

Reaching for Rainbows
Child Development Centre
“Helping every child reach a rainbow”



REACHING FOR RAINBOWS

Child Development Centre

***A Family's Guide to the services of the
Reaching for Rainbows Child
Development Centre***

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WELCOME TO REACHING FOR RAINBOWS CHILD DEVELOPMENT CENTRE

Choosing an Early Learning and Childcare Centre that meets the unique needs of your child and your family is a tremendous responsibility. It is important that you agree with the philosophies and policies, as defined in our centre's family 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.

Ask 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 childhood years. Although some children adjust very well to change, frequent changes in a child's routine and childcare placement can be disruptive and detrimental to their development of trusting, long-lasting relationships.

Every Early Learning and Childcare Centre, licensed through the Department of Education and Early Childhood Development New Brunswick, has access to information to share with families regarding many different programs. Please don't hesitate to ask your child's educator(s) for information on any aspects of our programs, along with community and government programs pertinent to children and families. If we don't know the answers to your questions, we will certainly do our best to find the answer for you.

The Reaching for Rainbows Child Development Centre is owned by Allan Carson and directed by Danica Carson. The centre was opened in February, 2003 and offers early learning and childcare programs for, up to, 54 children from birth to five years old and an after-school program for up to 30 children from five to twelve years old. Our early learning programs offer learning opportunities and inclusive environments based on the New Brunswick Curriculum Framework for Early Learning and Childcare, as mandated by the Department of Education and Early Childhood Development.

Reaching for Rainbows' programs are geared toward meeting the needs of children by meeting the needs of families. At Reaching for Rainbows, we take the expression "it takes a village to raise a child" very seriously and we strive to encourage, support and empower families by working collaboratively and supportively with families to provide the best and highest quality care and early learning environment for *all* children.

Every early childhood professional employed at Reaching for Rainbows is chosen with the highest standard of care to find only individuals with the utmost respect and understanding of the unique needs of individual children and families. We make every effort to hire experienced early childhood educators who have completed, or are taking courses, in Early Childhood Education. In addition, we are dedicated to professional development and continuous quality improvement. We attend, whenever possible, various conferences and seminars, which facilitate our ability to maintain and continually improve the quality of programs offered to our children and families.

Reaching for Rainbows also acts as an example for early childhood professionals in training through cooperative education programs of various educational organizations.

PROGRAM DESCRIPTIONS

Infant Program

This program provides a safe, warm and loving environment for children from birth to 15 months. Our daily routine is based almost entirely on the children's schedules for sleeping, eating and playing. Simple circle times, games and both indoor and outdoor activities are incorporated into our routine whenever the opportunity presents itself and are based on the New Brunswick Curriculum Framework for Early Learning and Child Care. Daily strolls and outside play is planned, for fresh air and sightseeing,

Junior Toddler Program

This program provides a little more structure, in a safe, warm and loving environment, for children 15 to 24 months. Our daily routine includes circle times, tabletop games and daily walks/strolls for fresh air and gross motor development. Our focus is on development of social concepts (i.e. sharing & caring) and basic concepts of color and shape recognition. Songs, finger-plays and stories facilitate language and vocabulary development and all activities and program plans are based on the New Brunswick Curriculum Framework for Early Learning and Child Care.



Senior Toddler Program

Again, a little more structured, this program provides a safe, warm and loving environment for children 2 to 3 years old to grow and learn in. All of the same program components are offered here, with the addition of toilet teaching and a little more developmentally advanced activities, games and "lessons", all of which are based on the New Brunswick Curriculum Framework for Early Learning and Child Care.

Junior & Senior Pre-School Programs

These programs provide developmentally appropriate programs of child lead and child's choice activities for learning in a safe, warm and loving atmosphere.

Program planning is based on a play-based philosophy within a program developed with learning in mind; all principles of the New Brunswick Curriculum Framework for Early Learning and Child Care. Outings and field trips extend the child's learning by incorporating further opportunities for "learning by doing".



After-School Program

This program provides a place for children to relax and unwind after a full day at school. Structured activities, games and outings are offered and participation is encouraged, but is not mandatory. Bilingual assistance with homework is available while alternatives are offered for children who do their homework at home. Children are offered developmentally appropriate choices for supervised activities in a relaxing, fun and respectful environment.

MISSION STATEMENT

The Reaching for Rainbows Child Development Centre provides a warm, nurturing, safe and inclusive learning environment for children from birth to twelve years of age. Our programs are delivered in English and are based on the New Brunswick Curriculum Framework for Early Learning and Child Care. Every child and family, is supported and empowered in their growth and development with unique, exciting, challenging and developmentally appropriate programs developed to enhance and promote child and family strength and growth.

REACHING FOR RAINBOWS CHILD DEVELOPMENT CENTRE - PROGRAM PHILOSOPHY

Every child is encouraged to strive to meet his or her maximum potential, through exploration and interaction with early childhood educators, materials and other children. Opportunities for development in areas of physical, cognitive, and socio-emotional growth are promoted in order to enhance each child's awareness of his/her unique abilities and to foster a sense of self-efficacy.

All children are treated with respect, trust and honesty, in order to promote their own development of these values toward others. They learn to treat one another with respect and form trusting relationships with the people in their environments. Children are provided with opportunities to explore and learn about the world around them, including the various cultures that make up our world. Most importantly, children are given opportunities to learn about themselves and others. Through these interactions, children are encouraged to develop a positive self-image and feel good about their abilities. Overall, our program philosophy includes a variety of goals, both short and long term:

Short Term Goals

- ◆ To provide children with a healthy environment, which promotes the optimal physical, cognitive, social and emotional development of all children
- ◆ To provide quality and nutritious meals and snacks which will promote healthy development
- ◆ To provide an atmosphere from which the children can depart, each day, with a better sense of self-awareness and an appropriate level of self-control
- ◆ To develop and maintain positive and respectful relationships with all of the children and their early childhood educators

Long Term Goals

All of the activities, programs and general interactions planned at Reaching for Rainbows will facilitate and provide opportunities for each child to:

- ◆ Develop a strong sense of self-awareness and self-efficacy which will promote the development of self-confidence and a positive self-image
- ◆ Develop social responsiveness and the potential to form lasting, positive relationships with others
- ◆ Develop stable and enduring relationships with the consistent people in his/her life, including her/his early childhood educators, family and friends
- ◆ Develop an appropriate level of curiosity and enthusiasm to explore his/her surroundings in a safe and respectful manner
- ◆ Develop the ability to effectively communicate her/his needs and desires in a socially acceptable manner
- ◆ Develop an awareness of him/herself and others as separate individuals, with distinct thoughts, needs and abilities; and develop respect for both him/herself and others' differences

REGISTRATION REQUIREMENTS

Once you have visited the center, met with our director and decided to register your child at Reaching for Rainbows, you will be asked to complete and return a number of registration forms. Licensed Early Learning and Childcare Centres in New Brunswick are mandated by the Department of Education and Early Childhood Development to maintain a file, containing the following information, for every child registered.

The following forms and/or documents must be completed entirely and returned before your child begins attending the center:

1. Child Profile Form, containing, at minimum, the following information:
 - your child's name, address, date of birth, Medicare number and expiry date
 - the name, address and telephone number of your family physician
 - parent(s) names and means of contact (i.e. telephone numbers, e-mail address)
 - the names and contact information of two (2) emergency contacts (must be someone who could pick your child up, within one (1) hour of contact, in an emergency)
2. Acknowledgement of receipt of Parent Handbook and acceptance of terms therein.
3. Acknowledgement of receipt of Reaching for Rainbows Child Development Centre's Inclusion Policy for Children and Families, Supporting All Children: Our Practices and the Inclusion Program Support Guide and acceptance of the terms therein.
4. 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, you must sign an exemption form for his/her file. Exemption forms are available from the director.
5. Consent for Photography and Display of Photographs
6. Consent for Period of Sleep Extending beyond 2 Hours (for children under 2 years old)
7. Consent for Emergency Care and Transportation
8. Consent for Walking Outings off the Premises
9. Acknowledgement and acceptance of Protocols for Administration of Acetaminophen
10. Consent for Release of the Child into the Care of Someone Other than the Parent
11. Consent for Application of Sunscreen

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

DAILY CHILD REQUIREMENTS

Please ensure that your child has the following items, clearly marked with the child's name and left at the center, at all times. Soiled clothing etc. should be replaced immediately:

- Your preferred over-the-counter medications for use if your child develops a fever or allergic reaction etc. (i.e. Tylenol, Tempra, Benadryl, Orajel etc.)
- Non-slip soled sneakers/footwear for indoor use (Crocs and rubber soled slippers are fine).
- Box/package of diapers, wipes and applicable cream (if required)
- Appropriate outdoor clothing (according to season) (i.e. Splash/Snow pants, mittens, hats, swimsuits, etc.)
- Soft security/comfort items (if your child has a rest/sleep period). (i.e. blankets, small pillows, stuffed toy etc.)
- Weather appropriate footwear (i.e. sneakers, rubber boots, winter boots, etc.)

* Please ensure your child's personal belongings are labelled to prevent loss.

PERSONAL BELONGINGS

Each child will be provided with space to keep his or her personal belongings in during his/her attendance at the centre.

The following clothing guidelines are in place to respect the health, hygiene, personal and cultural beliefs of all families using our centre. Please, also keep in mind that the Child Daycare Facilities Operating Standards require all children in attendance to be provided with 2 hours of outdoor play per day. Consequently, we play outside in all weather conditions (except *extreme* cold or heat).

- It is recommended that children be dressed in comfortable casual clothing that allows freedom of movement and freedom to paint, paste and play outside, without fear of upset should clothing become soiled, wet or dirty.
- Each child **MUST** have a full change of clothing (**including socks and underwear**) in his/her cubby, at all times (if your child is, currently, learning to toilet independently please send several complete changes). If you take home the spare clothes to be washed, please remember to return them the following day. Even if your child is over three and toileting independently - accidents still happen - a glass of milk may spill on him, she may fall down in a puddle etc.
- Spaghetti strap and strapless tops are **discouraged** as they increase the risk of sun exposure and are often disruptive to children's play (tops slipping off shoulder or down the chest).

PARENT PARTICIPATION

We encourage parents to take as active a role in our programs as they feel comfortable taking. There are a number of ways in which parents can become involved in our programs; some of which are listed below. We are always welcome to suggestions and ideas, however, so please feel free to suggest ways that you may feel able to help out with the program.

- By offering your services as a guest speaker for the children on any topic in which you may possess knowledge or expertise
- By volunteering to come along on outings for increased supervision
- Attending parties and special events or offering your services, helping out with refreshments
- By making donations/contributions for special events
- By participating in fundraising projects
- By serving on committees, as required from time to time (i.e. strategic planning committee)
- By volunteering to help out with "maintenance" projects that arise, from time to time, such as painting, floor finishing etc.
- By contributing to our programs through donations of art supplies or toys that your child(ren) no longer play with
- Please feel free to drop in at any time to visit with your child and his/her teachers

BIRTHDAYS & OTHER SPECIAL DAYS

Our early childhood educators enjoy making your child's birthday a special day at Reaching for Rainbows. If you wish to help us plan for this occasion, please let us know of your intentions. We usually plan for a special snack on the afternoon of a child's birthday. If you are unable to provide a special snack (i.e. cake, muffins, cookies or fruit), please let us know, in advance, so that we can arrange the snack from our kitchen. Parents are encouraged to participate with us in their child's special day. Please let us know if you'll be sharing snack with us so that we'll prepare enough food.

Reaching for Rainbows is an interracial and non-sectarian child development centre. We wish to promote each child's acquisition of knowledge and understanding concerning his/her culture and society. If there are any special days that your family recognizes and are willing to share with us, please bring this valuable information to your child's teacher's attention. We are also interested in

any special routines, clothing, books, or other items pertaining to the celebration/recognition of these special days that may be of interest to the early childhood educators and the children.

