Centreville Child Care

Parent Handbook

Servicing Children Infant – 12 Years

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Designated New Brunswick Early Learning Centre

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CENTREVILLE CHILD CARE

(Revised November 2026)

Welcome to **Centreville Child Care**. We have designed this parent handbook to help you become familiar with our services. It is important that you read it as it outlines our policies and procedures. We are more than willing to answer any questions you may have upon reading through.

As a licensed centre, we follow the Education and Early Childhood Development Province of New Brunswick Child Day Care Facilities Operator Standards. Operator Manual Full-time and Part-time Early Learning and Childcare Centres.

In addition to being licensed, we are also a designated centre. Designation is given to licensed centres that meet eligibility criteria and commit to ongoing requirements. New Brunswick Early Learning Centres work with the Department of Education and Early Childhood Development to ensure families benefit from affordable, accessible, inclusive and high-quality early learning and child care services.

We hope that you and your child enjoy your time here with us.

1. MISSION, VISION & VALUES

Our **mission** is to provide childcare that embraces children's natural desire to play and supports their development holistically. We believe viewing children holistically means embracing and meeting children's physical, social, emotional, intellectual and moral needs. Through collaboration with families, we strive to be a place where all children are given every opportunity to flourish.

Our **vision** is to provide a centre of excellence within our community. A state-of-the-art facility, top-notch educational materials, prime location and professional staff with an outstanding teamwork mentality.

Our Values:

- **Children-** We believe that children are capable, confident and creative human beings, with their own thoughts and opinions that are to be valued.
- **Families-** We believe strong collaboration between home and centre supports children's growth and development.
- **Play-** We believe children are naturally driven to learn through play.
- **Community-** We believe that children should not live in isolation, but rather grow within a community that enriches their development.
- **Inclusion-** All children are welcomed, accepted and loved.

2. PROGRAM & CURRICULUM

Centreville Child Care follows the New Brunswick Curriculum Framework for Early Learning and Child Care in all of our programs.
Parents can access the curriculum framework and supporting documents on line at *http://www.gnb.ca/0000/ECHDPE/ELCCCurriculum.asp*

This framework guides our educators in their programming to support children's well-being, encourage play and playfulness, develop children's communication and literacy and instill an awareness of social responsibility and inclusion. Our educators will provide a welcoming home-like environment with many different learning areas where children can play and explore. These areas promote both individual and group interaction, engage the children's senses and spark their creativity and imagination.

We consider each child as capable, confident and creative with their own thoughts and opinions that are to be valued. We believe that mutual respect and trust is the base line for a healthy educator/child relationship. Educators will interact with children by supervising, guiding, helping, laughing, listening and talking.

Centreville Child Care's half-day preschool program is designed to not only help prepare children for school but to help prepare them for their future. This program is offered separately from full-time care with its own additional fees. Centreville Preschool gives 3- and 4-year-old children, an opportunity to naturally explore the concepts of literacy, numeracy, science, music, drama, art, and construction, all through a play-based environment. The preschool is located in the Centreville Community School.

Centreville Child Care also offers a part-time all day childcare classroom at our Centreville Preschool location. This program is for children age 2-5 and provides flexibility for families to book as many days as they need, all for the same affordable daily price as full-time care. Booking is done in advance and confirmation is subject to availability. Please speak to our Director for more details.

Centreville Child Care's school age program is designed to allow your children time to relax and socialize with their friends at the end of a regular school day. Children who attend Centreville Community School are accompanied from the school each day and given outside playtime, weather permitting. Children arriving from Florenceville Elementary are transported on the school bus. We also offer care for school age children on full days (ex. Breaks, storm days, professional development days).

3. OUR STAFF

Recruiting and retaining quality early childhood educators is critical to the success of our programs. All educators follow guidelines as set out by the province and are educated in the New Brunswick Curriculum Framework. Our educators complete on-going professional development of 10 hours/year and are committed to life-long learning and professional growth. All educators have read the Early Childhood Services Act and Licensing Regulation of 2018 and the Management of Illness Booklet. They also have a Criminal Record Check, Social Development Check, and up to date First Aid Training.

All educators are under the direction of the Director or her replacement (which is posted).

4. STUDENTS AND VOLUNTEERS

Our centre regularly provides work experiences for high school, university and college students. In such cases, general observations may be done. All volunteers and students fall under the direction of the educator in which they have been assigned.
At no time are students or volunteers left alone with the children.

