

Embertide Early Learning Centre
Parent and Guardian Handbook



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Embertide Early Learning Centre
Parent and Guardian Handbook

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1. Welcome

Welcome to Embertide Early Learning Centre (Embertide ELC)! We are so pleased that you have chosen our facility for the care and early education of your child. Embertide ELC strives to build strong relationships with not only the children in our care, but their families as well. We encourage open communication and collaboration whenever possible.

Please read the following Parent/Guardian Handbook thoroughly and carefully to ensure you understand our structure, curriculum, policies and procedures. Please ensure that you have any questions or concerns clarified with Embertide ELC's Executive Director prior to enrolling your child in our centre.

2. Who We Are

Embertide ELC is licensed and designated by the Province of New Brunswick. Our facility at 14 Centennial Road has 42 spaces available for children ages 0-5 years old.

Embertide Early Learning Centre is a non-profit organization which is governed by a Board of Directors. While the day-to-day runnings of the facility are governed by the Executive Director of the centre, families are welcome to contact the Board of Directors with concerns at any time. Contact information for the current members of the Board of Directors may be requested from the Executive Director at any time.

Executive Director

Kelsey Schofield
elc@embertide.ca

Assistant Director

Beth Thompson
elc.ad@embertide.ca

3. Program Description and Philosophy

At Embertide ELC, we trust that children are naturally curious, capable, and strong learners. We will make every effort to foster each child's natural gifts. We truly respect and value children- their ideas, their feelings, and their struggles.

Embertide ELC is a place where love, faith, and learning come together to create a nurturing environment for young minds. We believe in the innate curiosity and strength of every child. Our mission is to provide an inclusive environment that values each child's unique gifts, ideas, and emotions. We strive to create powerful young learners. Love is at the center of everything we do.

Embertide ELC follows the *New Brunswick Curriculum Framework for Early Learning and Childcare*. This framework acknowledges play as the key to learning for young children. As such, you will observe natural, inviting environments which allow children to make open-ended explorations and play scenarios. Please note that the delivery of the curriculum is in English only.

Embertide ELC is a ministry of Embertide Church, and in addition to the curriculum discussed above, a Bible story teaching will be available to the children each day. We sing a song of praise and thanks before snacks and meals, and model Christian values to the children in our care.

4. Our Mission

At Embertide ELC, we are committed to serving the community of Hampton through the provision of exceptional childcare services. We are dedicated to offering the highest quality of care and nurturing the social, emotional, physical, and spiritual development of the youngest members of our community.

Being rooted in love, our mission is clear: to provide every child with a safe, nurturing environment- a true home away from home. Through our loving foundation, we aim to foster an environment conducive to learning, growth, and flourishing.

At Embertide ELC we aim to be a pillar of care and support, ensuring each child's well-being and creating a space for them to learn, play, and thrive. Together, we embrace the journey of nurturing young hearts and minds, sowing the seeds of love, compassion, and faith that will shape their futures.

5. Our Services

Embertide ELC is a full-time early learning centre. We do not offer part-time enrollment and all families are billed for 5 days per week, regardless of attendance. Our programming is child-led and open-ended. Educators observe children as they develop interests in specific areas, and then the educators bring those interests to life in the classroom by purposefully setting up invitations to play that support the children's interests.

At Embertide ELC, we follow a flexible daily routine. Although our centre opens at 7:00am, programming begins at 9:00am. This means that any planned activities that your child's group has for any given day, including walks and trips to the playground, may commence at 9:00am. To ensure smooth coordination, we ask that you notify us by 9:00am if your child will not be attending. If your child is arriving later than

9:00am, please contact the facility to let us know, and to confirm their group's location. A staff member will inform you if the group is off-site, and your child may be dropped off with their group wherever they are in the community. **Please note that children arriving after 9:00am may not be permitted to stay on-site if their group is on an outing, as we must adhere to child-to-staff ratios and grouping regulations.**

Except in the case of extreme weather, children at Embertide ELC will have ample outdoor time each day. Please ensure your child has all the necessary items to participate with their group outdoors.

