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PARENT HANDBOOK

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Little Treasures Child Care Centre

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WELCOME TO LITTLE TREASURES!

Choosing a child care centre that meet the needs of your child and family is a tremendous responsibility. We thank you for choosing Little Treasures Child Care Centre for your child/ren. It is very important that you agree with our philosophies and policies as defined in our handbook as these are the principles on which the program and interactions with your child and family will be based.

It is also very important that you are comfortable with the environment and educators who will be responsible for your child's well being, security and early childhood learning during his/her attendance at the centre. Take the time necessary to get to know the educators and or the Director.

Every child care centre licensed through the Department of Education & Early Childhood Development has access to a wealth of information regarding many different programs such as: Designated Centre – Parent Subsidy Program, NB Public Health, Talk with Me, NB Libraries, etc. Please remember to speak to the Director for more information regarding areas of interest for your family.

Ask any questions about the centre and areas of the program that are important to you and your family. It is well worth the time and effort required to find and secure a space in a centre where your child will be safe, secure and happy for his/her early years. Although some children adjust very well to change, frequent changes in a child's routine and child placement can be very disruptive and detrimental to their development of trusting, and long-lasting relationships.

At Little Treasures we are committed to ongoing professional growth and development in order to keep up to date with current trends. We attend various workshops and conferences throughout the year in order to better ourselves and be able to provide quality programs. All educators have their First Aid and CPR certificate and all have had a criminal record check. We strive to hire graduated Early Childhood Educators and/or people that are enrolled in ECE courses. As of 2008, all staff of Little Treasures are constantly involved with the New Brunswick Curriculum for Early Learning and Child Care training.

PURPOSE AND MISSION STATEMENT

We at Little Treasures Child Care Centre believe that all children are unique and deserve the opportunity to learn, play and grow in all areas of development. We make all possible efforts to create an environment that is educationally stimulating, healthy, and secure where the children have the opportunity to explore, discover, and create as well as to learn to share, cooperate, and communicate with the others in a pleasant atmosphere.

We will do our best to support and empower every child regardless of their abilities and their family in their growth and development with unique, exciting, challenging, and developmentally appropriate programs to enhance and promote child and family strength and growth.

Little Treasures also strongly believes that professional development for all staff is extremely important in order for them to provide quality, exciting, and fun filled programs for all the children in our care.

PHILOSOPHY

Our philosophy is that children learn best through play; therefore, we believe that learning should be fun and that the learning through play will serve the children in our care in a positive manner and establish early learning which will be filled with healthy and meaningful experiences. Through carefully constructed environment and play experiences, we attempt to meet each child's unique needs for social, emotional, physical, creative, and intellectual development, by providing various activities and outings. We encourage children to think, reason, question, and experiment. We foster self concept, self confidence, respect, cultural diversity, and encourage creative expression. We believe every child is unique with special skills and talents that need to be fostered.

Philosophy on Integration

Little Treasures Child Care recognizes that many children who have additional needs require licensed, quality educational environments in which to grow and develop and to meet their full potential. It is at times obvious that extra resources such as, an aid and special equipment will be necessary, but not necessarily for all.

Little Treasures Child Care believes that all children deserve the opportunity to learn, play, grow, and change in all areas of development. The philosophy at the centre is to provide a milieu whereby the child feels included, nurtured, safe and special; a place where parents feel equal with other families and have a sense of knowing that their child is integrated and not segregated.

It is understood that the children who fall under the umbrella of inclusion will have delays in developmental, environmental, or biological risks that dictate that these children will require a program that will ensure that their needs are met and encompass their differences. Inclusion will be offered in a milieu of nurturing, and acceptance. The program will be play-based and developmentally appropriate.

The program will provide for an open communication and collaboration with the parents. All children and family members will enjoy the same respect. The Early Childhood Educators will model before the community, peers, and colleagues respect and a demonstration of the principles of inclusion of all children as outlined in the New Brunswick Child Day Care Standards.

The Director will not continue to offer a program to a family when:

- It becomes clear, at any point in the liaison, that the best interest of the child is not being served.
- That the quality of the program or programs at Little Treasures are in jeopardy.

Parents will be requested to remove their child from the program:

- When it is apparent that the child is causing himself, herself, or others, that is, children, and/or staff at Little Treasures, cause for concern about safety issues. Efforts will always be made to work with parents to resolve concerns before discharge is considered.

GOALS AND OBJECTIVES

Our goal is to provide an environment of opportunities for everyone involved with the centre, to develop his/her full potential with daily experiences and fun filled activities regardless of their abilities.

Goals

1. To promote assistance and encouragement to each child, to state his/her needs, and to take responsibility for his/her actions.
2. We offer special outings and special programs to better help a child grow in a positive manner.
3. To provide a stimulating, loving, and warm environment.
4. To encourage each child to develop his/her full potential physically, emotionally, socially, and intellectually.
5. To assist and nurture the child's intellectual and creative development.
6. To provide for the child's physical needs.
7. To promote good self-esteem for each child.
8. To promote educational activities while having fun.
9. To promote a sense of independence, the ability to communicate, to make decisions, to socialize and share, to discover, and to explore in a safe, healthy, and stimulating environment
10. To promote and encourage language development.
11. To promote empathy and sympathy for self and others.
12. To promote an understanding of and respect for diversity and acquire a positive regard for each other.
13. To promote and act to change unfair practices.

PROGRAM HISTORY

In 1972, Parkton Heights Day Care was founded through a Government grant from the Department of Social Development to cover a growing community's needs. It was the first child care centre to be licensed in New Brunswick.



In 1991, the day care changed its name to *Little Treasures Child Care Centre / Garderie Petit Trésors* and continues to be under the jurisdiction of The Moncton Boys and Girls Club Inc. under the direction of a Board of Directors. It exists to serve the needs of children and families in our community. In 2009, due to much demand, Little Treasures Future Leaders was developed to fill this need.

We are a non-profit integrated childcare facility approved through the Department of Education & Early Childhood Development. Our facility meets the standards of the NB Day Care Standards for the care of children including requirements for safety, health, nutrition, sanitation, child-staff ratio, space, equipment, and program materials.

Little Treasures Child Care is happy, caring, warm and loving environments where the children

learn to share, to socialize, express themselves, develop new skills, and most importantly have fun while learning.

Our centre is governed by a voluntary Board of Directors consisting of community volunteers, professionals, and parents, who meet on a monthly basis. As a Designated Early Learning and Child Care Facility, we have a parent committee which parents are encouraged to join.

The centre follows the policies developed through the New Brunswick Family Services Act. We are under the umbrella of the Department of Education and Early Childhood Development (EECD).

Our centre acts as a model for Early Childhood professionals in training through cooperative education programs of various educational organizations. Therefore, you may from time to time throughout the year, see students from various institutions observing and interacting with children in our centre.

Please read the policies and procedures carefully and discuss with the Director any concerns you may have.

Also note that the Child Profile will also include all the authorization forms for the Policies of Little Treasures including: Transportation, Outings and Emergency, Departure, Sunscreen and Insect Repellent, Photographs, Policy Book, Participation Agreement for Slack, and the Health and Wellness Policy.

These must all be signed and return to the Centre with the Child Profile form.