5. SERVICES OFFERED

Our not-for-profit childcare centre offers:

- Full-time all-day child care
- Preschool ½ day programs for 3- and 4-year-olds
- Part-Time child care for 2–5-year-olds
- After school care
- Before school care
- Summer program for school aged children

6. HOURS OF OPERATION

Centreville Child Care is open from 7:30 a.m. to 5:30 p.m., Monday to Friday. We will operate every day except for holidays (see section 7 Holidays). In the event of closure due to emergencies, announcements will be made on our Facebook page. Parents will also receive a SMS text message through Lillio as well (please let us know if you would like to be contacted by telephone).

Reduced Hours:
When Christmas Eve (Dec. 24th) and New Year's Eve (Dec. 31st) falls on a weekday, the center will operate on reduced hours, opening at 7:30 a.m. and closing at 2:00 p.m.

7. HOLIDAYS

Centreville Child Care will be closed for the following holidays:

New Year's Day (Jan. 1)
Good Friday (Friday before Easter)
Canada Day (July 1)
Labor Day (1st Mon. of Sept.)
Remembrance Day (Nov. 11)
Boxing Day (Dec. 26)
Family Day (3rd Mon. of Feb.)
Victoria Day (3rd Mon. of May)
NB Day (1st Mon. of Aug.)
Thanksgiving (2nd Mon. of Oct.)
Christmas Day (Dec. 25)

When a holiday falls on a weekend we observe the holiday on the following Monday.

8. PARENTAL INVOLVEMENT & CORRESPONDANCE

Parents are encouraged to be involved as much as possible. Everyone working together and keeping an open line of communication helps ensure that your child's experience with us is pleasant, educational, warm and fun. Any questions or concerns regarding your child will always be addressed in-person or through direct messages.

Centreville Child Care utilizes the platform Lillio for daily communication and updates between home and centre. **Upon registration, you will receive an email invite from Lillio to create your parent account.** Lillio is a free app that can be downloaded onto any iOS or Android device. Once logged in you will be able to send messages to both administration and your child's classroom educators. You will also be able to access any picture updates, newsletters, billing and tuition and menus that are available.

9. CHILD/STAFF RATIOS

Centreville Child Care is provincially licensed with ratio regulations and as such, the age groupings and ratios are as follows:

- Infant - 2 1:3
- 2 years 1:5
- 3 years 1:8
- 4 years 1:10
- 5-12 years 1:15

10. TUITION & ADMISSION

Enrollment at Centreville Child Care is according to space availability. Registration will include a non-refundable deposit equivalent to one week's tuition. This deposit will apply to the first week your child attends the centre. If for any reason your child fails to start when expected, the deposit is forfeited.

Registration forms must be completed in full and signed prior to admission.

Weekly invoices are sent out through Lillio on Thursday of each week, detailing your bill for the **upcoming** week. Fees are due on Friday, paying for the upcoming week. Once payment is received, it will be reflected on your Lillio app. Parents with multiple children enrolled will receive one weekly invoice, attached to the youngest child, detailing the combined total fee for all children. Our default is weekly billing, therefore, please let us know if you would like to be invoiced and pay bi-weekly or monthly.

We strongly encourage all families to register through Lillio for auto-payments. This is the simplest way to pay your tuition and ensure you never miss a payment. Families that sign up for auto-payment will notice an additional fee of $0.60 on each invoice. This is a service fee that covers banking costs associated with auto-payments. We also accept cash, cheque (postdated are easiest) and e-transfer to centrevillechildcareinc@gmail.com.

Failure to maintain an account in good standing may result in the termination of child care services. We encourage families experiencing difficulties with payments to contact administration promptly to discuss their account and explore possible payment arrangements. However, continued non-payment or failure to adhere to an agreed-upon payment plan will result in termination of services.

***Please note: If your child is attending two designated early learning programs you will be required to pay the full tuition rate ($120./$60.) for Centreville Preschool.**

Age	Full Time	Part Time
Infant – 24 months	$95./week	$19./day
2 – 5 years old	$80./week	$18./day
After School	$100./week	$20./day($25./full day)
Preschool/4 Year Old	$56./month ($120.)	N/A
Preschool/3 Year Old	$28./month ($60.)	N/A

Fees pay for your child's position in the centre, therefore regular fees are charged for sick days, vacation days, holiday closures listed in section 7, and other absent days.
Part time rates only apply when space is available.