6. Hours of Operation

Embertide ELC is open Monday through Friday from 7:00am to 6:00pm. Early drop-off and late pick-up are not permitted. Late fees of \$1 per minute payable directly to the staff with your child(ren) will apply. Three instances of late pick-ups within your control (absence of extreme weather, road closures, etc) will result in a set pick-up time of 5:30pm for your child(ren).

a. Holidays

The facility is closed on the following holidays: New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, New Brunswick Day, Labour Day, National Day for Truth and Reconciliation, Remembrance Day, Thanksgiving Day, Christmas Day and Boxing Day.

In addition, please note that the facility closes at 2:00pm on Christmas Eve, and 4:00pm on New Year's Eve. These closures are considered billable days in accordance with our operational policies.

b. Storm Policy

Every effort will be made to open the facility on storm days, however in the climate that we live in, opening may not always be possible. In the event that it is not safe for our staff to travel to the facility to open, we will post a notice on our Facebook page and send out an email to the master client list by 6:30am. If you require another form of contact, please make arrangements with the Director. Parents are billed as usual on storm days.

7. Enrollment Procedures

Prior to being offered a space in our facility, families will be offered a full tour of our facility. You are welcome to bring your child(ren), and the Executive Director will answer any questions you have about the facility and the program. Upon confirmation of space availability in our program, a non-refundable deposit of \$50 is

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required. We ask that the deposit is paid within 24 hours of notification of an available space. Without a deposit, your space is not confirmed and will be offered to the next family on our list when the 24-hour window closes.

When the deposit is received, the Executive Director will provide you with a registration package. This package includes:

- Parent/Guardian Handbook
- Child Profile
- Consent Forms
- Confidentiality Form
- Public Health Exclusion Form and References

Parents/Guardians are also required to provide an up-to-date copy of their child's immunization record, and your banking information for payment. In order to ensure a smooth transition and that no child is left in our care with an incomplete file, all documents must be submitted to the Executive Director no later than one week prior to your child's start date. Please note that it is important to inform the facility Executive Director when any of your or your child's information changes. This includes providing an updated immunization record when applicable.

Within one month of your child's start date, you will receive an email invitation to join the New Brunswick Parent Portal. Enrollment in the portal is mandatory and required for enrollment in our facility.

Additionally, please be aware that childcare services for pre-schoolers enrolled at Embertide ELC who are transitioning to kindergarten will conclude on the Friday preceding Labour Day of the year they enter kindergarten.

8. Inclusion and Behaviours

Embertide ELC is committed to providing our families with every support available for each child in our care. If your child shows a need for additional resources or support that cannot be provided in a group care situation, the Executive Director will approach the family to discuss such needs and make a plan for additional supports, if possible. The Executive Director will provide community resources to the family, when possible, and make contact with assistive organizations if that is what is agreed upon by both parties. In cases of extreme behaviour, every effort will be made to make accommodations for the child. In the rare case that accommodations are not successful, service may be paused until the necessary supports can be put into place.

To ensure a positive and productive environment for all children, we closely monitor each child's behaviour in the classroom. If a child continues to display disruptive behaviour for an extended period during the day and cannot participate with the

group, we will contact parents for an early pick-up. This will allow them the opportunity to reset and return the following day with a fresh start.

In extreme circumstances, the Board of Directors may move to end services for a family. These circumstances would include:

- Abuse or inappropriate behaviour by a parent toward any Embertide ELC employees
- Abuse or inappropriate behaviour by a parent toward another child in the facility
- Behaviour issues that cannot be resolved
- Behaviour from a child that would endanger themselves, another child, or a staff member in the facility
- Non-payment of fees

9. Fee and Payment Schedules

In New Brunswick a *Standardized Parent Fee Grid* determines daily childcare fees. In order to be eligible for this reduced parent fee, children must be enrolled in a designated Early Learning Centre and an online “offer of enrolment” must be accepted by parents/guardians on the Government of New Brunswick Parent Portal. Please note that part-time services are not offered.