DESCRIPTION OF THE PROGRAM

Little Treasures Child Care Centre follows the New Brunswick Curriculum Frame Work for Early Learning and Childcare. We provide our services in the English language.

Our programs are planned to meet each child's individual needs and we aim to provide a stimulating and motivating environment in which children can develop mentally, physically, socially, and emotionally. Our program emphasizes the learning through play approach, which allows the children freedom to interact with their peers and the environment. Interaction with the educators and other children will help stimulate language and social learning.

The Early Learning and Child Care Curriculum is a learning and development tool for educators of all children aged 0 to 5. It promotes an experiential-based approach to learning and was developed by the New Brunswick Child Care Experts (UNB) to assist educators in helping children grow to their full potential. It recognizes the individual learning abilities and unique cultural and linguistic identities of all children. It encourages children to be active participants in their own learning and allows them to follow their interests. It works with their strengths and aims to develop dignity, a sense of self worth, and a zest for living and learning.

By following the NB Curriculum for Early Learning and Child Care, our goal is to encourage children to build their self-esteem, independence, social cooperation, moral responsibility, and

knowledge of his/her environment. We endeavor to enhance your child's physical development and social skills while also encouraging language development. Interaction with caregivers and other children will help to stimulate language and social learning.

The four goals of the New Brunswick Curriculum for Early Learning and Child Care are:

1. **Well Being** – Children experience safe and caring environments where their emotional and physical health, positive identities, and sense of belonging are nurtured and protected.
2. **Play and Playfulness** – Children experience open and flexible environments where play exploration, problem solving and creativity are encouraged and purposefully planned.
3. **Communication and Literacies** – Children experience intellectually, socially and culturally engaging environments where their communicative practices, languages, literacies, and literate identities are valued and supported.
4. **Diversity and Social Responsibility** – Children experience socially inclusive and culturally sensitive environments in which consideration for others, inclusive, equitable, democratic and sustainable practices are enacted, and social responsibility is nurtured.

Play is vital to young children's daily lives and promotes their healthy physical and intellectual development in ways that cannot be achieved by focusing on narrow pre-academic skills, such as counting or learning the alphabet.

When your children play, they practice language, social abilities, thinking, problem solving, and large and small muscle skills in a variety of ways. Research shows that children who play well in their early years learn better as they get older.

This is what your children are learning through play:

- Language skills through discussing things with others.
- Thinking skills by solving real life experiences.
- Confidence to try new experiences, and self esteem from succeeding and overcoming frustrations.
- Social and emotional skills through experiencing other children's ideas and managing one's own feelings.
- They learn to problem solve when situations arise.
- Physical abilities from being totally involved in physical activities (gym and outdoor activities are also part of our program).
- Emotional release by being able to express and act out tensions and strong feelings.
- Continuities and transitions to school.
- The New Brunswick Curriculum for Early Learning and Child Care compliments the current primary school curriculums and provides the basis for a smooth transition. Developed with the input of the Department of Education, the curriculum is designed to expose children to a variety of environments and opportunities for learning and relationship-building once they enter school.

Continuities and Transitions

School Readiness

Historically, the concept of school readiness has often been associated with a narrow range of recall skills such as reciting the alphabet, counting to ten, and naming basic colours. We now understand that although decontextualizing such skills outside of a broad and balanced curriculum may result in short term gains, in the long run such an approach is likely to cause poorer academic functioning in the elementary years, and higher rates of early school leaving. In recognition of the need for a more comprehensive view of school readiness, the concept of school readiness has been replaced by readiness to learn.

Readiness to learn addresses two broad categories of learning – the social and the intellectual. Socially, in the years prior to school, children need to experience successful interactions with a group of peers, so that they acquire social skills including taking turns, making compromises, and approaching unfamiliar children. Intellectually, children benefit from opportunities for rich hands-on experiences, contextualized interactions with signs and symbols used in their culture, meaningful conversations, and cooperative play with peers who are likely to start school with them. There is ample evidence that children who have had opportunities to engage with peers prior to school entry, and who can enter school together with these peers, will make a smoother transition to kindergarten. Although much of the emphasis on school readiness is placed upon individual children being prepared for school, when understood with reciprocal relationships in mind, the term school readiness invites schools to be ready for children and their families.

– New Brunswick Curriculum Framework for Early Learning and Child Care

Through play the children will practice:

Language skills: Are the most versatile cognitive tool and literacy is a resource for learning long before children can read and write. Stories, poems, and nursery rhymes, although learned orally, lay the foundation for emerging literacy and are part of a child’s cultural heritage. Children learn through discussion, collaboration, reading, and writing. Listening attentively to stories will increase a child’s understanding of language and how it is used.

Fine Motor Skills: This skill will enable them to receive, discover, and analyze new information and will allow them to be able to express that knowledge and represent it symbolically. Fine motor skills allow children to increase their level of competence in the many different areas where they will need coordination and dexterity to express their ideas.

Gross Motor Skills: Learning involves whole body experiences for small children. By becoming aware of their bodies, children develop an understanding of the importance of physical health and well-being. Gross motor activities provide opportunities to develop strength, endurance, coordination, flexibility, body, and special awareness. Gross motor skills will create awareness of how children can use their own bodies and allows them to be creative in how they would represent those ideas in a physical form.

Cognitive Skills: Children will also learn cognitive skills where they learn most effectively when they are engaged physically, intellectually, and emotionally. They develop the ability to analyze critically and to reason and think independently. Activities that allow children to make new discoveries and provide them with an opportunity to develop and express ideas about

discoveries increases their cognitive awareness.

Emotional Intelligence: Encompasses the ability to understand and express emotions and to express these emotions appropriately. This awareness allows children to make positive choices and take responsibility for their behavior. Social intelligence encompasses the ability to empathize, communicate, and interact effectively with others. Children need opportunities to interact with others in a variety of contexts and for many purposes: cooperative, collaborative, emotion-sharing, showing leadership, and supporting and encouraging others. Through these social experiences, children begin to move beyond their egocentric view of the world and understand how others relate to them, an important step toward realizing a sense of self. They learn empathy, critical thinking, conflict resolution, and individual and collaborative decision-making, and through these insights a sense of community, all of which supports their intellectual development.

Music Skills: Musical experiences enhance children's awareness of pattern and relationships, supporting development of math skills. Language development is enhanced by increasing awareness of rhyme and language patterns and by extending vocabulary. Perhaps most importantly, music gives children a way to develop awareness of their emotions and express feelings and ideas physically, in a venue that is aesthetically pleasing and socially encouraged. Fine arts are particularly important for allowing children with different learning styles to be successful.

Math Skills: Math activities provide an opportunity for children to explore various areas that depend on spatial, numerical, and pattern-based thinking as a complement to more language-dependent skills. Numeracy skills provide children with tools for interpreting and constructing meaning in their environment. They learn to make sense of the world by developing their abilities in the areas of spatial sense, data evaluation, probability, and patterns. Competence in math skills supports the ability to learn through science.

Science Skills: When children participate in a science-based activity, what they are learning through science is as important as what they are learning about science. They are learning to engage in scientific thinking, which can be applied across every field of knowledge. When children make their own discoveries through scientific activities, their feelings of competence reinforce the intrinsic motivation to further learn and discover.

