses, there is a required time period where your child cannot attend daycare. These rules have been developed by health care professionals across Canada to make sure that your child is fully recovered and to prevent the spread of infectious diseases in daycares. (NB Child Day Care Facilities/Parent Roll are attached) **If your child stays home or is sent home due to diarrhea and/or vomiting, your child cannot return to the centre until it has been 48 hours after their LAST episode.**

#### **OUTBREAK MANAGEMENT PLAN- COVID RESPONSE**

- An area is designated to isolate children who become symptomatic during the day while waiting to be picked up. Pick up is to occur within an hour of notification. This is the expectation.
- Symptomatic children must be immediately separated from others in a supervised area and asked to wear a mask until they can go home. Staff providing care to the symptomatic child should remain two meters and wear a mask.
- Symptomatic Staff must immediately isolate from others and wear a community mask until they are able to leave the centre.
- Hygiene and respiratory etiquette must be practiced while the symptomatic child is waiting to be picked up.

When you bring your child back to daycare after being sick you **may** be asked to complete a return after exclusion form.

We will be having outside play each day, weather permitting. **If your child is not feeling up to active outside play they should remain at home.**

## **2.4 Emergency**

In the event that the Board members, in consultation with designated Staff, decide that the Start SMART Family Learning Centre Inc. must cancel childcare services due to such emergencies as: severe snowstorms, flooding, loss of power/water, etc.,). **Parents will be notified in the following ways: Facebook, radio stations, answering machine update and/or any other way that is set up by a parents and staff. Again, when classes are cancelled at KVMS due to a storm, Start Smart will not be open.**

## Section 3: Admission and Fee Schedule

### 3.1 Parent Prepayment Plan

Bi-weekly fees (or Monthly) are required to be paid on scheduled Parent payment days. Fees can be paid by cheques made out to Start SMART, cash or by e-transfers. Yearly receipts will be issued for income tax purposes. Subsidized services may be available to eligible families. Further information may be obtained from the Administrator. Full fees are required each month, regardless of Holidays, Storm Days, vacation, or absenteeism.

Preschoo (3-5 yrs)| Full Time 8:00am-5:30pm \$172.90/week paid @  
\$284.00 Bi-weekly  
Preschool 2 yr olds \$181.25/week

Preschool Part Time 8:00am-5:30pm \$ 38.87/day x number of days registered  
(As Available)

After School including PL days, but no storm days \$ 75.00/week or \$150.00 Biweekly  
(Prearrange weeks you will be requiring childcare all day + \$ 75.00/week as available)

After School Part Time 2:15pm-5:30pm \$ 20.00/day as registered  
Full Day Part Time Care = \$20.00/day, as available)

Early Morning Care (7:00am-8:00am) \$15.00/week as registered

**Registration Fee** **\$40.00/child registered will be due at Registration Meeting.** If you take your child(ren) out of The Centre for a set amount of time, then re-enroll them, you will be expected to pay the \$40.00 registration fee per child again.

**School Age:** It is the responsibility of parents to arrange for full day care in advance for weeks school is closed, (March Break, Christmas Break and last week of June, as well as Summer time) as these spaces are limited. There will be an additional \$75.00 per week charge payable: For example, if attending March Break week, the extra fee of 75.00 would be paid on your February prepayment schedule. Please note if you are not registered for Early Hour Care, full days will be 8:00am-5:30pm. The hour from 7-8am is an additional fee and is subject to availability.

### 3.2 Late Parent Payment Fees

A late payment fee of \$25.00 will be charged after 1:00 pm on the scheduled day that Parent payments are accepted. A Late Fee Notice will be sent home with the amount owing. If payments or arrangements are not made according to our payment schedule, the child may be withdrawn until fees are paid in full. A \$25.00 fee for NSF cheques will be charged. In the event of an NSF we will only accept e-transfer.

### **Late Pick Up Fees**

To make your child feel secure and to keep them in their routine it is important that you be prompt. Late pick ups cause unnecessary stress for the child. A \$5.00 late fee per child will be applied to anyone arriving past 5:30 pm, and an additional \$5.00 late fee per child for every 5 minutes (or part of) beyond this time.

### **3.3 Parent Fees**

Fees reserve your childcare space(s) in the daycare, supplies and staff's wages and therefore regular fees are charged for sick days, statutory holidays, summer, family vacations and other absent days. Payment is due when you register (Appropriate fees must be paid prior to attending). There may be additional late charges for overdue payments or insufficient funds. See parent payment plan for more details on individual rates.

### **Childcare Adjustment Costs**

If there is a day or days that parents require a change in childcare, full day rather than just after school, (ie. school breaks, cancellations, PD days, etc.), we may schedule staff to accommodate this for an additional fee.

### **3.4 Subsidy Eligibility**

The province of NB has a subsidized program available for families who have a net income that is below \$3500.00/month.