Child’s Age	Infant 0-23 Months	Preschool 2-5 Years
Daily Rate	\$19	\$16

Payment for services will be collected via automatic withdrawal on a bi-weekly basis. Embertide ELC does not accept cash or cheque. All payments cover the next two-week period.

Non-Payment Vacation

After 6 months enrollment, each family is entitled to 2 weeks of non-payment vacation weeks. Non-payment vacation weeks must be submitted to the Director at least three months in advance to allow time for processing and proper scheduling of staff. These weeks must be taken in either 5 or 10 consecutive days and cannot be utilized as individual days.

A receipt for income tax purposes will be provided to you no later than February 28th each year.

a. Parent Subsidy Program

Families with a gross income of less than \$80,000 per year are encouraged to apply for the *Parent Subsidy Program* through the province of New Brunswick. This program will further reduce childcare fees. Applications for this program can be found at

[https://www.nbed.nb.ca/parentportal/en/FinancialAssistance/Home/Application Type/](https://www.nbed.nb.ca/parentportal/en/FinancialAssistance/Home/ApplicationType/) through the parent portal. Parents/guardians are responsible for submitting their form electronically for approval. Parents/Guardians are responsible for the entirety of the fees for their child until confirmation of subsidy approval is received by the facility. In the case that a parent has overpaid for services in the period between application and approval, the overpayment will be applied to future billings.

It is the responsibility of the parent to be aware of the expiry date of their subsidy and submit a new application in time to avoid an interruption in funding. The *Parent Subsidy Program* requires renewal on an annual basis.

b. Non-Payment of Fees

Embertide ELC does not allow balances to be carried on account. If an account is not paid in full as described above, service may be suspended until payment is received. We will make every effort to collect payment, but a space is no longer guaranteed when it is not being paid for. If a payment draw bounces due to NSF, the Director will reach out to you via email to collect payment. A fee of \$45.00 will be applied to the bounced payment.

c. Classroom Transitions

The amount billed will be based on the classroom space your child occupies, rather than their age. In rare instances, it may not be possible to transition a child from the infant room to the toddler room immediately on their 2nd birthday, and they may be required to continue in the infant room until a space becomes available. During this time, you will be billed according to the room your child is in.

10. Outings

Children will regularly participate in community walks, trips to the community playground, and other local outings. In the event that a group is participating in an organized field trip, such as a trip to a local senior's centre, a permission slip with the details of the trip will be sent home to be signed prior to the outing. Children will never be transported in vehicles.

11. Arrival and Pick-Up

Upon arrival at the facility, children are required to wash their hands. Parents/Guardians are responsible for bringing their child to their classroom and informing the educator in the room that the child has arrived. Parents/Guardians are responsible for assisting their child in removing outdoor clothing and putting on their indoor footwear. Please ensure that your child's belongings are placed on their labelled coat hook.

Infant Parents/Guardians: Please give any breastmilk or formula to an Educator so they can check that the bottles are properly labelled and store them in the refrigerator.

Upon departure, please ensure you notify your child's Educator that they are leaving so the proper paperwork can be completed. We ask that you check your child's hook/cubby every day to ensure any soiled clothing, crafts, etc are taken home.

Please note if an individual other than those listed on your child's Child Profile paperwork is picking up your child, we require notification from you. Any person other than the parent or guardian picking up your child for the first time will be required to show a staff member a piece of photo ID. ID also may be requested if there are no staff members present who recognize an individual. Any person attempting to pick up your child must be at least 16 years old. If our staff have reasonable cause to assume that any person attempting to pick up your child is under the influence of drugs or alcohol, your child will not be released from our care until we can reach an emergency contact or the local police.