ARRIVAL AND DEPARTURE

To ensure the children's safety and facilitate daily communication between parents and early childhood educators, we ask that a parent accompany his/her child to the child's classroom each day, upon arrival at the centre. While parents may be tempted, by times, to "sneak" away from a child having difficulty separating from Mom or Dad, in the interest of developing trusting relationships, we ask that parents do NOT sneak away without saying goodbye.

At Reaching for Rainbows we maintain an "open door policy"; families are welcome to drop in at any time during our program hours and our educators are happy to meet with you regarding any aspect of your child's attendance at Reaching for Rainbows. We do request, however, that if you would like to speak with one of your child's educators about more than just the "everyday communications", you request an appointment. The reason for this request is to ensure the educator's ability to maintain her/his focus on the children during program hours. Long conversations, during drop off and pick-up times, take the educator's attention from the children and is disruptive to the program.

You **must** inform your child's early childhood educators if anyone other than yourself will be picking up your child. No child will be released to a person, other than the child's parents/guardians, unless written authorization has been given prior to the occasion.

In fairness to your child and his/her early childhood educators, we ask you to pick up your child on time. If you know that you may be later than usual, please notify us as soon as possible so that your child and his/her early childhood educators will be "prepared" for your delayed arrival.

A late fee of \$ 5.00 will be charged for any portion of a fifteen-minute period past 5:30 p.m. This money is to be paid directly to the early childhood educator who has been delayed.

No child will be released from Reaching for Rainbows to a parent/guardian who appears to be under the influence of alcohol or drugs. Although this would present a very uncomfortable situation for, both parents and staff, the greatest priority is for the child's safety and well-being. It would be much preferred if we were not put in this position.

Professionals, our staff will take the following steps when a parent or guardian appears unable to safely accompany his/her child from the centre:

- Call the child's other parent or a person listed as an emergency contact
- Call the RCMP if the parent becomes belligerent, abusive or loses control
- Call the RCMP to alert them if the parent has taken the child despite the early childhood educator's concern

FAMILY COMMUNICATION

There is a family information centre located in the front entryway. Licensing and program information is always available, here, as is information referring to child development (i.e. toilet teaching, handling tantrums, separation anxiety, promoting independence etc.). Notices will be posted here regarding contacts at the Department of Education and Early Childhood Development, as well as other information on community awareness, upcoming events and meetings. Take a look to keep up on what's new!

A monthly newsletter is circulated at the beginning of each month and will be sent via e-mail. Should you wish to have a hard copy, please advise us and we'll send one home with your child. Memos and articles of interest will also, from time to time, be sent home in this manner. Newsletters will contain information of interest to all parents as well as, from time to time, requests or concerns, which will require your assistance or cooperation. Should you wish to share ideas, concerns or suggestions, please drop into the office, talk to one of your child's teachers or drop a note into the suggestion box. You may also communicate with the director via telephone, text, FB Messenger, HiMama or e-mail.

A daily information sheet will be maintained on various issues relating to your child's day, including his/her toileting and eating habits as well as his/her daily routine and any information that your child's early childhood educators feel you should know. This information will be sent to you via the HiMama app, each evening by 6:00 p.m., or shortly thereafter.

Classroom Information Centres are located beside or across the hall from each classroom's doorway and contain information pertaining to your child's daily routine. Daily schedules, weekly and/or monthly programs, as well as notices regarding upcoming events or outings will be posted there as well.

It is to your advantage to be aware of this information, so please take a moment, each day, to check the HiMama app and read any newsletters, memos or parent notices sent via e-mail.

FAMILY-EDUCATOR EVENINGS

In November and May of each year, parents will be invited and encouraged to attend a parent-teacher night; planned to provide parents an opportunity to discuss their child's progress, address questions, concerns and plans for the future, in a more relaxed environment than what is often available on a daily basis during drop off and pick up times. If at any other time, you wish to discuss concerns, ask questions or discuss, in general, your child's progress, please do not hesitate to talk to Danica or make arrangements with your child's early childhood educators for a mutually convenient time to meet.

QUIET TIME

All children staying at the centre for a full day are required to participate in a quiet time during which they may or may not actually sleep. We recommend that you send a blanket or other 'comfort item' to the centre to help your child feel secure during rest time.

Children who do not sleep during rest time will be offered quiet activities to keep them occupied while still providing a "down-time" for each child to rest.

FIELD TRIPS AND OUTINGS

Field trips are an essential part of a stimulating educational child development program. Field trips are generally conducted on a weekly basis. Daily excursions are part of our outdoor/gross motor activities. They help us become familiar with our neighbourhood and the environment in which we live. Many of these excursions are walking tours; making observations on the way - looking at houses, trees, flowers, vehicles etc. Field trips; however, require more planning and we feel they are an important part of our program; they are a special part of the child's week. You will be notified, in advance, of these outings, which might include a visit to the fire station, a visit to the zoo, skating or bowling, etc. It is important that you help us to make these days enjoyable for your child by ensuring that your child arrives on time and is well rested. If you can offer your assistance, in any way, please let us know.

TRANSPORTATION

Transportation is available for morning drop off at school and afternoon pick up from school for students attending Claude D. Taylor, Frank L. Bowser, Riverview East and West Riverview elementary schools, as well as Riverview Middle School. Transportation is provided in the centre's fifteen passenger Ford Transit van, with the use of CSA approved five point harness car seats or booster seats for all children under 9 years old, under 79 pounds **and** under 4 feet, 9 inches (57 inches).

NUTRITIONAL REQUIREMENTS AND MENU PLANNING

All snacks and meals, served at Reaching for Rainbows, have been carefully planned and coordinated in accordance with the Canada Food Guide and meets requirements as set in the Operator Manual for Full-time and Part-time Early Learning and Childcare Centres. Each family will receive a copy of our four-week cyclic menu upon registration. A copy of the menu will also be posted on information bulletin boards throughout the centre, for your convenience.