Receipts for income tax purposes are issued in January.

11. CHILD RECORDS

A file is maintained for each child, containing a child profile, an immunization record and consent forms. Records are kept to better protect, care for and ensure the safety of your child. It is important that all information remain current, therefore any **changes or updates in address, telephone numbers, household members, immunization records, Medicare number etc…need to be given to us immediately.**

Parents/guardians will be asked to review their child's file each time your child transitions to a new class.

As per license requirement 55(6), all information pertaining to your child will remain confidential. Parents may have access to their child's file upon request.

12. CUSTODY ARRANGEMENTS

Centreville Child Care must remain neutral in family custody matters. Unless the centre has been provided with legal documentation stating otherwise, a parent or legal guardian may generally have access to their child and information concerning their child.

Families are responsible for providing administration with current copies of applicable court orders, custody agreements or other legal documents affecting access to the child.

Centreville Child Care cannot enforce verbal agreements between parents.

13. ORIENTATION & TRANSITION INTO CARE

Starting child care marks an exciting new chapter for children and their families. Whenever possible, families are encouraged to visit the centre with their child before their first full day. Educators will work with families to learn about the child's routines, interests, comfort strategies, communication, eating and sleeping patterns, development needs, family transitions and previous experiences with child care.

Some children adjust quickly while others require additional time. Educators will work collaboratively with families to support a gradual and positive transition.

14. CLASSROOM TRANSITIONS

As children grow, they will transition to another classroom. Classroom placement is determined by several factors, including: the child's age, developmental readiness, available licensed spaces, group composition, relationships, individual needs and overall program organization.

Whenever possible, families will receive advance notice of a classroom transition. Educators will help children become familiar with their new classroom, educators and peers before the transition.

15. ATTENDANCE/ARRIVAL/PICK-UP

Upon arrival, parents are responsible for removing outside clothing and washing their child's hands before bringing them to their classroom.
****It is expected that you notify us if for any reason your child will not be attending on a specific day. Please use the "mark absent" function on Lillio to record the absence yourself or use Lillio to send your child's classroom a message. This applies to all programs.****

To help keep the air clean and for safety reasons, please turn off your vehicle in the parking lot when dropping off and picking up your child.

Only parents or those listed on the permission to pick up list will be permitted to sign your child out of daycare. This precaution is for the safety of your children. Once the pick-up person has entered your child's classroom or outdoor play space, the child becomes their responsibility. Educators may request government-issued photo identification when they do not personally know the person picking up your child.

Quiet/rest time occurs between 12:30-2:30 daily, so please respect this time if you do pick up or drop off during this window.

At the end of the day, parents should arrive in enough time to speak with your child's educator, dress your child, gather their belongings, and leave by 5:30. Children feel secure when they have a consistent routine. Late pick up causes unnecessary stress for the child and is not only an inconvenience to the educator but also incurs additional salary costs. A **late pick up fee of $10.00** per family will be charged to cover additional costs. If lateness becomes a recurring issue, administration may request a meeting with the family to discuss the concerns, review expectations, and work together to develop a plan to ensure timely drop-off or pick-up moving forward.

Two weeks' notice is required should you withdraw your child from our centre.

16. MANAGEMENT OF ILLNESS

Your child should remain at home whenever he/she is considered to be infectious or contagious (except for the common cold). The NB Guide for Exclusion of Children in Early Learning and Childcare Facilities Reference Guide is included in this handbook. It is to help you decide if your child should attend and how long they should remain at home. If you still are unsure, please call.

If your child will not be attending the center due to illness, please take a moment to contact us. This allows us to keep a watchful eye for other children who may have "like" symptoms. It also helps us to promote a healthy environment by posting required notices for the benefit of all families.

If your child becomes ill while at the centre, we will take measures to make your child as comfortable as possible. We will contact you and inform you of your child's condition. If we can't reach you, your emergency contact will be called. For the well-being of the child as well as the health of the other children in the centre, it is required that you pick up your child within 1 hour.

For some illnesses, there is a required time period where your child cannot attend the centre. These rules have been developed by health care professionals across Canada to ensure your child is fully recovered and to prevent the spread of infectious diseases.