12. Administration of Medication

As part of your enrollment package, you will fill out *Administration of Medication Consent* forms for Acetaminophen. Our staff will follow the directives on this form if we suspect your child may need Acetaminophen, but will always contact you via phone or text for consent before administering.

If your child has a prescription medication, in addition to filling out paperwork with dosage, instructions, and your signature, we require the medication to be in the original labelled bottle indicating the pharmacy name, your child's name, and dosage. Community pharmacies are aware of this regulation and typically will split the dosage into 2 bottles for you- one to keep at home and one to leave at the facility, upon request.

If your child has ongoing treatment with medication or a severe allergy requiring an EpiPen, forms will be provided to you by the Executive Director at the time of enrollment.

13. Child Illness

In order to comply with Public Health standards, and to ensure the health and safety of all children, your child will not be able to attend if they have any illness or any symptom that meets exclusion criteria based on the illness guide provided to you in your enrollment package. Additionally, your child will not be able to attend if they are not well enough to participate in the normal activities of their classroom.

If you are contacted by the facility to pick up your child due to illness, your child **must** be picked up from the facility within one hour of notification. At this time you will be provided with a Potential Illness form to sign, and informed by the staff of the exclusion period, if one applies. Upon return to the facility when your child is well again, you will be required to sign a Return After Exclusion form that will be provided to you by your child's educator.

Public Health regulations require that your child be taken home when the following conditions occur and the following exclusions will be enforced:

Temperature with behaviour change	24 hr exclusion from when child is fever-free without the aid of tylenol or advil <u>or</u> until a physician has been seen to determine the illness.
Vomiting	24 hr exclusion after the last bout of vomiting. <i>*Please note that in the event that there is more than 1 case of vomiting facility wide, the exclusion period increases to 48 hours after the last bout of vomiting.</i>
Diarrhea/Loose stool (2 bouts)	24 hr exclusion after the last bout of diarrhea/ loose stools. Return only when the child has had a normal bowel movement. Minimum 24 hr exclusion. <i>*Please note that in the event that there is more than 1 case of diarrhea facility wide, the exclusion period increases to 48 hours after the last bout of diarrhea/loose stool.</i>
Persistent coughing/Wheezing	Exclude until a physician has been seen to determine illness.
An outbreak of an unexplained rash/Itching/Skin Lesions	Exclude until a physician has been seen to determine the rash. (In the case of Chickenpox the child will be excluded until all open sores are covered or crusted over.)

Ear or eye discharge	24 hrs after the administration of an antibiotic or physician's note stating the eye/ear has been checked.
Live lice and/or nits	Exclude until all signs of nits are gone.

14. Absences

If your child is going to be absent from the facility for any period of time, please inform the centre by call or text. If your child's absence is due to illness, you must inform staff that your child is ill so staff can document the reason for absence properly.

15. Emergency Evacuation Plan

Emergency evacuation plans are in place and children and staff participate in unannounced fire/evacuation drills on a monthly basis. The evacuation plan is posted in the facility in each classroom and on the parent board and is strictly followed in all drills. In the event the children need to be moved to an alternate location, the children will be kept in the Hampton Town Hall until parents/guardians arrive or it is safe to return to the facility. Parents/Guardians will be notified as soon as possible.

16. Child Guidance

At Embertide, we follow a child-led approach. When a child's behaviour requires guidance, an Educator will provide redirection. Our policy is that Educators will reflect with children on problematic behaviour with an age-appropriate conversation in a calm and kind manner. Children will never be shamed or criticized for their actions. Our Educators will set clear, fair, and age-appropriate expectations for behaviour within their classrooms.

17. Child Abuse and Neglect Protocol

Each staff member is required to read the protocol for suspected child abuse and neglect. The *Family Services Act* requires mandatory reporting of suspected child abuse or neglect to the Department of Social Development. Per the *Family Services Act*, any staff member who reasonably suspects that a child has been abandoned, deserted, physically or emotionally neglected, physically or sexually ill-treated or otherwise abused must make a report.