On occasion, substitutions may be made to the original daily menu plan; however, be assured that the daily recommended servings of each food group will still be met. For young children, not yet eating solid foods, the option will be available to parents to send your own meals or have our cook purée, whenever possible, items from our daily menu.

Parents, whose children require a vegetarian, diabetic or otherwise "special" diet, should notify the director upon registration to allow for arrangements to be made.

Please disregard the following as we do not, currently have any children registered with nut or peanut allergies. Should a child with these allergies be registered you will be notified and notices will be posted at the entrance.

Due to the high, and continually increasing, incidence of nut and peanut allergies, Reaching for Rainbows has adopted a "**NUT FREE**" policy. We do not prepare or serve any meals or snacks containing nuts or peanuts; nor do we permit these foods at the centre. Please remember that this policy, in particular, may hold "life and death" consequences and abstain from sending foods or products containing nuts or peanuts to the centre with your child.

NATURE FRIENDLY LEARNING ENVIRONMENT

At Reaching for Rainbows, we believe that children benefit from being exposed to and taking responsibility for other living things. This is why you'll find plants and/or garden beds in our program areas and outdoor play area. You may also find that, with the changing seasons, we have a variety of other living creatures growing or living amongst us, as a part of our learning environment. In the late spring and early summer, you'll often see chicken and/or goose eggs incubating in one of the program areas. Perhaps you'll see a "swampy looking" aquarium...if so, look for the frogs' eggs nestled in the vegetation, or maybe you'll see the tadpoles have already hatched. If the water level is low and there are rocks and vegetation above the water line, look for tadpoles with legs or full-grown frogs. Also, in late spring and early summer, you may see a netted or glass terrarium with vegetation inside.

Depending on the stage of their metamorphosis, you'll see pupa or larva dangling from the top back of the terrarium. If they've already metamorphosed, you'll be able to observe the adult butterflies for a couple of days before we release them. At any other point in the spring, summer and early autumn, you can expect to find observation stations, throughout the centre, within which the children have "caught" one kind of insect or another. We also, sometimes, have a colony of ants demonstrating their initiative, industriousness and ingenuity on the ant farm.

REACHING FOR RAINBOWS' COMMUNITY LIAISON

At Reaching for Rainbows, we take advantage of every opportunity, presented by individuals, business and community organizations, to involve the children in community events and learning opportunities. We utilize a variety of community resources in program planning for outings and guest speakers etc. For instance, programs often include visits to or from the following organizations and businesses:

Riverview Fire and Rescue
The Greater Moncton RCMP
Poison Control
Canadian Red Cross
The Magnetic Hill Zoo

The Moncton Hospital
The Riverview Library
The Riverview Aquatic Center
CEPS Pool
Beauséjour Gymnastics Club...and many others

POLICIES AND REGULATIONS

PAYMENTS AND FEES

Fees are subject to change, based on an annual review. Parents will be given no less than four weeks' notice of intent to increase fees. Current fees are provided in Appendix A, on page 19 of the handbook.

A registration fee of \$ 25.00 is due upon registration at Reaching for Rainbows. This fee covers the administrative costs of registering a child, as well as the cost of orientation visits. This fee also acts as a non-refundable "down payment" to hold a spot for your child.

Payment will be accepted via HiMama based on weekly or bi-weekly invoices. Payments may also be made via cash, e-transfer (to reachingforrainbows@outlook.com) or by cheque, payable to Reaching for Rainbows and may be made on a weekly, bi-weekly or monthly basis. It is requested, however, that payment be made in advance of the service. Therefore, weekly fees will be dated for the Monday of each week and will be payment for that week of care. Bi-weekly payments may reflect one week behind and one week ahead, and monthly payments may reflect two weeks behind and two weeks ahead. Each family should drop off post-dated cheques in three month "bundles", when paying by cheque. You will be reminded when your last cheque is cashed and asked to drop off the next three-month supply.

Should your account be in arrears for a period of more than one week, a service charge of \$10.00 per week will be added to your account. Non-payment of fees, however, will be tolerated for no more than three weeks and will be cause for immediate termination of services. Outstanding balances owed upon termination of services will be sent to collection and/or filed with small claims court, should arrangements not be made for payment of said outstanding balance.

Payments returned for any reason, will be subject to a service charge of \$20.00. Families having more than two payments returned, for any reason, will be required, thereafter, to submit payment by cash, e-transfer or money order.

Receipts for each cash payment will be issued at time of payment; however, receipts will only be issued for payments made by cheque or e-transfer, if specifically requested. An annual total receipt will be issued, before the end of February for income tax purposes.

Parents are advised to retain the receipts issued for each individual payment for income tax purposes. Should your family be randomly chosen for audit, Revenue Canada may request to see each individual receipt being claimed, as well as the annual total income tax receipt. If you have paid by e-transfer or cheque and get asked for the individual payment receipts, just let me know and I will supply them in your preferred format (hard copies or electronically).

Please keep the centre updated on address changes if your child no longer attends the centre. Year end receipts will be mailed to the most recent address we have on file.

TWO WEEK NOTICE OF DEPARTURE

All families are required to provide two weeks' notice before removing their child from the program. Should notice not be provided, payment shall be made in lieu of notice. Due to long waiting lists, however, we ask that you please give as much notice as possible.

PARENT FEE REDUCTION SUBSIDY

As part of the commitment under the Canada-wide Early Learning and Child Care Agreements, parents are seeing an approximate 50% decrease in their child care fees due to the Parent Fee Reduction Subsidy. This subsidy is administered directly to the early learning centre and, in our case, has reduced rates from \$37.00 per day to \$21.00 for infants from birth to two years old, from \$32.90 per day to \$18.00 for 2 year olds and from \$31.80 per day to \$18.00 for preschoolers from 3 to 5 years old. Once you've registered at Reaching for Rainbows Child Development Centre, the director will send you an "enrollment offer", via e-mail. When you receive the enrollment offer, just follow the simple directions to enroll your child(ren) in this program. Once you've enrolled, your child will automatically be eligible under the Parent Fee Reduction Subsidy.