Visual Arts: As children learn to express themselves artistically, the art becomes an important avenue for developing problem solving, critical and creative thinking, clarifying and expressing ideas, and feelings and imaginings based on real world experiences. Observation and expression in visual arts builds important bridges to reading and writing by compelling children to think and express ideas symbolically. Enhancing children's awareness of pattern, lines, and symmetry, fosters numeracy development. Manipulation of a variety of materials in the creation of visual art provides an opportunity to develop the fine motor skills necessary for written expression.

A written update of what has happened during the day will be posted on the white board in the hallway. Please take the time to read it each day; this will bring about a good discussion with your child about his/her day at the centre. Our centre is a caring, happy, loving, and warm environment where your child/ren will learn to share, socialize, express themselves, develop new skills and friends, and most importantly having fun while learning through play.

Daily Routine (Little Treasures Child Care follows the New Brunswick Curriculum)

7:30 – 9:00 a.m.	Greeting children and parents - indoor play/gym	Develop relationships, self esteem builder, gross motor socialization skills comfort & good start for the day.
8:00 – 8:45 a.m.	Open snack	Healthy and nutritious
9:00 – 10:00 a.m.	Circle time/stories/songs/free play/exploring various learning centres or gym time	Language development, listening skills, expression of feelings, gross motor skills. Learn to make choices & solve problems.
10:00 – 11:00 a.m.	Outdoor play	Free play, gross motor skills, exploration, and socialization & group games.
11:00 – 12:00 p.m.	Lunch time	To meet physical needs, develop communication skills, healthy and nutritious homemade meals
12:00 – 2:00 p.m.	Quiet / relaxing time	Unwind, relax, healthful habits
2:00 – 3:00 p.m.	Open snack, free play, exploration, use of various learning centres, circle time, songs, stories	Healthy and nutritious, language development, listening skills, and expression of feelings
3:00 – 4:00 / 4:30 p.m.	Outdoor play	Free play, gross motor skills, exploration, and socialization & group games.
4:30 – 5:30 p.m.	Free play, quiet table toys, stories, getting ready to go home	Socializing, develop communication skills, expression of feelings

This is just a guideline of what a regular day may look like with us. It can vary depending on the intensity of the children's activities on any given day. We also have an open door policy and families are welcome to drop by at any time during our program hours. Be mindful that there are times when we may be out on an outing; therefore, it may be wise to call first if you want to make sure the children are at the Centre on any particular day.

INCLUSION POLICY

What are the benefits of inclusion?

Everyone wins with inclusion! Children learn about the differences, respect, and empathy. Children get to see the positive in helping others. Families become a part of the team, and feel supported through their journey. Educators get something much greater than what can be taught in books; they get to feel the experience firsthand, the advantages of inclusion.

What are the principles of inclusion?

The principles of inclusion are the following:

- Access
- Participation
- Support

Our policy will explain how we respect the principles, and how it will affect our programs, our environment, and our services.

Access

Children of all abilities are accepted into our program, providing supports are in place at time of enrollment.

Contact is kept with the funding “officer” who refers families with children with disabilities.

An inventory of the child’s needs is on hand prior to the child starting with items provided; checked off and “ready to go”.

We establish the child’s needs, abilities, and interests. Meetings are scheduled with the families, to listen to their expectations, and take time to ask all the appropriate questions needed. A plan of action is written to ensure a smooth transition to Daycare.

With the parent permission, we establish contact with any professionals that might be involved in the child’s life.

Through carefully constructed environments and play experiences, we attempt to meet each child’s unique needs for social, emotional, physical, creative, and intellectual development.

The learning environment/activities are modified for the child’s success.

Observation and documentation are used to support all modifications.

Participation

The learning environment needs to be a loving, supportive, and safe place for all children. We strongly believe in promoting growth and supporting everyone’s abilities.

Observation and documentation is done to identify strengths and needs. This in turn, is used to develop a plan with goals for success.

Opportunities are provided for children to play and learn together, so they develop relationships with others.

Supports are provided in the natural environment with peers as much as possible.

Support

Family priorities for their child are acknowledged and respected. They are supported in working out what their child’s needs are and how to best meet those needs.

Families are encouraged and supported to make decisions in regards to: referral options, and support.

Staff work with parents, community professionals, and school staff.

Supports for the child are coordinated, and complimentary.

Each partner is respected for his or her knowledge and expertise, there is open and positive communication.

Goals are planned for the child and appropriate supports are adapted and coordinated.

The facility supports professional development, and in service training.

We are committed to learning more about various strategies, models, intervention support, and exemplary inclusive practices.

Centre staff provides support to children in need of self-regulation through modeling appropriate behavior, and many other strategies that have been learned through professional development, and the support of community resource professionals.

Efforts will always be made to work with parents to resolve concerns before discharge is considered.

For further information, please refer to our Inclusion Program Support Guide, as well as the Supporting All Children document.

HOURS OF OPERATION AND POLICIES

Hours of Operation

The center will be open from 7:30 a.m. to 5:30 p.m. There will be an additional late fee of \$15.00 charged for each 5 minutes past the pick-up time. The late fee is to be paid directly to the staff.

Days of Operation

The Centre will be open Monday to Friday, excluding the following days:

- New Year's Day
- Family Day
- Good Friday
- Easter Monday
- Professional Development Days
- Victoria Day
- Canada Day
- New Brunswick Day
- Labor Day
- Thanksgiving
- Remembrance Day
- Christmas Eve
- Christmas Day
- Boxing Day

Please note, regular child care fees will be charged for these days.

The centre will be closed for two days during the year for Professional Development. You will be notified in advance so you can make alternate arrangements for child care.

Length of a Child's Day

It is strongly recommended that a child not be left at the centre for more than eight and a half hours per day.

Storm Closure

The decision to close Little Treasures due to poor weather will be made by the Director of Early Learning Services in consultation with the Executive Director. If the centre is to be closed in the morning, call 387-8044. We will leave a message on the voice mail that morning if we are closed; otherwise we are open as usual. In the event of a closure, we will also post a message on Slack.

Remember your safety, your child/ren's safety, and our educators safety is always our priority.

Here are some factors for closing the centre:

- Sufficient number of employees to safely operate. The day care is required to meet provincially regulated child to staff ratios as stipulated by the Department of Education and Early Childhood development.
- Weather forecasts, current weather, and road conditions.
- Power and/or water outage.
- Public transit (Codiac Transit) ceases to operate.
- Snowplows cease to operate.
- Contagious disease/illness outbreak.

Please listen to radio notifications when there is a storm. In the event that a storm escalates during regular program time, please contact the centre at noon to verify in case we are unable to contact you. If the buses and snowplows are pulled off the roads after the day care opens, parents will be asked to come and pick up their child/ren within one hour.

Arrival and Departure

Upon arrival, parents are to enter the centre with their child and assist the child out of coats and boots, etc. Please make contact with your child's educator before you leave, so that they are aware of your child being at the centre. For safety reasons, a staff member must also be aware of when your child is leaving the centre at any time. You are responsible for your child while you are on the premises. Children are not permitted to leave with any person under the age of 16.

This is important for the safety and well being of your child/ren.

If due to custody reasons you do not want the alternate parent to collect your child/ren, a copy of the legal order must be given to the centre for our files.