[http://www2.gnb.ca/content/gnb/en/departments/social\\_development/policy\\_manual/benefits/content/day\\_care.html](http://www2.gnb.ca/content/gnb/en/departments/social_development/policy_manual/benefits/content/day_care.html)

**Please note there is a waiting period for this to be approved. Funding must be approved before start date or parent will be responsible to cover the whole payment required. Once approved the extra can be put towards up coming weeks.**

## **Section 4: Record Forms and Parent Information**

### **4.1 Registration Information Forms**

These forms are available from the Administrator: Child Profile, Immunization Record or Waiver, Emergency Care and Transportation Consent, Administration of Acetaminophen Consent,

Consent for Outings, Excursions, Activities, consent to use my child(ren)' photos, Parents' Payment Agreement and Parents' Signed Statement re: Start SMART Centre's Policy Handbook. All forms must be completed before starting. **This parent handbook must be read and a paper signed by parent stating that you have understood during registration.**

## **Confidential Profiles, Health, and Consents**

A confidential file is maintained for each child. This file contains child profiles, a copy of their immunization record, consent forms, incident reports, and return after exclusion forms. These records are kept to help protect, care for and ensure that your child's developmental needs are met. All information pertaining to your child will be kept confidential.

## **Social Media**

We ask that Parents and Families do not post negative or private matters concerning Start SMART on social media. Our Staff may not respond to these posts as our Signed Confidentiality Agreement does not permit such action. Start SMART does have a FB account that is used by Staff to post notices and updates for Parents who have children enrolled with us. If you have any questions or concerns, please address them in person to us.

## **4.2 Parent Feedback**

Comments or concerns regarding your child's day should be brought to the attention of the staff. If you feel your concern is still unresolved it should be brought to the attention of the Administrator and will be addressed at that level. We are very willing to discuss any of your concerns.

The welfare of your child is very important to us, and we will work toward a solution to any problem you may have.

## **4.3 Parent Involvement**

We value parental input and ideas as they are very important to our program. Working together will help ensure your child's stay with us is pleasant, educational, and fun. Parents are encouraged to volunteer some of their time to be directly involved in their child's learning. Speak to the director to learn more about our volunteer opportunities.

*The Start SMART Family Learning Centre Inc. falls under the governance of the Board of Directors. The Board consists of no less than 5 members, of which 2 must be parents of Start*

*SMART children. Should you wish to get involved on the Board of Directors, please express your desire to the Director.*

As a Designated Centre we will have a Parent Committee that will be evaluated each year and invitations to parents will be issued by the Administrator to invite participation as a spot is available. This is only for Parents of Preschool children currently. All Parents of Preschool children will receive feedback from each meeting.



## **Start SMART Family Learning Centre Inc.**

### **INCLUSION POLICY**

At Start SMART, we strive to be a welcoming and inclusive early learning center in accordance with the NB Early Care and Learning Facility Operator Regulations and the Canadian Human Rights and Freedoms Act, which states that, “employers and service providers are required to accommodate additional needs, including those with disabilities.,” with the exception of causing undue hardship.

#### **Philosophy for inclusion**

At Start SMART, we believe that all children/adults are unique and deserve a safe, caring, and inclusive environment in which they can play and learn with and from each other. We aim to continue our collaborative group efforts to provide quality inclusive early learning experiences in which all young children and care providers are supported to achieve their full potential. We recognize how providing our inclusive early care and learning environments can offer effective real-life opportunities as “teachable moments” which challenge biased perspectives, combat discriminatory attitudes, and contribute to more thoughtful inclusive actions in society with benefits for all people.

We understand how collective participation in our inclusive early learning environments regardless of ability, gender, race, religion, culture, sexual orientation, or economic status positively impacts all children and families in our community.

We view our mission to increase awareness and collaborate to facilitate continued successful Early Learning Inclusion by removing barriers, building respectful relationships, and celebrating human diversity as an asset for our community.

## **Principles for Inclusion**

- Access: Every child is welcomed. We take the time to meet with parents, any concerns they have as they help us get to know their child/child's interests, needs, talents, any professional or others with whom parents feel/permit that we should consult, and determine what we can do/might need put in place to facilitate a smooth transition to Start SMART and enable the child (ren) to participate in activities.
- All children and families have the same range of options for available days/hours to enroll at Start SMART.
- Full Participation is our goal, and we do our best to work together with open communication and cooperation from Parents and Public Service Providers to ensure the necessary supports are put in place.
- The Start SMART Board/Administration/Educators honor and support the key role Parents/Guardians play in communicating and understanding their child(ren)'s needs, establishing goals, and working together to advocate for the necessary supports which permit optimal program participation.

The Start SMART Board/Staff view Best Practices for Inclusion as a rewarding and dynamic process which benefits all children, families, and communities. Working together as a team of advocates to secure required resources for successful Inclusion is a powerful, meaningful life changing factor for children, parents, and educators, alike.

Successful Inclusion is achieved when children, their families, our educators, peers, and our community demonstrate their commitment to actively problem solve and cooperatively implement plans for inclusive environments where everyone is treated with respect, feels beauty, comfort, and joy, feels valued, respected and successful as a result of positive experience in this quality learning experience.

- For more Information, please refer to: Supporting All Children: Our Practices