Any child who shows visible signs of any communicable disease, infection, diarrhea, vomiting etc… **a 24-hour period must pass without symptoms before the child is permitted to return**.

Fevers are very common in children and can occur for many reasons, not always because of a communicable disease. Therefore, specific guidelines are as follows for fevers:

- Children are to be excluded from Centreville Child Care if they have a temperature of 38.5 or above.
- Children may return the next day, granted they are fever-free without Tylenol.
- If Tylenol is given, a 24-hour exclusion period must pass before returning.

In the case of an outbreak, as declared by Public Health... exclusion time increases to a **48-hour period**. Fever protocols remain the same, unless accompanied by other symptoms. When an outbreak occurs parents will be informed through a notice on Lillio and it will be posted on the wall by the main door. Upon return, you may be asked to complete a return after exclusion form (depending on the illness).

17. ADMINISTRATION OF MEDICATION

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

- Medicine must come in the original container
- Medicine must be labeled with the child's full name, expiry date, and dosage
- Parent/guardian must complete the administration of medication form

If the medication is not a prescription, it must still come in the original container and the parent must sign the medication form.

All medication will be stored separately in a locked space that is inaccessible to the children.

In addition to prescription medication, families also have the option to store a bottle of Tylenol at the office, that can be administered by staff if necessary. Consent will always be asked before administering. If Tylenol has been administered, it is required that you pick up your child within 1 hour.

Proper procedures and documentation will be followed by our staff when administering all medication, including two staff members verifying the information on both the consent form and medication bottle.

It is the parent's responsibility to remember to take the medicine home at the end of the day.

Cough syrup will not be administered to children under the age of six.
Medication must never be left in a child's cubby or back pack!!

18. SNACKS & MEALS

Centreville Child Care provides healthy morning and afternoon snacks for your child. Menus are posted in each classroom, and on Lillio. You are required to send a healthy noon lunch, **EXCEPT** on Thursdays. Lunch is provided on Thursdays according to the menu. We follow Canada's Food Guide when planning snacks and meals.

Centreville Child Care is a tree-nut free facility (almonds, hazelnuts, Brazil nuts, cashews, walnuts, pistachios, pecans, macadamia nuts & pine nuts). Peanut butter can still be packed.

Because of space, we are not able to store lunchboxes in classroom fridges. All lunchboxes are required to have an ice-pack.

School Age children are given healthy afternoon snacks but are required to bring their morning snack and noon lunch on full days.

19. ALLERGIES/CULTURAL FOOD DIFFERENCES

Please notify us if your child has any food allergies as well as special diets or food restrictions. You are required to provide your child with a substitute for the snack/meal on any day that such foods are on our menu. All known allergies must be documented in your child's profile. We will notify all staff of your child's food restrictions or allergies and they will be posted in your child's classroom.

20. TRANSPORTATION & OUTINGS

Parents are responsible for transporting their own children both to and from childcare.

Permission forms for walkable outings are signed upon registration. These include going to the school playground, nature walks, the fire station, a picnic etc…

21. PARENT PORTAL

Every child in New Brunswick attending a licensed childcare facility is required to registered through the Parent Portal. This enables your child to receive a New Brunswick Education Number (NBEN). This is a unique number assigned to each child that attends a licensed childcare facility or school and will follow your child throughout their entire educational experience.

Centreville Child Care will start the online enrolment process and you will receive an email confirming the details of your childcare arrangement. You will need to create an account in the Parent Portal and confirm your childcare arrangements. It's easy and fast. If you ever change facilities in the future, your new childcare provider will send you a new offer of enrolment from their facility. Once you have received the enrolment information from your childcare provider, you will register your child by entering their:

- Name
- Date of birth
- Medicare information or
- New Brunswick Education Number (NBEN)

Enrolling on the Parent Portal is mandatory and must be completed prior to your child's first day at Centreville Child Care. If not completed, parents assume responsibility of paying the full rate.

22. PARENT SUBSIDY & CHILDCARE ASSISTANCE

As a designated New Brunswick Early Learning Centre, parents/guardians may qualify for Parent Subsidy and/or the Childcare Assistance Program. These programs assist families with financial support to help cover the costs of early learning and childcare. You can apply and see if you may be eligible for the Parent Subsidy and Childcare Assistance Programs through your parent portal account.