For your children's protection, we will only release children to those on your authorization list, according to the application form. Even then, we will need confirmation from you that same day. If an educator is not familiar with the pick up person, they will check the identification against the authorized list and reserve the right to request identification from anyone picking up your child/ren. We will then contact you in order for you to make other arrangements.

White/Bulletin Boards

Please remember to check out the white boards in the hallway to find out what your child did that day. Feel free to bring in any articles you may find interesting and we will gladly hang them up on our bulletin board. Check you child's cubby daily to see if there is anything they've done and

please take them home with you.

Community Liaison

We have regular contact with many services and professionals in our community. We often depend on some of them for planning our field trips and sometimes to enhance our programs.

Fund Raising

When you register your child at Little Treasures, you become a member of a not-for-profit registered charitable organization and therefore, fund raising is a responsibility of everyone involved with the centre and we encourage all parents and staff to participate. All families are encouraged to participate in these activities from time to time. These activities require minimal effort on your part (ie.: selling chocolate bars, tickets, baking an item for a bake sale, saving pennies, etc.)

Smoking

Smoking is strictly prohibited on the premises and inside the building, including in the bus, outdoor play area, and near the children. We thank you for your cooperation and understanding of our policies. This is to ensure the safety of all children, staff, and parents.

TRANSPORTATION / OUTING

Parents will be notified in advance of any outings involving a destination which requires the use of our bus. A permission form which details the outing will be required to be signed by parents prior to the outing. Some outings may be subject to a fee which will appear on the next month's invoice. All drivers have a class 4 driver's license, First Aid, CPR, and a criminal record check.

ADMISSIONS AND ENROLLMENT

Once you have visited our centre and met with our Director of Early Learning Services and decide to place your child/ren in our care, there are procedures that need to be followed. All forms must be fully completed. All licensed centres in this region are mandated by the Department of Social Development to provide the following information:

1. Child Profile – Province of N.B.
2. Immunization Records – Province of N.B.
3. Consent for Outings – Province of N.B.
4. Emergency Care and Transportation – Province of N.B.
5. Administration of Medication – Province of N.B.
6. Acknowledgment of Receipt of Parent Handbook and acceptance of terms there in
7. All others provided by the centre

No child identified as suffering from a communicable disease, as established by the Minister of Health, shall be admitted to the centre. When possible, it is recommended that your child/ren visit the centre before admission to our program to familiarize him/her to our surroundings. A copy of **your child's immunization record is required by law and must be updated as**

immunizations are given by your health care professional. If you choose not to immunize your child, a waiver must be provided by the New Brunswick Department of Health.

This documentation goes directly into your child's file and it is the responsibility of the parent to keep records updated. These records could be crucial should a medical emergency arise. Failure to do so could result in your child being removed from the centre until records are updated or an appropriate waiver signed.

There is also a non-refundable \$50.00 registration fee due before your child begins at the centre. If he/she doesn't start at the centre right away, this fee will keep his/her space until the agreed upon date.

Priority will be given on basis of full day, full week use. Every effort will be made to meet each family's need for service whenever possible.

When filling in an application form for their child, parents must provide proper information on illnesses that may be transmitted to others and risk their well being or life ie: AIDS, Herpes, smallpox, etc.

When your child is not attending day care due to any reason, you must call and inform the staff. If due to illness, you must let us know what the child has. We must keep a record of all illnesses in case an epidemic develops. This is necessary to prevent the spread of communicable disease in the centre as per order of the Department of Health.

Little Treasures maintain an open door policy. That is, parents may visit the Centre at any time, on any day, without prior notification.

Parents are responsible to read all of the centre's policies and abide by them. Parents should not expect the staff or the Director to make exceptions to the policies.

PAYMENTS AND FEES

Fees are based on a non-profit budget and on the cost of operating the centre. **Fees are subject to a yearly review. Parents will be given no less than 4 weeks' notice of any fee change.**

Registration Fee

Registration fee for all programs is \$50.00 per child

Payment Policy

All payments are due on the 1st of each month for the current month. Payments can be made by e-transfer to LTCCpayments@bgcmoncton.com or you can set up pre-authorized credit card payments. Receipts for Income Tax purposes are given out by February 28 each year. A monthly invoice will be given to you for the upcoming month.

Parents are advised to retain their receipts issued for each individual payment for income tax purposes. Should your family be chosen for an audit, Revenue Canada may request to see each individual receipt being claimed, as well as the annual income tax receipt.

Normal regular fees will be charged when your child is ill and not attending the centre, no matter how long your child is ill for and regardless if they were required by the centre to leave due to the Department of Health regulations.

If your account is not paid in full on the 1st of each month, a \$50 late fee will be added to your account. If the fees are not paid in full within the first week of the month, this may result in a disruption of child care services.

Please keep the centre updated of all address changes as year end receipts will be mailed to the address on file (especially for children no longer at the centre).

All families are required to provide 2 weeks notice before removing their child from the program. Should notice not be provided, payment shall be made in lieu of notice; however, due to waiting lists, please give as much notice as possible.

Child Care Rates		
Type of Care	Per day	Per week
Infants 15 to 24 months	\$21.00	\$105.00
Toddler & Pre-School 2 years to 5 years	\$18.00	\$90.00

Financial Assistance

Financial Assistance is available through the Parent Subsidy Program. For more information on subsidy, please visit the Parent Portal. **Parents are responsible for all childcare fees prior to the approval of childcare subsidy.**

PERSONAL BELONGINGS

Each child will be provided with space to keep his/her personal belongings during his/her attendance at the centre. Clothing guidelines are in place to respect the health, hygiene, personal, and cultural beliefs of all families using our centre. The Child Daycare Facilities Operating Standards require all children in attendance to be provided with 2 hours of outdoor play per day, weather permitting.

Items required and clearly marked with child/ren names:

1. It is recommended that children be dressed in comfortable casual clothing that allows freedom of movement.
2. In case the soiling of clothing occurs, each child requires 2 full changes of clothing

- including: socks, underwear, pants, and shirts each day.
3. Suitable footwear is required to be worn in the playground at all times (flip flops and crocks do not work well in pea gravel, sand, or mulch).
 4. Spaghetti strap tops are not allowed as they increase the risk of sun exposure.
 5. Non marking soled sneakers (to be left at the centre).
 6. Box/package of diapers and cream (if required).
 7. Appropriate outdoor clothing (according to season) ie: splash pants, snow pants, hats, mittens, swim suit, etc.
 8. Weather appropriate footwear ie: sneakers, rubber boots, winter boots, etc.
 9. No gloves as the children cannot put them on and they freeze their fingers.

VACATION / ABSENCES

Our centre is licensed through the Department of Education and Early Childhood Development. The facility follows the New Brunswick Regulation 2018-11 under the Early Childhood Services Act. Essentially, when you register your child at Little Treasures, you are renting a space. That space belongs to your child and may not be given to another child until your child is no longer attending the centre. You are, therefore, financially responsible for that space for everyday of the week of your child's registration, regardless of his/her attendance. If your child is unable to attend the centre due to an illness, you are still responsible to pay your weekly child care fees.

You must advise the Director in advance of your vacation time off. If your child will be out for any reason due to vacation, illness, or other reasons, you must always advise the centre of the reason for the absence even if just spending the day at home.