18. Parental Involvement

We encourage parental involvement at Embertide ELC. You are always welcome in our facility. If you have an interesting skill or talent, or a career that you would like to share with the children, please reach out to your child's Educator. We have planned family functions and events each year that you are encouraged to attend. Please speak with your child's Educators or the Executive Director about any concerns or ideas you have at any time.

19. Personal Belongings

Please ensure that all of your child's belongings are clearly labelled. A list of required items by age will be provided to you. In order to prevent valuable items from being lost or damaged, we ask that children do not bring toys or electronic devices from home. Educators may occasionally plan a show-and-tell day where children are permitted to bring a toy. Parents/Guardians will be notified of these days in advance.

20. Grievance Procedures

If you ever have any questions or concerns, we encourage you to contact either your child's Educator or the Executive Director of the facility. If your issue cannot be resolved, you are encouraged to contact any member of the Board of Directors who will then report the grievance to all board members in an effort to come to a resolution. We want you and your family to have a positive experience with us and our goal is to have a long-term relationship with you. Please see our Parent Board for up-to-date contact information for our licensing staff from the Department of Education and Early Childhood Development.

21. Nutrition

Embertide ELC does not provide food services. You are responsible for sending a nutritious packed lunch for your child each day. Children will require a minimum of 4 snacks and a lunch. You must also send a water bottle with your child. Please endeavour to make your child's lunch as litterless as possible. When possible, please open pre-packaged food before placing it in your child's lunch box. All lunch supplies must go home each day to be properly cleaned. If your child has a food item that requires chilling, please pack it with a cold pack, as refrigeration for lunches is not available. Please send any warm lunch items in a thermos, as we do not have consistent access to a microwave for heating meals.

If your child would like to bring in a treat to share with their class for a special occasion, please keep in mind that we encourage a healthy eating environment. Also, please note that we can only accept baked goods from a licensed kitchen or purchased from a grocery store.

22. Toileting and Potty Training

At Embertide ELC, we begin introducing the potty/toilet to children when they transition into the two-year-old room. If your child starts showing readiness for potty training before this, please speak with an educator so we can arrange to support potty training in the infant room.

We believe in maintaining open communication with parents throughout the potty training process, working together to ensure consistency between home and the centre.

While potty training, we allow for up to four accidents per day as part of the learning process. After four accidents, your child will be placed in a pull-up or diaper for the remainder of the day.

Our goal is to make potty training a positive and supportive experience for both children and families.

23. Managing Illness in ELC Facilities - Parent's/Guardian's Role

Appendix 14 - Managing Illness in ELC Facilities – Parent's/Guardian's Role



Early Learning and Childcare Facility Managing Illness in ELC Facilities - Parent's/Guardian's Role

Your involvement as a parent is important! You can take the following steps to help ensure that early learning and childcare facilities are safe and healthy places for all children.

Step 1:

Make sure you provide up-to-date information about your child's immunization to the facility operator. If you choose not to immunize your child, you must sign a waiver available from the Department of Health.

Step 2:

In general, if your child is too sick to participate comfortably in activities and has symptoms or a condition that may affect the health of other children, it is necessary that your child not attend childcare.

Examples of signs and symptoms that may indicate that a communicable disease may be present include:

- diarrhea – unexplained diarrhea or loose stool (may or may not be accompanied by nausea, vomiting and cramps) may indicate a bacterial or viral illness that is easily passed from one child to another;
- vomiting – nausea and vomiting;
- fever – temperature taken from the ear (37.9°C/100.2°F or greater), mouth (37.5°C /99.5°F or greater) or armpit (37.5°C/99.5°F or greater);
- respiratory – difficulty breathing, wheezing or persistent cough;
- infected eyes or eye drainage (clear or with pus);
- sore throat or trouble swallowing;
- pain – any complaints of unexplained or undiagnosed pain;
- unusual skin colour;
- severe itching, rashes or skin lesions; or
- unusual behaviour or any illness that prevents a child from participating comfortably in all activities.