The New Brunswick Early Learning Centre Parent Subsidy results in two outcomes:

1. No family in New Brunswick will pay more than 20% of their gross annual family income to cover childcare costs while their child is attending a New Brunswick Early Learning Centre. This increases support for families with multiple children under five years of age.
2. Free daycare for preschool-aged children for families with a gross annual income under $37,500 attending a New Brunswick Early Learning Centre, regardless of the location and fee charged by the operator.

Visit www.gnb.ca/earlyNB for more information on the Early Learning and Childcare Action Plan, as well as the Early Childhood Services Portal.

23. ABUSE & NEGLECT

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

Any suspected abuse will be reported to the Department of Social Development

24. NON-DISCRIMINATION STATEMENT

Centreville Child Care does not discriminate on the basis of race, colour, age, religion, national origin, sexual orientation, gender identity, sex, marital status, disability or status.

25. HARASSMENT POLICY

Centreville Child Care prohibits harassment of and by its employees on the basis of race, colour, age, religion, national origin, sexual orientation, gender identity, sex, marital status, disability, status or other characteristics. Harassment includes, but is not limited to, making derogatory remarks about any of these characteristics, making jokes or stereotypical comments about ethnic or other groups and engaging in verbal, physical or visually offensive behaviour. A staff member or parent who feels harassed has the right to file a complaint with the Director and follow up will occur.

26. FIRE/EMERGENCY PROCEDURES

In case of a fire, children are evacuated through the closest exit. Children receive instruction and practice on how to carry out a proper evacuation. In the event of an emergency evacuation where we cannot re-enter the building, staff and children will go to the Centreville Community School gym. Educators will have a copy of all parent's phone numbers and parents will be notified to come pick up their children.

As part of our licensing requirements, the Fire Marshall inspects the center on an annual basis. Fire extinguishers are accessible and maintained and the centre is equipped with smoke detectors. Fire drills take place monthly and are recorded on our bulletin boards.

We need to know where you can be reached at all times when your child is in our care. It is vital that we are kept informed of any changes in your address and your home and work phone numbers and/or your emergency phone number.

Parents are required to review and update their child's profiles on an annual basis.

27. POWER OUTAGE PLAN

In the event of a power outage, the director will call NB Power to inquire on how long the projected disruption is expected to be. If the length of time is unknown, we begin the following procedure **after one hour**.
We will contact parents to come and pick up their children, beginning with parents of infants.

If the power goes out before school age children are scheduled to arrive, we start contacting school age parents beginning with parents of children **not** attending Centreville Community School.

To avoid any confusion, once a decision has been made to close, we will be closed for the entire day even if the power comes back on before all the children are picked up.

28. SECURE/SHELTER PROCEDURES

In certain emergency situations, remaining inside the facility may be safer than evacuating the building.

Centreville Child Care has established emergency response procedures to address potential internal and external safety threats, including situations that may require the facility to be secured, sheltered in place, or a lockdown.

In the event of an emergency:

- Children's Safety: The safety and well-being of children and staff will remain the highest priority. Educators will follow established emergency procedures while maintaining appropriate supervision and providing reassurance and emotional support to children.
- Emergency Response: Administration and educators will assess the situation, follow established safety protocols, and communicate with emergency services when necessary.
- Family Communication: Families will be notified of the situation as soon as it is safe and practical to do so. Updates and instructions will be communicated through Lillio or other appropriate methods.
- Facility Access: Depending on the nature of the emergency, entry to and exit from the facility, including regular drop-offs and pick-ups, may be temporarily restricted. Families are expected to follow instructions provided by administration or emergency personnel.
- Returning to Normal Operations: Regular activities and facility access will resume once the situation has been assessed, and it is determined safe to do so, in consultation with emergency personnel when applicable.

To maintain the safety and security of everyone within Centreville Child Care, specific operational details of our emergency response procedures are not publicly distributed. All educators and staff receive appropriate information and training regarding their responsibilities during an emergency.

29. BOOK ORDERS

Book orders are available bi-monthly for families from Scholastic. Flyers can be picked up in the entryway. This is a great opportunity to purchase quality books at reasonable prices. It also supports the center as we receive free books for the classroom. Please enter our center's classroom code in your book order, which is located at the top of the flyer. Book orders are paid completely online.