Our centre must follow guidelines as set out by the New Brunswick Health Department, and as such you will be asked to pick up your child/ren **within the hour** due to any illness as outlined by the guidelines. These guidelines are there to ensure the health and wellbeing of your child/ren and the other children that attend the centre. We need to keep track of illnesses in case of an epidemic outbreak. It is therefore very important to let us know the reason for your child's absence on any given day. Normal fees will be charged due to absence regardless of whether your child/ren is ill or on vacation.

HEALTH AND WELLNESS

Child Illness

Your child's health is important to us. It is necessary that parents have alternative plans for the care of their child if their child is ill. We follow the Department of Family and Community Services and Public Health's Guide for Managing Illness in Child Care Facilities in New Brunswick. The guide has preventative procedures to ensure the health of all children and staff.

Potential Illness - Illness Exclusion Policy

In general, if a child is too sick to participate comfortably in the program activities and has symptoms or a condition that may compromise the health of other children, it is recommended that the child should not attend day care.

Parents must exclude children from day care with any one or more of the following symptoms or conditions, and that parent(s) inform the centre as soon as possible: (Please refer to Exclusion Chart for more detailed lists of contagious infections and symptoms.)

- a) **Fever/Temperature** – a temperature of 37.9° C or greater taken by ear, 37.5° C or greater taken by armpit or mouth accompanied by behavior changes or other signs of illness. We require your child to stay home when a temperature is present.
- b) **Diarrhea** as defined by an increase in frequency of stools and/or change to unformed loose, watery stool. Fever, loss of appetite, nausea, vomiting, abdominal cramps, mucus or blood in stool may occur. Any change from the child's normal stool (i.e. solid or semi solid to a liquid or semi liquid state). Diarrhea stools are more frequent than normal bowel movements and may contain mucus or blood. Your child **cannot** return to the centre until free of watery loose stools for **48 hours**.
- c) **Vomiting** illness with two or more episodes of vomiting in the previous 48 hours (in excess of typical infant spit-ups). Your child cannot return to the centre until vomiting has stopped for **48 hours**. Vomiting means throwing up of stomach contents that may be preceded by nausea.
- d) **Mouth sores** associated with an inability of the child to control his/her saliva.
- e) **Rash** with fever or behavior changes.
- f) **Infections** (i.e. infected eyes with discharge, pink eyes) until **24 hours** after treatment has started and authorized by a physician.
- g) **Infestations** (i.e. scabies, head lice, pin worm) until after **1st** treatment with a medicated product and no evidence of lice. Must make certain all nits have been picked out of hair.

All child care centres have been mandated by the Department of Social Development and Public Health to develop a policy for children that acquire vomiting and/or diarrhea at home or at the centre. Therefore, according to the Department of Social Development and Public Health as per the Health and Wellness Policy in the Little Treasures Child Care Centre Policy Book, you must keep your child/ren at home if they show any symptoms of vomiting and /or diarrhea. Please ensure your child/ren do **not return** to the **centre** until vomiting has stopped for 48 hours and /or your child/ren is free of loose stools for 48 hours.

If your child does develop vomiting and/or diarrhea at home, they are not allowed to come to daycare and **the parents are required** to inform the centre of their child's absence and symptoms so that all documentation may be completed. Should your child develop vomiting and /or diarrhea at the centre, they will need to be picked up within one hour of the centre contacting you. If your child/ren has vomiting and/or diarrhea for more than 24 hours, then a doctor's note stating your child has now recovered from his/her illness is required before your child/ren is allowed to attend the daycare centre. You will be required to sign a Return After Exclusion form supplied by the New Brunswick Department of Social Development in order for your child to be granted re-entry to the daycare centre.

If it is observed that there are more than 2 children with vomiting and/or diarrhea within the span of 48 hours, according to the Department of Social Development and Public Health, an outbreak response must be initiated. This involves the staff immediately notifying the Department of Public Health (856-2814) upon first suspicion that a child, staff, volunteer, or parent has a communicable disease or that there is an unusually high number of children with vomiting and/or diarrhea symptoms; this is according to the *Management Illness in Child Day Care Facilities, Parent's Role and New Brunswick Child Day Care Facility Exclusion Reference Guide*.

We all need to work together to prevent an epidemic from developing. Your role, as a parent, is to make sure your child/ren does not attend daycare if he/she is vomiting and/or has diarrhea within the past 48 hours. Our role as a daycare facility is to prevent the spread of such illnesses to other children by making sure that the centre is disinfected with a bleach solution, especially if an outbreak occurs and then a cleaning process is put into place. It is very important to have full disclosure when a possibility of an illness is present, for example, as a parent, it is imperative that if your child has been vomiting and/or has had diarrhea in the past few days or within the past 48 hours, that you inform the centre so that we can take the appropriate steps to ensure that an outbreak does not occur. Also, if you have a school age child at home (that does not attend the centre) with any symptoms of vomiting and/or diarrhea, then your child may be contagious and we must be informed of that possibility so we can keep a close eye on your child to make sure that the symptoms do not develop.

When your child is not attending daycare due to illness, please make staff aware and let us know what symptoms are present. We have an obligation to keep a record of any illness communicable or not, as per the Department of Social Development. In certain situations, it will be mandatory for forms to be filled out by the physician and/or parents before the child can be re-admitted to our program. This is necessary to prevent the spread of communicable diseases in the centre.

This policy is in place to make sure that your child gets the treatment he/she needs, as well as, to help minimize and prevent the spread of illnesses. It is important to follow this policy so that we can stop the spread of illnesses to other children, as well as, preventing the re-infection of your child/ren.

Communicable Disease Control

In order for your child to return to the centre after having a contagious communicable disease, the centre requires that the guidelines of the exclusion chart specific to that disease be fulfilled as well as a note from your child/ren's doctor.

- Staff will not be permitted to work while having a communicable disease and must stay away from workplace during the incubation period.
- Children will not be permitted to attend the centre with a communicable disease or two episodes of diarrhea for at least 48 hours.
- The cook must use good judgment regarding food preparation when signs of illness are present.
- Frequent hand washing is encouraged, as is, sanitizing gel between hand washing.

Medication

- If a child requires prescription medicine, the parents must sign a form allowing the staff to administer the medicine in the prescribed amounts. Parents must sign the medication form located in the kitchen (Appendix 11.1.7 A). All staff of the centre will only administer prescription medicine prescribed by a physician. Medication must be in its original container, fully labeled with drug name, dose and dosage intervals, and child's name. Time of drug administration by staff will be posted for inspection. **Employees of Little Treasures are never to give over the counter drugs (ie: cough syrup, lozenges, etc.)**
- The staff of Little Treasures will only administer Acetaminophen when supplied to the

centre by the parent, only if a child has developed a fever while in our care and the parent has been advised and a mutual decision has been reached. The parents must sign the consent form for administration of Acetaminophen (Appendix 11.1.7 B) when picking up their child. All other medication must be authorized by a physician.

- If a child becomes ill during the day, parents will receive a call to come and pick their child/ren from the centre. The child may need to be absent from the centre until he/she feels better and a return after exclusion form may need to be signed for the child to be re-admitted to the centre. Parents must fill out, sign and date the medication authorization forms each time medication is to be given.
- **PLEASE NOTE:** If an ambulance is required to transport a child to the hospital, the cost will be assumed by the parents.