FINANCIAL ASSISTANCE

Financial assistance is available through funds from the Department of Social Development and the Department of Education and Early Childhood Development, to parents/guardians who qualify. You can find out more information about the Parent Subsidy Program, online at https://www2.gnb.ca/content/gnb/en/departments/education/services/services_renderer.201480.Designated_Centre%E2%80%94Parent_Subsidy_Program.html or the Daycare Assistance Program at https://www2.gnb.ca/content/gnb/en/services/services_renderer.14136.html or by calling the Social Development office at 1-866-426-5191. After choosing your language of preference, press "2" to "apply for income assistance"; when an operator takes your call, you'll just need to inform her/him that you're calling regarding the daycare assistance program. You do NOT need to be on income assistance to be eligible for the daycare assistance program.

HOURS OF OPERATION

The Reaching for Rainbows Child Development Centre is open from 6:45 a.m. to 5:30 p.m., Monday through Friday, year-round.

STATUTORY HOLIDAYS

Reaching for Rainbows will be closed on all holidays, including:

New Year's Day	Canada Day	Thanksgiving
Family Day	New Brunswick Day	Remembrance Day
Good Friday	Labour Day	Christmas Day, and
Easter Monday	National Day for Truth	Boxing Day
Victoria Day	and Reconciliation	

Regular fees, for these days, are included in the applicable weekly rate.

STORM DAYS

In the case of severe weather (i.e. heavy snowfall, icy roads and severe wind storms) we ask parents to notify the centre, as early as possible, if your child will not be attending or will be arriving late. This information will enable us to arrange our staffing requirements, accordingly.

Should severe weather conditions necessitate delayed opening or centre closure, radio announcements will be made as early as possible in the morning. Parents will also be notified via e-mail, the HiMama app and on applicable classroom group chats. A decision will be made on centre closure by 6:30 a.m. Should severe weather necessitate mid-day closure, an announcement will be made on the radio and parents will be contacted and asked to arrange for pick-up of their child as soon as possible.

CLOSURE FOR ANNUAL PROFESSIONAL DEVELOPMENT DAY

As part of our commitment to lifelong learning and on-going continuous quality improvement, all staff members at Reaching for Rainbows participate in numerous conferences and professional development opportunities throughout the year. For the most part, these opportunities occur on weekends and evenings and require that our staff sacrifice their own time, for themselves and from their families, in order to attend. One day per year, however, PiCS (Professionalism in the Child Care Sector) our local committee responsible for professional development of educators in participating Greater Moncton centres, hosts a professional development day on a weekday that will require the closure of centres for that day.

Regular fees, for this day, are included in the applicable weekly rate and notification will be given to parents, no less than 4 weeks, prior to the applicable date.

VACATION AND ABSENCES

Our centre is licensed by the Department of Education and Early Childhood Development. Based on regulations, as defined in the Operator Manual for Full-time and Part-time Early Learning and Childcare Centres, each licensed early learning and childcare facility is registered for a given number of child "spaces". Essentially, when you register your child at Reaching for Rainbows, you are renting a "space". That space belongs to your child and may not be given to another until your child is no longer attending the centre. You are, therefore, financially responsible for that space for every day/week of your child's registration, regardless of his/her attendance. If your child is unable to attend the centre due to illness, vacation or a spur of the moment visit from Grandma, you are still responsible to pay regular weekly/daily childcare fees.

INCLUSION POLICY

Reaching for Rainbows offers all of our programs in a quality inclusive environment where all children are valued and their individual personalities, qualities and strengths are recognized and celebrated. At Reaching for Rainbows, all children have access to the same programs, the same levels of attendance and participation and we make every effort to provide necessary modifications and adaptations to support all children to experience full, meaningful participation in all aspects of our programs. Please note, our complete inclusion policy is available in appendix B, as an extension of this family handbook, in hard copy in the main entrance to the centre or electronically on our website, at reachingforrainbows.ca or via email, by request.

HEALTH & WELLNESS Standards & Regulations

CHILD ILLNESS

The general health and safety of every child enrolled at Reaching for Rainbows is of great importance to all of us. We, therefore, must ensure that exposure to communicable illness, so easily spread in early childhood settings, be minimized. To do so, the following policies have been set in place and it is necessary that parents have alternative care arrangements for their child in the event he/she is unable to attend the centre due to illness.

According to the regulations, as defined in the Operator Manual for Full-time and Part-time Early Learning and Childcare Centres, "an operator of a licensed facility shall require a parent or guardian of a child receiving services at the licensed facility to

- (a) notify the licensed facility if the child will be absent, and
- (b) indicate whether the absence is due to illness or otherwise.

If a child is ill while receiving services at a licensed facility, an operator shall

- (a) provide supervised care to the child in an area separate from the other children
- (b) notify the child's parent or guardian and require that the child be picked up within one hour of notification, and
- (c) obtain the necessary medical assistance, if required.

If a child has or may be affected by a disease, that is required to be reported under the *Public Health Act* and the regulations under that Act by the operator of a licensed facility, the operator shall

- (a) complete the forms provided by the Minister, and
- (c) inform all parents or guardians, of the children, that a child has or may be affected by the disease." (Section 11: Health - Management of Illness, Operator Manual for Full-time and Part-time Early Learning and Childcare Centres, 2018).

NOTE: We ask that you **please** keep your child home if he/she shows any of the following symptoms of communicable illness:

- | | | | |
|--------------------|---------------|-------------------------|-----------------|
| * Diarrhea | * Headache | * Heavy nasal discharge | * Fever |
| * Persistent cough | * Sore throat | * Abdominal pain | * Reddened eyes |

Unfortunately, it does sometimes happen that a child does not show any of the previously mentioned symptoms and therefore may attend the centre, exposing other children to a communicable illness. If you do find out that your child has a communicable illness and may have attended the centre during its incubation period, please contact us immediately so that we may notify other parents that their child(ren) may have been exposed.