30. CHILD GUIDANCE

Employees of Centreville Child Care treat children with respect, kindness, love and understanding. A child will never be subjected to any form of physical punishment, verbal or emotional abuse or be denied physical necessities as per license requirement 49(2).

However, we understand that challenging behaviors may occur. We use positive language to encourage positive behaviors and intervene at crucial times to discuss with the child their behavior. We use positive reinforcement, encouraging efforts and recognize accomplishments. We strive to create an environment that is flexible to the needs of all children while keeping our routines and transitions predictable. From our experience, when children feel comfortable and know the expectations in their environment, they are less likely to engage in challenging behaviours.

Sometimes a child needs a quiet place to reflect on their behavior. When necessary, our educators designate a quiet space for reflecting on ways to make better choices when faced with difficult situations.

If the child continually disregards the set-out guidelines, we will consult the parent. In the event that we do not reach a resolution, a request for withdrawal may be issued. For more information, please see attached Appendix A outlining our complete policy on Positive Child Guidance & Behaviour Intervention Policy.

We will not tolerate intentionally aggressive and violent behavior that endangers the child, other children, staff, equipment, or the building. The number one priority is the welfare, safety, and security of all the children and staff.

31. TOILET TRAINING

Centreville Child Care strongly believes that toilet training should be led by the child. Children typically show interest around age 2. Educators begin toilet training when both parties feel the child is physically and emotionally ready. Our educators will work with families to continue toilet training practices. However, please remember that training at daycare is different than at home given the stimulation children receive all day at daycare. Open communication is key to ensuring a successful transition from pull-ups to toilets.

If children are toilet training, please send lots of extra clothing during this time.

32. REST TIME

At Centreville Child Care, we recognize that rest is an important part of children's health, well-being, and development. In accordance with our daily program routine and the expectations outlined in our Operator Manual, all children are required to participate in a quiet/rest period each day.

During this time:

- Children will be provided with an individual cot and a comfortable space to rest.
- Children who fall asleep will be given the opportunity to sleep.
- Children who do not fall asleep will be offered quiet activities to enjoy while remaining on their cots.
- Educators will create a calm, quiet environment to support children who need rest while ensuring that children who are awake have appropriate activities.

We understand that families may have preferences regarding their child's daytime sleep. While educators will make reasonable efforts to support parents' wishes and encourage children to remain awake when requested, we cannot guarantee that a child will not fall asleep during rest time. Educators must also prioritize creating a calm environment and supporting other children who require assistance settling for their rest period

33. PHOTOGRAPHS

Photographs and videos will be used to document children's learning and experiences. These photos will be used to create your child's individual portfolio.
We also like to use photographs on our Centreville Child Care public Facebook page to highlight our programs in the broader community.
Upon enrollment, you will be asked for your permission regarding photo and videos as it pertains to different aspects of your child's involvement at Centreville Child Care. Families may update their permissions at any time by contacting administration.

Professional individual child photos along with a classroom photo will be taken in September or October. Payment is made directly to the photographer. Notification of the actual date will be given through Lillio.

34. BITING POLICY

Centreville Child Care recognizes that biting is a developmentally appropriate behaviour for children in the infant and toddler classrooms. We are always concerned when a child is bitten and recognize how frustrating and upsetting it can be for parents. While we feel biting is never acceptable, we recognize that children bite for a variety of reasons. Some reasons may be to relieve pain from teething, self-defense, sensory exploration, or to explore cause and effect. Biting can also be a method children utilize to communicate their needs and difficult feelings. It is important to remember that infants and toddlers have limited to no vocabulary to express themselves.

When a child in our care is bitten, our immediate response is to provide attention and care to the child who was bitten. This is done through comforting words and actions (ex. cool cloths and ice). All biting incidents are documented on an incident report form that will be signed by the educator, parent and director.

Next, the educator talks to the child who did the biting. For infants and toddlers, the educator will use a calm, but firm tone of voice and say "no biting, biting hurts". Educators may even show the biter the impact of their actions. If biting occurs within the preschool classroom, educators will have a more in-depth conversation about the impact of biting. If the biting

persists, a plan of action with strategies and techniques is developed to help resolve the problem.

We assure you that our staff is continually working to identify any situation that would provoke biting so that it may be prevented in the future. It is always our priority at Centreville Child Care to ensure the safety of all children and help them develop more appropriate ways to communicate.