Medical Emergencies

Although supervision is constantly given, accidents happen and we cannot be by the child's side at all times to prevent falls, tripping, bumps, accidents with other children, etc. If your child is injured in a non life threatening way, your child will be assessed by the educators and see if appropriate/necessary first aid will be provided. An incident report will be filled out and parents will be advised. If there is an emergency and we need to call an ambulance, all costs associated will be the responsibility of the parents.

Outbreak Response

- Little Treasures staff will immediately notify the Department of Public Health upon first suspicion that a child, staff, volunteer, or parent has a communicable disease.
- Little Treasures staff will also notify the Department of Public Health immediately of an unusually high number of children with diarrhea symptoms.
- Accurate and detailed record keeping will be done.
- The Department of Public Health will conduct an inspection to assist with minimizing the spread of the illness.
- All staff will cooperate with this important process and communicate with all staff parties to alleviate stress as much as possible.
- The Director in consultations with the Executive Director and Board of Directors may close the centre as a precaution to further spread the infection.
- Parents will be notified by telephone and memo of suspicion of any communicable diseases.
- Little Treasures will also need to provide the Department of Public Health with the children's personal information such as date of birth, and the home telephone number.
- Little Treasures will exclude the child/ren from the rest of the children, in the administration office away from the others.
- Parents are to arrive promptly (**within 1 hour**) of being notified by the centre that the child is ill.
- Additional cleaning of toys and equipment (including washroom door handles, water taps, door jams, light switches, and flush handles) are performed using 1000ppm of Chlorine Solution:
 - **Chlorine Solution Used: ¼ Cup of Chlorine Bleach
2 Cups of Water**
- All small toys are run through the dishwasher using a rinsing agent called Sani-Q.
- These processes are done above and beyond normal cleaning each and every time a child vomits and/or excrements. This is why it is so important to immediately exclude the sick

child to the designated sick room.

- Little Treasures will abide by the Guide for Managing Potential Illness in Child Day Care Facilities in New Brunswick mandated by the Department of Education and Early Childhood Development.
- All forms will need to be filled out by the parents and/or physician and returned to the centre before a child can be re-admitted to our program.
- Staff will not be permitted to work while having a communicable disease and must stay away from the centre during the incubation period.

Nutrition

- Little Treasures provides a clean and safe environment. Reinforcement of good hygiene skills with the children is an integral part of our program. Little Treasures adheres to the Department of Public Health and the Department of Education and Early Childhood Development regulations for sanitation, particularly for food preparation on a daily basis. The centre is regularly inspected by the Department of Public Health. All attempts are made to follow dietary requirements for children with serious food allergies as closely as possible. The centre cannot assume the liability for any unforeseen reaction when prudent care has been taken.
- Hot lunches are served daily at 11:30 a.m. Morning and afternoon nutritional snacks are also provided. Menus for the week will be posted on the wall in the entry way. Menus meet the requirements of Canada's Food Guide. Food-related allergies should be brought to the staff's attention immediately.
- Children are not allowed to bring candy, chips, chewing gum, or any other food or drinks to the centre.

Rest Period

Children are kept very busy all day and they need a down time during the day. A rest period is meant to help prevent fatigue and development of illness. It's also meant as a rejuvenation time for the children to go about the rest of their day in a meaningful way.

- As per the NB Child Day Care Facilities Operator Standards, children are required to have a rest period with consideration given to the age of the children and their individual needs and not to exceed two consecutive hours daily.
- Each child has his/her bed and blanket. Blankets are washed by staff weekly.
- The staff of Little Treasures will make a needs assessment based on the physical activity level and the emotional development of each child. This period is typically between 12:00 p.m. to 2:00 p.m.

Outdoor Play

- According to the guidelines of the Department of Social Development, outside play is a program requisite. It is also an important part of Little Treasures program.
- If a child is not healthy enough to go outside, it is assumed that they are not healthy enough to attend child care.
- Please dress your child appropriately for outside play both in winter and summer. Raincoat and rain boots on rainy days and a jacket appropriate for the weather. In the winter, each child should have a winter jacket, winter boots, snow pants, hats and mittens (**no gloves please, children freeze their fingers**).
- Prevention of skin cancer is important to us. In the summer, sleeveless shirts are not

recommended and each child should bring a bathing suit, towel, sun hat, sunglasses, and water shoes every day. Each child should have a change of clothes at all times.

- Of course, you can be assured that the staff will use good judgment about outside play in consideration of weather conditions.

Sunscreen

To protect your child/ren from skin damages caused by the harmful ultra violet rays, you must provide a hat for your child/ren. Children are required to wear their hats during outside play. Children are encouraged to play in the shaded area as much as possible. Children are required to bring a water bottle with them to prevent any dehydration from occurring.

You will also need to sign a consent form to permit application of sunscreen.

EVACUATION AND EMERGENCY PROCEDURES

Little Treasures is equipped with an AC/DC fire alarm system. Fire drills are conducted monthly. If you find yourself on the premises during a drill or an emergency, please follow posted signs and exit building in an orderly manner along with the children and staff. The evacuations of the building's exits are posted near each classroom. The Emergency Care form Appendix 11.1.12 must be signed by the parents.

Should an emergency arise which requires evacuation of the premises, all occupants of the centre will proceed to Moncton Headstart. Parents will be called from there to pick up their children at Moncton Headstart. If an ambulance is required, the parents are responsible for the cost.

Moncton Headstart
1111 Mountain Road
Tel: 506-858-8252

The following steps will be taken in case of an evacuation/emergency situation at the centre. Our alarm system is connected to both the fire and police station, therefore; when the alarm sounds, both departments will respond immediately

- When the alarm sounds all staff members will gather the children, carry an attendance sheet, emergency contact list and a first aid bag.
- Staff members will exit the building and proceed to our designated safe area which is the back left field or Moncton Headstart if need be.
- When all children and staff are accounted for, call 911 if not yet called.
- The Director/Operator or person in charge will do a check of all washrooms, offices, closets, etc. to ensure no one is in the building before exiting. This person should be the last one to leave the building.
- Under the direction of the Director/Operator, calls will be made to parents to make arrangements to pick up their children within the hour. Parents must sign the attendance sheet when picking up their child/ren.

DISCHARGE / COMPLAINTS / GRIEVANCES

Discharge

Our personnel are trained to address numerous issues common among children. Occasionally, situations arise that are out of the ordinary. This can be a very unpleasant situation to deal with for both the parent and the staff. The following procedures should be adhered to as closely as possible.

1. If you are removing your child on a positive note, such as, change of job, relocating, shift work, etc., we require 2 weeks notice.
2. The centre may request that the service provided to your child cease if the following occurs:
 - Child's personality and behavior is disruptive and even harmful to the other children/staff.
 - If the child is unable to cope with the child care setting despite the cooperative effort of staff and parent.
 - Failure on the parent's part to pay for child care at the agreed upon time frame. Parents will be given one opportunity to correct the payment issue and if it becomes an issue again, parents will be given immediate notice to remove their child and a payment of 2 weeks will be required.
 - Medical information including if Medicare number and immunization records are not provided within 2 weeks of admissions.
 - For any other reason decided upon by the Board of Directors.
3. Any incident involving your child/ren will be discussed with the parent and will be kept in his/her file, along with a written summary of the discussion that took place with you, the parent. If these types of incidents continue and we can't seem to resolve it, then this will be grounds for immediate dismissal. Documentation will be kept in the child's file and payment will be due for services rendered to the point of discharge.