Step 3:

If your child does not attend childcare due to illness, you must let the facility know your child's illness symptoms.

Step 4:

If your child gets ill at the facility, you will be notified and you will be asked to make arrangements to pick up your child within one hour of being notified by the facility staff. This is important to make sure your child gets the treatment he/she needs as well as to prevent the spread of illnesses to other children.

Step 5:

You are encouraged to take your child to a physician if their symptoms do not improve within 24 hours after leaving the ELC facility.

Step 6:

For some illnesses, there is a required time period where your child cannot attend an ELC facility. These time periods and illnesses have been developed by health care professionals across Canada to ensure that your child is fully recovered and to prevent the spread of infectious diseases in ELC facilities. These illnesses are listed in Appendix B "New Brunswick Guide for Exclusion of Children in Early Learning and Childcare Facilities" of the "Guidelines for the Prevention and Control of Communicable Diseases in Early Learning and Childcare (ELC) Facilities". The guide is available from your facility operator or administrator.

If your child has been diagnosed with any of the illnesses in this guide, you **must** follow the requirements in order for the facility operator to allow your child to be re-admitted to the facility.

Step 7:

When you take your child back to the ELC facility after having been sick with an infectious illness, you must complete the Return after Exclusion form to certify that you have followed necessary steps for re-entry to the ELC facility.

We thank you in advance for taking these steps to make early learning and childcare facilities a safe and healthy place for all children in New Brunswick.

24. Supply List

The following is a list of supplies required by age:

Please ensure all of your child's items are appropriately labelled with their first and last name.

Infant (under 15 months)

- All lunches and snacks
- Breastmilk or formula, when necessary
- Diapers and wipes
- 2 complete changes of clothing
- 2 waterproof bibs
- Soother and storage container
- Thermometer (regular underarm thermometer only)
- Tylenol
- Sunscreen (over 6 months only)
- Seasonal outdoor clothing
- Playpen sheet
- Sleepsack if applicable
- Family photos
- Indoor slippers/shoes
- 1 inch binder

Infant (16-24 months)

- All snacks and lunches
- Breastmilk or formula, when necessary
- Diapers and wipes
- 2 complete changes of clothing
- 2 waterproof bibs
- Soother and storage container
- Thermometer (regular underarm thermometer only)
- Tylenol
- Sunscreen
- Seasonal outdoor clothing
- Crib sheet
- Small nap time blanket
- Family photos
- Indoor rubber sole shoes
- Water bottle
- 1 inch binder

Toddler and Preschool (2-5 years)

- All snacks and lunches
- Diapers and wipes
- 3 complete changes of clothing
- Thermometer (regular underarm thermometer only)
- Tylenol
- Sunscreen
- Seasonal outdoor clothing
- Family photos
- Indoor rubber sole shoes
- Water bottle
- 1 inch binder

Please Note: During toilet training, your child's Educator will request extra changes of clothing to be left at the facility.

Embertide Early Learning Centre
Parent and Guardian Handbook

25. Signed Statement

I/We, the undersigned, have read and understand the policies of Embertide Early Learning Centre as described in this Parent Handbook. If I/we have any questions or concerns they will be brought to the attention of the Director. I understand that it is my responsibility to abide by these policies.

Parents/Guardians of multiple children must complete this form for each child enrolled. Per licencing regulations, each form will be kept in the respective child's individual file.

Child's Name: _____
(First, Last)

Parent's/Guardian's Name:

(First, Last)

Parent's/Guardian's Name:

(First, Last)

Parent's/Guardian's Signature:

Parent's/Guardian's Signature:

Date: _____
(MM/DD/YYYY)

Date: _____
(MM/DD/YYYY)