35. OUTSIDE PLAY

All children are required to play outside for at least one hour in the morning and one hour in the afternoon except under the following circumstances:

- the wind chill or temperature is below -20 degrees C
- the temperature with humidity is above 33 degrees C.

Please ensure your child is dressed appropriately for the weather. Extra mittens in the winter and always having a spare change of clothes is important. **Centreville Child Care** provides a muddy buddy for each child, but they are not 100% waterproof, so spare clothes are a MUST!

Parents are responsible to provide their child with sunscreen and a hat for summer weather.

We have outside play every day, weather permitting for ALL programs, including school age. If your child is not feeling up to active outside play, they should remain at home.

36. PERSONAL BELONGINGS

Please send your child dressed for active and messy play. Clothing should be appropriate for the season, including rain boots and raincoat. **Each child should have a spare set of clothes** to leave at the centre, including socks and underwear. **Remember, accidents and fun do happen!!** Please check your child's book bag daily for wet or dirty clothing.

Educators are not responsible for lost or misplaced items, so please **LABEL EVERYTHING** so that if a missing item turns up later we will know who to return it to.

Due to safety and regular monthly fire drills, children need to have comfortable and safe indoor **shoes** (not slippers). Each child has personal space in which these items can be stored.

Children are welcome to bring their own labeled blanket and comfort toy for naptime. Blankets are sent home every Friday and it is your responsibility to wash and return them on Monday.
Centreville Child Care will wash all crib and nap mat sheets.
Children in diapers should have enough diapers and wipes to last at least one week.
Educators send messages through Lillio when supplies need to be replenished.

37. TERMINATION OF SERVICES

While our goal is to work in partnership with families to support every child's success, Centreville Child Care reserves the right to terminate care when it is determined that continued attendance is not in the best interest of the child, other children, staff, or the program as a whole. Reasons for dismissal may include, but are not limited to:

Safety Concerns

- A child's behavior repeatedly puts themselves, other children, or staff at risk of harm.
- Aggressive, threatening, or violent behavior that exceeds our program's capacity to be safely supported.

Parental Conduct

- Disrespectful, aggressive, or threatening behavior towards staff, children, or other families.
- Failure to follow centre policies or cooperate in resolving concerns.

38. CHANGES TO POLICIES

Policies may be updated as: legislation changes, provincial policies change, public health guidelines change, licensing requirements change or Centreville Child Care's operational needs evolve.

Families will be informed of significant changes that affect their child care arrangements.

Our Parent Handbook will be reviewed regularly and updated when necessary.

39. COMMENTS OR CONCERNS

Centreville Child Care encourages families to raise concerns promptly as many concerns can be resolved through respectful and open communication. Whenever appropriate, families should first discuss a classroom concern with their child's educator. If the concern is not resolved, or if the matter is more appropriately addressed by administration, the family should contact the Director.

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

Members of the Board of Directors are listed in this handbook and the Quality Assurance Monitor is posted on the bulletin board in the entryway.

40. BOARD OF DIRECTORS

Centreville Child Care is governed by a Board of Directors consisting of at least two parent representatives. If you wish to get involved on the Board of Directors, please express your interest to the director. Becoming a Board Member requires a commitment of bi-monthly meetings.

BOARD OF DIRECTORS

Jamie Guay	Bradley Johnston
Jennifer Paterson	Joanne Upton
Catherine Thomas	

Centreville Child Care

Inclusion Policy

Centreville Child Care accepts and supports ALL children and their families, regardless of race, colour, religion, sexual orientation, gender expression, nationality, social status, mental or physical disability. We are a fully inclusive early learning centre, adopting the belief that full inclusion is when children of all abilities have equal access to and participate meaningfully within their environment.

Benefits of Inclusion

An inclusive environment will support children in better understanding and appreciating individual differences. We believe that children learn through interacting with both other individuals and their environment. We believe that beginning the formation of an inclusive mindset from an early age prepares children to have respect and consideration for others throughout their lives.

Implementing Inclusive Practices

Centreville Child Care adopts a family-centered approach and believes collaboration is key to executing an inclusive program. We will work with families to ensure that the needs of each child are met. When needed, we will also collaborate and gain valuable knowledge from community partners (i.e., early intervention professionals, inclusion specialists, physicians). We recognize the value that all parties have when it comes to supporting the physical, cognitive, social and emotional needs of children. We also have an open-door policy to ensure families always feel welcome.