In January 2020, the Department of Health, Office of the Chief Medical Officer of Health in collaboration with the Department of Education and Early Childhood Development issued the *Guidelines for the Prevention and Control of Communicable Diseases in Early Learning and Childcare (ELC) Facilities*. This guide has preventative procedures to ensure the health of all children and staff. Appendix B, titled *New Brunswick Guide for Exclusion of Children in Early Learning and Childcare Facilities* will explain the policies and exclusion time frames.

If your child has been isolated from the centre due to illness, he/she may return to the centre only after the fever or other symptoms of illness have subsided.

CONTAGIOUS ILLNESSES

To help us maintain a healthy environment for all children, you must keep your child home if they show any of the following symptoms:

1. **Diarrhea** - Your child should not return to the centre until free of watery loose stools for 48 hours.
2. **Vomiting** - Your child should not return until vomiting has stopped for 24 hours.
3. **Fever/Temperature** - When your child's temperature is above 38.5 degrees he/she is considered to have a fever. We require children stay home when they present with a fever in combination with another symptom of illness.
4. **Head Lice** - Your child must be absent until 1st treatment is complete and there is no evidence of live lice/nits.
5. **Pink Eye** - Your child must see a doctor for prescribed medication and be absent until 24 hours after treatment has commenced and discharge ceased.

Please refer to Exclusion chart for more detailed lists of contagious illnesses and symptoms in the attachments.

ADMINISTRATION OF MEDICATION

Staff of Reaching for Rainbows Child Development Centre will administer both prescription and non-prescription medications to children in accordance with provincial licensing regulations, under the *Early Childhood Services Act*. Parents are expected to provide the following:

Prescription Medication

1. Signed authorization on the Administration of Medication Record including the dosage and times a prescription drug is to be administered.
2. Medication in the original container, clearly labelled with the child's name, name of the medication, the dosage, the date of purchase and instructions for storage and administration.

Parents must complete, sign and date the Medication authorization forms each time medication is to be administered.

All medications must be given to Reaching for Rainbow's staff and NOT left in back packs or cubbies.

ADMINISTRATION OF ACETAMINOPHEN

1. Staff of Reaching for Rainbows are not permitted to diagnosis a fever or any illness requiring Acetaminophen and are, therefore, not permitted to administer acetaminophen without contacting the child's parent/guardian (even if given verbal or written permission when the child is dropped off)
2. If, during the course of the day the staff notice the child is not feeling well and may or may not have a fever or excess discomfort, parents will receive a telephone call advising them of the situation and asking the parent what course of action they wish the staff to take. The parent must, over the telephone, give verbal permission for the administration of Acetaminophen, including the dosage. The acetaminophen is not provided by the center and must have been left with staff by the parents. At this time, the staff will complete an administration of medication record which the contacted parent will sign when the child is picked up from the centre.

SUN AND BUG PROTECTION

To protect children from skin damage, caused by harmful ultra violet rays, we request that every child have a sun hat. Children are required to wear their hats during outside play. Children are encouraged to use available shade during outdoor activities and are provided with water at all times. School age children are required to bring a water bottle with them, so that they stay hydrated on outings and during activities.

The center supplies hypo allergenic sunscreen with an SPF of 45, or higher, and bug spray for children (when necessary) at a cost of \$10.00 per child, per season. Parents are required to sign a consent form to permit application. Should your child have an allergy, or other reasons for not using our products, you will be required to provide your child with his/her own personal bottle of sunscreen, labelled with his/her name.

COMMUNICABLE ILLNESS OUTBREAK RESPONSE

In order to minimize the transmission of communicable illness at the centre and ensure the availability of proper documentation in the event of an outbreak, the following measures will be taken by all staff:

- Ensure that child day care facility attendance records are being maintained daily for each child attending the centre. The infant/toddler daily information sheet must also be maintained for each child, under the age of 24 months, attending the centre.
- A list of all registered children and employees will be maintained, with up-to-date contact information, Medicare numbers and attendance format (i.e. FT, PT or AS), and be available to forward to Public Health in the event of an outbreak.
- A copy of the 4-week cyclic menu will be maintained and available to forward to Public Health in the event of an outbreak, as well as, the source of water supply being used by the centre. Any other relevant information must also be addressed to Public Health, such as special events or field trips etc.
- When illness occurs at the centre, the ill child or staff member will be isolated in the office until pickup by parent or guardian. The ill child or staff member will be excluded until, at least, 24hrs after his/her last symptom.
- The child's parent or guardian will be contacted immediately and advised of the child's condition as well as the policy to have the child picked up within one hour.
- A "Potential Illness Report Form" will be completed for the child and a copy given to the parent and the other copy shall be placed in the child's file.
- A copy of "Exclusion Reference Guide" will be given to the parent or guardian, with the explanation of when exclusion is necessary and notice that the child cannot return until exclusion procedures have been followed.
- If 2 or more cases of diarrhea or vomiting occur within a 48-hour period, a report will be made to the Department of Health at 856-2401. In the event of a case of bloody diarrhea, a report will be made to the Department of Health immediately.
- A notice will be posted to inform parents of the existence of a communicable disease.
- Employees will be alerted to the outbreak and the increased need for scrupulous personal hygiene.
- When there is an outbreak of illness, surfaces that could have become contaminated (such as linens, door handles, rails, bathroom taps and other common surfaces in children's reach) will be scrupulously cleaned and sanitized. Sanitizer will be doubled during an outbreak of illness and well rinsed, in order to prevent a potentially toxic residue on sanitized surface areas.
- The use of hand sanitizer will be increased for staff, visitors and children.

Control measures on suspected cases of COVID-19 include: (added to reflect new protocols for Covid-19)

- In the event of closure due to an outbreak, Public Health will give the directive
- If exclusion/isolation is required, we will ensure that measures are in place to inform parents/guardians and employees of the situation and remind all individuals of how important this control measure is
- Given that proper exclusion/isolation is one of the most important and effective measures in controlling the spread of disease to others, we will provide a designated area to isolate an individual, who becomes symptomatic, while waiting to be picked-up. Pick-up is to occur within an hour of notification.
- Parents will be aware and reminded that this is an expectation.