All measures will be taken to ensure this does not happen. We will provide adequate supervision and intervention so that situations are not permitted to escalate to the point that a discharge would be necessary.

Examples of serious misbehavior may include, but not restricted to the following: biting, kicking, bullying, name calling, pushing and shoving, rude and aggressive behavior, and consistent failure to follow the centre's rules of expected behavior

Complaints / Grievances

It is our goal to strive for quality and excellence in the care of your child/ren; therefore, any positive comments or suggestions are greatly appreciated and can be made to the Director of the facility.

We always welcome your input and feed back towards the care of your child/ren. The Director of Early Learning Services appreciates questions or discussions of any kind that influence a positive outcome for your child/ren; however, if you feel that there is a problem concerning the facility or a staff member, please follow the following steps:

1. Speak with the educator involved with your child/ren.
2. Allow follow up from the educator to you.
3. If you are still not satisfied with the results of your concerns, please make an appointment

- to personally talk to the Director of Early Learning Services.
4. All comments made to the staff members are relayed to the Director so that the Director is aware of any problems or issues. If a complaint is made, the Director will listen carefully to the issue that the parent has, and will attempt to work with the parent(s) to rectify the problem. At this time, it may be appropriate to discuss any other issues that the Director may feel is important concerning the child/ren in the context of the complaint.

We feel that communication is essential to the success of your child/ren's care. We must make sure that we can share openly any concerns or questions that may arise. We believe in an open door policy and encourage parents to feel free to call and check on your child/ren's day if you have any concerns. We understand that, to you, the most important person in the entire world is your child/ren and we respect that fact and in turn treat your child/ren with just as much respect. We try to put ourselves in the parent's place and we recognize that you have a right to expect the best care possible for your child/ren.

Communication between parents and staff members is very important. We encourage daily interaction between parents and staff to ensure that as parents, you are kept informed of how your child/ren's day was and that you are made aware of any specific incidents. Also, it is equally important that staff members are kept informed of any concerns parents may have about your child/ren, at the centre and/or at home, that may assist in the care of your child/ren.

All comments are taken very seriously and we will all do our best to ensure your complete satisfaction as quickly and effectively as possible. We aim to keep parents stress-free and self-assured knowing that their children are in our loving care.

CHILD GUIDANCE

Positive guidance techniques are used to reduce frustration and boredom that leads to disruptive and or inappropriate behavior. Children are encouraged to participate and cooperate with each other and staff. They are also encouraged to share, practice good manners, and are assisted in developing a positive attitude. All interactions between educators and children, including matters of discipline, will provide a learning experience and opportunity to understand moral values.

Inappropriate behavior will be minimized by:

- Allowing children to make choices.
- Setting clear and consistent limits for appropriate behavior.
- Providing a sufficient number of interesting and stimulating activities.
- Being aware of interactions occurring in the classroom and redirecting inappropriate behaviors.
- Providing positive reinforcement for positive behaviors to promote children's recognition of expected behaviors.
- Giving advance notice of transition time.
- Management practices shall be used in order for a win win situation to occur.

The primary form of discipline used within the centre will be redirection. If this fails, we will sit

down with the child and talk to him/her and the child may be asked to sit at the toy table. Withholding food or special activities as a punishment will not be permitted. The use of corporal punishment, verbal, emotional, or physical punishment is not permitted by the Child Day Care Facilities Operator Standards.

CHILD ABUSE AND NEGLECT

Child abuse is a serious problem. Children have the right to live a life free from violence, free from abuse and neglect and they depend on others for their safety and well-being. Children have the same rights and freedom as adults, and are not responsible for the violence perpetrated against them. The protection and safety of children is everyone's concern. We are committed to protecting children and helping them grow.

The primary responsibility for ensuring the safety and well-being of children lies with each child's parents(s)/guardian(s)/caretaker(s). Children depend on their parents to love, nurture, and protect them. Parents have a duty to provide for their children's emotional and physical well-being, while also responsible for controlling and supervising their children. Others too have a special duty to help keep children safe. This includes professionals who care for children. **Therefore, it is our legal obligation to report any suspected cases of abuse, while respecting the fact that families have a right to the smallest invasion of their privacy. It is not our responsibility or intention to offer interpretation or explanation of our observations.**

Types of Abuse

Child abuse happens when someone or a certain situation threatens the development, security and survival of a child. According to the protocols in the *Child Victims of Abuse and Neglect*, many forms of abuse are criminal in nature. Child abuse can include sexual abuse, physical abuse, physical neglect, emotional maltreatment, and verbal abuse.

- **Sexual abuse:** refers to any sexual act involving a child and a parent, caretaker, any person in a position of trust, and or any other person.
- **Physical abuse:** refers to all actions resulting in non-accidental physical injury or harm.
- **Physical neglect:** refers to acts of omission by the parent/guardian/caretaker. This includes failure to provide for the child's basic needs and appropriate level of care with respect to food, clothing, shelter, health, hygiene, and safety.
- **Emotional maltreatment:** refers to both emotional abuse and emotional neglect of the child.
- **Verbal abuse:** is a kind of battering which doesn't leave evidence and it often is difficult to see because it doesn't leave visible scars. It involves name calling, yelling at or ignoring, put downs, blaming, criticizing, belittling, insulting, rejecting, or threatening with abandonment.

Reporting Child Abuse

The protection and best interest of children prevail over the interest of parents(s)/guardian(s)/caretaker(s), or families when cases of child abuse are reported or investigated. The first concern of both the police and the Child Protection Services is the protection of the child. As child care educators, we may find ourselves in a position where a child shows some indication of abuse or neglect. Legally, the Director and staff members have a responsibility of reporting any suspected cases of abuse. No proof of abuse is needed, only a

suspicion based on observations that have been made. When it is suspected by any staff that a child may have been neglected or abused, the matter shall be referred immediately to Child Protection Services of the Department of Education and Early Childhood Development and informed that a report of abuse has been filed.

The following information will be provided to the Child Protection Professional:

- Child's complete name, date of birth, and address
- Parent(s)/guardian(s)/Caretaker(s)' name and address
- Details of the suspected abuse or neglect
- The name of the person who identified the suspected abuse/neglect, their address, and phone number
- The name and address of the facility and the name of the Director

We cannot interview a child or contact the parent(s)/guardians(s)/caretaker(s).

PARENT INVOLVEMENT AND RESPONSIBILITIES

Parents are encouraged to visit the centre with their child, at least once, prior to enrollment. Where this is not possible, parents need to arrive early on the first day to ensure their child is comfortable emotionally and to complete the admission package and child profile that are both required to meet the Provincial Standards.

Little Treasures invites the active participation of all parents as an integral and essential part of the ongoing care of their children. Parents are invited to join our Parent Committee. Parents are also welcomed to spend time at the centre and volunteer to assist with activities at the centre, such as regular fund raising, annual Christmas concert, activities, and outings.

Parents are advised to check the white board and parent's bulletin board for information. The emergency contact list, daily schedule, the weekly menu, fire and health inspection, and our license are posted in the entry way. Parents are also advised to read the white boards daily (in the hallway) to be updated on your child's daily activities.