Within the centre, educators adapt the environment and routines as necessary to meet the needs of the children enrolled. It is our goal for the children in our care to be active participants in their learning. Therefore, our environments are arranged so all children can move freely and make choices based on their abilities, interests and needs. Children will be encouraged but not forced to participate in daily activities. We strive to celebrate, not tolerate.

For more information on our inclusive practices, please ask for our *Supporting All Children* document.

We are committed to lifelong learning surrounding inclusion.

Appendix A: Positive Child Guidance & Behaviour Intervention Policy

Staff and children at Centreville Child Care have the right to work and learn in a safe, orderly and productive environment.

Inclusive educational practices are supported and promoted. Children are responsible for their behaviour in accordance with what is developmentally appropriate for their age, and to the extent to which their behaviour is voluntary.

As outlined in our parent handbook and inclusion policy, our approach to behaviour management is guided by positive child guidance practices, inclusive education principles and the requirements of the New Brunswick *Early Childhood Services Act* and applicable regulations.

Behaviours Requiring Additional Intervention

While challenging behaviours are a normal part of child development, certain behaviours may require additional intervention when they present a significant or ongoing concern for the safety and well-being of children or staff.

These may include, but are not limited to:

- **Physical Aggression**: Behaviour that results in, or creates a significant risk of, physical harm to the child, other children or educators. This may include hitting, biting, kicking, pushing or other physical actions, recognizing that these behaviours may result from difficulties with emotional regulation rather than intentional harm.
- **Damage to Property or the Learning Environment**: actions resulting in the destruction or damage of property or classroom environment.
- **Flight Risks**: refusal to stay inside the facility/facility property or with staff when at an offsite location.
- **Significant Disruption to the Learning Environment:** Persistent or severe behaviours that compromise the health, safety or well-being of children or educators, or significantly interfere with the centre's ability to provide safe and appropriate care.
- **Other Serious Safety Concerns**: any additional behaviour that presents a significant risk to the safety or well-being of the child or others, as determined through reasonable assessment by facility administration.

Response to Serious or Ongoing Behavioural Concerns

When behaviour presents an immediate safety concern, educators will respond promptly and appropriately to ensure the safety of everyone involved.
The following steps may be implemented based on the nature, frequency and severity of the behaviour:

1. **Immediate Safety & Support:** Educators will calmly intervene, reduce immediate risks and provide appropriate support to the child. This may include guiding the child to a

quieter area, to assist with regulation. Children will not be isolated, confined or subjected to punitive discipline.

2. **Documentation & Communication:** Significant behavioural incidents will be documented, including relevant circumstances, interventions used, and outcomes. Parents/guardians will be informed of serious incidents and ongoing concerns in a timely manner.
3. **Collaborative Intervention Planning:** When behavioural concerns persist, administration will arrange a meeting with the child's parents/guardians to discuss concerns, identify possible contributing factors and develop a collaborative plan to support the children.
4. **Individualized Strategies and Additional Support:** Reasonable adjustments may be made to the child's environment, routines, activities or daily schedule to better support their participation and success. When appropriate, the facility may explore additional resources, including support through the New Brunswick Inclusion Support Program.
5. **Ongoing Monitoring and Review:** The child's progress and the effectiveness of the strategies will be reviewed regularly.

Temporary Removal from Care

In circumstances where a child's behaviour presents an immediate and significant safety risk that cannot be adequately managed through available supports, administration may determine that the child must be picked up for the remainder of the day. The decision will be made on an individual basis, taking into consideration the child's developmental abilities, circumstances, support needs and the safety of everyone involved.

Temporary removal from care will not be used as a punishment or as a routine response to developmentally appropriate behaviour. Administration will work with the family to identify appropriate supports and determine a safe plan for the child's return.

Termination of Child Care Services

In exceptional circumstances, where serious and ongoing safety concerns remain despite appropriate interventions, reasonable accommodations and efforts to access additional supports, the facility may determine that it is unable to safely meet a child's needs within the existing program.

Termination of child care services will be considered only as a last result. When termination is determined to be necessary, written notice will be provided to the parent(s)/guardian(s), outlining the decision and relevant arrangements.