- Children demonstrating symptoms of Covid-19 will be immediately separated from others, in a supervised area, until they can go home. Whenever possible, any employee providing care to an ill child will maintain a distance of two (2) metres.
- If a 2-metre distance cannot be maintained from an ill child, the child should wear a community mask, whenever circumstances allow.
- Any employees, demonstrating symptoms of Covid-19 will, immediately, isolate from others and wear a community mask until they are able to leave the facility.
- The highest standards of hygiene and respiratory etiquette will be practiced while the ill child/employee is waiting to be picked up.
- Environmental cleaning and disinfection of the isolation area will be conducted once the ill child/employee has left the centre.
- If an outbreak is confirmed, appropriate notices for parents/guardians, will be posted at the main entrance, to ensure that disease information is available for employees and parents/guardians if needed or requested.

EMERGENCY EVACUATION PROCEDURES

All educators and volunteers will be trained in Evacuation/Emergency procedures and will participate in monthly fire evacuation drills.

Monthly inspections and maintenance of building facilities are completed to ensure safety is maintained.

The Emergency Evacuation plan is reviewed monthly after drills and every 12 months to take into account any changes in physical location or evacuation procedures.

The following steps will be taken in case of an Emergency Evacuation at the center.

1. A staff member will sound the alarm (and call 911 if possible without delaying evacuation)
2. Each staff member is responsible for the children in their group.
3. When the alarm sounds each staff member will gather the children, carry an attendance sheet & emergency contact list and any special provisions.
4. Staff members will exit the building and proceed to the end of the driveway leading to the marina to confirm 'head counts' and await further instruction.
5. The director or her designate will do a check of all washrooms or other common areas, to ensure no one is in the building before exiting. This person should be the last to leave.
6. When all children and staff are accounted for, call 911 if not yet called.
7. In cold weather or when safety requires, once all children and educators are accounted for, they will proceed to our designated safe building - The Riverview Parks and Recreation office at 55 Biggs Drive.
8. Under the direction of the director or her designate, parents will be contacted to arrange pick up of their child(ren).

CHILD BEHAVIOUR GUIDANCE PRINCIPLES

The Reaching for Rainbows Child Development Centre emphasises the provision of well-planned programs, which meet the individual needs of each child, thereby decreasing opportunities for inappropriate behaviour. All interactions between children and early childhood educators at Reaching for Rainbows will promote the child's development of a healthy and positive self-concept. Children will learn, through interactions with their early childhood educators, other children and his/her environment, that he/she is capable of success and self-control. All interactions at Reaching for Rainbows, including those that guide behaviour, will provide the children with learning experiences and opportunities to develop an understanding of moral values and a sense of security. Appropriate and consistent limits will be established, based on the children's ages and developmental needs, in order to ensure a safe and healthy environment for both the children and the early childhood educators.

Reaching for Rainbows' early childhood educators will incorporate many effective methods of encouraging acceptable behaviour by:

- Providing a sufficient number of interesting and developmentally appropriate activities
- Giving advance warning about transition times so that children will know what to expect
- Being aware of the environment and interactions occurring within the classroom and redirecting negative or inappropriate behaviours
- Providing reinforcement for all positive behaviours exhibited by the children, in order to promote the children's understanding of what behaviours are expected and encouraged
- Allowing children to make choices as often as possible; however, teachers will make expectations clear when it is not a matter of choice
- Using proximity and touch to remind the children that they are available to help them through a difficult situation
- Providing clear, consistent and appropriate limits based on the children's needs and developmental levels, thereby helping to prevent confusion as to which behaviours are expected and appropriate
- Providing age appropriate explanations, for the limits that have been established; promoting the child's development of independent self-control
- Providing reminders of the established limits, thereby clarifying and reinforcing those limits and preventing the need for disciplinary intervention
- Consistently modelling appropriate and acceptable behaviours, such as respect for others' personal space, using manners and abiding by the same limits, as have been established for the children, thereby promoting acceptance of these values
- Ignoring minor incidents, as long as no individual is at risk, in order to prevent negatively reinforcing an inappropriate and unacceptable behaviour
- Focussing on the behaviour rather than the child and establishing clear limits in a positive and specific manner. This helps to acknowledge that the child is loved and accepted as he or she is and can promote a clearer understanding of what the child *should* be doing; preventing possible resistance or defensiveness
- Recognizing that "time-in" is much more effective than time-out and time out should be used **only** when *absolutely* necessary to maintain safety of any child or group of children
- Abiding by the principle that use of threats and/or any form of corporal punishment on a child, under any circumstances, is detrimental to a child's development of trust and respect and is cause for immediate dismissal

If there has been an incident involving your child at any point in the day, you will be notified. All information and cooperation from parents is appreciated when trying to determine the cause of a child's behaviour; parents are, after all, the "experts" on their child. We, as teammates in your children's early childhood care and education, appreciate your support in helping us help your children to develop into confident, respectful and caring individuals.

DISCHARGE

Our educators are trained to address a variety of behavioural issues common among young children. Occasionally, however, situations arise that are out of the ordinary or, due to a variety of reasons, become unmanageable.

This can be a very unpleasant situation to deal with for both parents and staff and therefore, please understand that every effort will be made to meet every child's varying needs and abilities. We will make every effort to provide quality interactions and behavioural interventions to prevent situations escalating to the point that discharge is necessary.

You will be informed, and asked to sign an incident report form, should your child demonstrate behaviour, or take actions, that result in another individual being harmed. Examples may include, but are not limited to: hitting, shoving, kicking, biting, name calling.

In many cases, while unacceptable, these behavioural incidents are fairly common among young children and, to some extent, are "age appropriate", if you will. On occasion, however, circumstances may arise, which we are either unequipped to manage or have exhausted all our resources to correct the situation. Should this occur and a child's inappropriate actions, behaviour or consistent failure to follow center rules of expected behaviour be deemed to place any individual or group in 'danger' of physical or emotional harm, the following actions will be taken:

After the first incident, the parents will be contacted and the problem discussed and a course of action decided upon. The child will be spoken to by the staff of the center at the time the incident occurs and discipline administered. The parents will be asked to review the behaviour with the child at home. Documentation will be placed in the child's file.