Parents are encouraged to attend parent/teacher meetings to discuss their child's progress. If more time is required or more specific problems are encountered, parents are invited to call the Director and make an appointment. The parents may also be contacted by the Director of Early Learning Services to discuss a particular problem their child may be experiencing in the program.

Parents are also responsible to read and keep themselves informed on the Illness Exclusion Policy and must follow this policy.

Parents are asked to park their car in the parking lot and never leave their vehicle running. This presents a health and safety risk for children and parents.

We believe, as parents, you are the primary educators of your children. It is our role as teachers to support and facilitate the development and education of your child. We need your input and value your suggestions and observations. You are the expert when it comes to knowing your

child, we appreciate your perceptions, feelings, and observations about your child. We encourage you to become actively involved in your child's education. We encourage parents to be involved with our program and feel free to come in and visit at any time. It gives you an opportunity to see your child learning new things every day.

Parents are partners in providing the highest quality care for their children. Parents are responsible to read all of the centre's policies and abide by them. Parents should not expect the staff or Director to make exceptions to the policies. Parent's talents and suggestions enrich our program. Please discuss with the staff if you can play an active role in your child's life while at our centre. Some examples are:

- Donation of toys, games, and craft supplies
- Contribution and/or support towards special events
- Help with annual fix-up day
- Give suggestions for improvement of the program, fund raising ideas, and overall improvement
- Helping with supervision at special events
- To enhance our program by continuing the communication with your child at home about his/her day at the centre

EMERGENCY CONTACT LIST

Quality Assurance Monitor..... See parent board in entrance
Director of Early Learning Services: Michelle LeBlanc 506-387-8044
Assistant Director of Early Learning Services: Jennifer Wells 506-387-8044
Administration Office: Julie Seely..... 506-858-0949, ext. 103
Executive Director: Ashton Beardsworth 506-858-0949, ext. 105

The Board of Director's President changes every 2 years; therefore, please check the parent information board for the most current President (on the board in entry way).

SOME SPECIAL TECHNIQUES FOR GOOD DISCIPLINE

Discipline and punishment is not the same thing. When we talk about discipline, we are referring to guidance which helps the child to control his/her own actions. Discipline is a positive approach, which teaches children self-direction. The goal of discipline is to encourage children to learn to direct their own behavior. All behaviors have a meaning, whatever the child does is his/her way of getting what he/she needs: attention, warmth, love, comfort, food, or sleep.

- Limits should be stated kindly but firmly. Let the child know there are limits in what he/she is permitted to do and that the adults will hold him to these limits (mean what you say and be prepared to carry through on it).
- Be sure that the standards you are setting are within the child's abilities.
- A child should not be punished for not liking limits. The adults should understand that the child will be unhappy and somewhat resentful about some restrictions.
- Consider temperament and the uniqueness of each child. Different children will respond

widely to different situations. Some have a very low tolerance of frustration.

- Whenever possible, give a reasonable explanation to a child for doing something, but to avoid justifying or arguing. Speak in a pleasant voice kneeling at the child's level.
- Be positive; give the child a few real choices. When there is no choice, tell the child what to do rather than what not to do. Speak in a pleasant voice kneeling at the child's level.
- Be matter of fact. Take compliance for granted, for example, we will do this. Don't give the child a choice if you are not willing to let him/her have a choice.
- Before making a request or giving direction, be sure you have the child's attention. Be sure he/she understands what is meant. Give abrupt commands only in an emergency.
- If time out is necessary, it should be for a few minutes only and then you should speak to the child again and let him/her rejoin the group or redirect his/her play.
- Use suggestions rather than commands. The most effective ones are positive, unhurried, specific, and encouraging.
- If commands must be used, give as few as possible. Too many commands confuse and irritate a child. Be sure all commands are reasonable and important, then ensure they are carried out.
- Let the child know it is alright to show his/her feelings. At the same time, be sure he/she understands you will not allow him/her to hurt himself, hurt others or break things.
- Forced compliance is never as effective as happy cooperation.
- Threats are seldom effective. They invite testing.
- Be aware of how long children can sit, and how much movement and various activities they require. Remember that children can be counted on to act their age.
- Provide opportunities for children to be involved in indoor and outdoor play. Children need plenty of opportunities to be active, but they also need an even balance of quiet activities.
- Take advantage of special situations and children's ideas whenever possible. A program that remains flexible will prevent many problems.
- A child's sense of time is very different from that of an adult. Children need large blocks of time in which they can move freely towards self-directed tasks.
- Don't do for a child what they can do for themselves.

These are just a few practical techniques of good discipline which we hope will serve you well when having issues with your child.

Thank you for helping us to maintain a healthy environment for all the children in our Centre.
Moncton Boys and Girls Club Inc. & Little Treasures Child Care Centre.

PRIVACY POLICIES

Approved March 10, 2004 by the Board of Directors of Moncton Boys & Girls Club Inc.

Our commitment

The Moncton Boys & Girls Club Inc. is committed to protecting the privacy of the personal information of its **employees, members, donors and other stakeholders**. The Moncton Boys & Girls Club Inc. values the trust of those we deal with, and of the public, and recognizes that maintaining this trust requires that we be transparent and accountable in how we treat the information that you choose to share with us.

During the course of our various projects and activities, the Moncton Boys & Girls Club Inc. occasionally gathers and uses personal information. Anyone from whom we collect such information should expect that it will be carefully protected and that any use of or other dealing with this information is subject to consent. Our privacy practices are designed to achieve this.

Defining personal information

Personal information is any information that can be used to distinguish, identify or contact a specific individual. This information can include an individual's opinions or beliefs, as well as facts about, or related to, the individual. Examples of personal information include SIN #, age, marital status, and language. Exceptions: business contact information and certain publicly available information, such as names, addresses and telephone numbers as published in telephone directories, are not considered personal information

Where an individual uses his or her home contact information as business contact information as well, the Moncton Boys & Girls Club Inc. considers that the contact information provided is business contact information, and is not therefore subject to protection as personal information.

Privacy practices

Personal information gathered by the Moncton Boys & Girls Club Inc. is kept in confidence. The Moncton Boys & Girls Club Inc. personnel are authorized to access personal information based only on their need to deal with the information for the reason(s) for which it was obtained.

Safeguards are in place to ensure that the information is not disclosed or shared more widely than is necessary to achieve the purpose for which it was gathered. We also take measures to ensure the integrity of this information is maintained and to prevent its being lost or destroyed.

We collect, use and disclose personal information only for purposes that a reasonable person would consider appropriate in light of the circumstances.

Updating of privacy policy

The Moncton Boys & Girls Club Inc. is regularly reviewing its privacy practices for its various activities. Any revisions to the policy will be made available at our location at 15 Everett Street.

Contact information

Question, concerns or complaints relating to the Moncton Boys & Girls Club Inc. privacy policy on the treatment of personal information should be e-mailed to our Privacy Officer, at admin@bgcmoncton.com.

Further information on privacy and your rights in regard to your personal information may be found on the website of the Privacy Commissioner of Canada at www.privcom.gc.ca/

In accordance with the “***Privacy Policy***” of the Moncton Boys & Girls Club Inc. it is mandatory that we make available this information to you.