After the second incident, the parents will be contacted immediately by the staff to discuss the situation and the child will be redirected according to center policy. Documentation will be placed in the child's file along with a written summary of the discussion held with the parents of the child.

If a third incident occurs, the parents will be contacted and asked to come to the center and remove the child from our care. Documentation will be placed in the child's file and payment would be due only for services rendered to the point of discharge.

COMPLAINT/GRIEVANCE

It is our goal to deliver quality and excellence in the care of your child and his/her early learning and development. Positive comments or suggestions are welcomed and may be made to the director or any one of our educators.

We always welcome any input and feedback, offered constructively, to assist us in achieving the highest quality care and early learning programs for your child(ren). If you have any question, concern or suggestion, please consider it, not only your right, but also your responsibility, to bring it forward to the director or your child's educator. We want, not only for you to 'feel better' about any concern you might have, but also to have the opportunity afforded us to make, whenever possible, any necessary changes or adjustments that you feel may improve the quality of programs offered at Reaching for Rainbows.

1. Speak with the educator involved with your child.
2. Allow follow up from the educator to you.
3. If you are not satisfied with the resolution of your concerns, please make an appointment to speak, personally, with the director.

Please note that all comments, concerns or questions directed to staff members will be relayed to the director, to ensure that she is aware of any issues or concerns. If a complaint is made, the director will listen carefully to the issue and will make every attempt to resolve the problem. Should you still have concerns after having addressed them with Danica, you may contact Lorraine Kennedy, our quality assurance monitor with the New Brunswick Department of Education and Early

Childhood Development; responsible for licensing and consultations with registered early learning centres in the greater Moncton region. Lorraine can be contacted at 533-3642.

Should a mutually satisfactory resolution not be possible and, as a parent, you decide to remove your child from the centre, the two week notice of departure, or payment in lieu of, will remain in effect. Under rare circumstances, at the director's discretion, this policy may be waived.

CHILD ABUSE AND NEGLECT

According to the New Brunswick Child Victims of Abuse and Neglect Protocols, "children have basic rights and freedoms no less than those of adults, children have the right to live a life free from abuse and neglect and ... communities share responsibility for protecting children" (Section 1.3, Government of New Brunswick, 2005). The protection and safety of children is everyone's concern and at Reaching for Rainbows, we are committed to protecting children and helping them grow and develop in the absence of abuse or neglect. It is, not only our ethical, but also our legal obligation to report any suspected case of abuse.

Types of Child Abuse

The New Brunswick Child Victims of Abuse and Neglect Protocols (2005) identifies and defines four types of abuse. All four types are subject to intervention under the *Family Services Act*.

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 on the part of the parent/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.

Reporting Child Abuse

The protection and best interests of children prevail over the interests of parent(s)/guardian(s) or families when cases of child abuse are reported or investigated. The first concern of both the police and Child Protection Services is the protection of the child.

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 (CPS) of the Department of Social Development. The following information will be provided to the Child Protection Worker:

- child's complete name, birth date and address
- parent(s)/guardian/caretaker(s) name(s) and address
- details of the suspected abuse or neglect
- the name of the person who identified the suspected abuse/neglect, along with her/his address and telephone number
- the name and address of the facility and the name of the director

**We do not have authority to interview a child, nor to contact the child's parent(s)/guardian(s).

**Reaching for Rainbows
Child Development Centre
Schedule of Rates
Effective – June 1, 2022**

Infant Program (Birth to 15 months)

Full Time - \$ 105.00 per week

Junior Toddler Program (15 to 24 months)

Full Time - \$ 105.00 per week

Senior Toddler Program (2 to 3 years)

Full Time - \$ 90.00 per week

Part Time - \$ 18.00 per day/\$ 7.00 per half day

Junior & Senior Pre-School (3 to 5 years)

Full Time - \$ 90.00 per week

Part Time - \$ 18.00 per day/\$ 7.00 per half day

After-School Program (5 to 12 years)

Full Time - \$ 105.00 per week (after-school pick-up and program only)

Full Time - \$ 115.00 per week (before *and* after-school drop-off/pick-up and program)

Part Time - \$ 22.00 per day

Family Discount

A 10% discount will be applied to a family's fees, when more than one child attends. The 10% discount will be applied to the oldest child's rates.

- ☆ Part Time is anything less than 5 full days per week
- ☆ Regular Full Days are 9.5 hours or less
- ☆ Extended Full Days are more than 9.5 hours (with an additional charge)
- ☆ Half days are 4.5 hours or less

Payment Schedule:

Payment should be made for one week, in advance, and may be made weekly, bi-weekly or monthly and is accepted by cheque, cash or e-transfer at the following email address: reachingforrainbows@outlook.com

Using an example of an infant, with a start date of September 5th, payments would be expected on the following dates, according to the family's preferred payment schedule:

* **Weekly** - \$180.00 on September 1 or 4, for the week of September 4-8, \$180.00 on September 8 or 11, for the week of September 11-15, and so on...

* **Bi-weekly** - \$180.00 on September 1 or 4, for the week of September 4-8, then \$360.00 on September 15 or 18, for the weeks of September 11-15 and September 18-22, \$360.00 on September 29 or October 2, for the weeks of September 25-29 and October 2-6, and so on...

* **Monthly** - \$180.00 on September 1 or 4, for the week of September 4-8, then \$720.00 *by* September 10, for the weeks of September 11-15, September 18-22, September 25-29 and October 2-6, and again, \$720.00 *by* October 10 for the weeks of October 9-13, October 16-20, October 23-27 and October 30-November 3, and so on...

**All of us at Reaching for Rainbows Child Development Centre
aim to provide the highest quality service to your
child and your family.**

**We hope the information provided in the
Parent Handbook has been helpful. Please contact the Director should you have any
questions or would like any further information.**