

# Country Kids Day Care



## Learning as we grow

Also operating as Country Kids Learning Center  
And Country Kids Pre-School

**Date: February 2022**

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## DESCRIPTION OF THE PROGRAM

Choosing a 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 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.

Every childcare center licensed through Dept. of Education has access to a wealth of information regarding many different programs such as, Daycare Assistance Program, Keep Kids Safe, Car Time 1234, Public Health, Talk with Me program, NB public libraries, Dairy Farmers of N.B. etc. Please remember to speak with the Center Director for more information regarding areas of interest for your family.

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 child care placement can be very disruptive and detrimental to their development of trusting, long-lasting relationships.

Country Kids Daycare is a New Brunswick Designated Center which follows the English version of the New Brunswick Curriculum Frame for Early Learning and Childcare..

All NB Childcare licensed centers follow the new Canada food guide.

### **Mission Statement:**

We believe that the first years of a Child's life are critical to the development of a positive, self-confident, capable learner who will later go on to become a competent, happy and successful adult.

We also believe in a safe nurturing environment for all the children that attend Country Kids Day care.

### **Introduction**

Ali Annis Started Country Kids Day Care nearly 15 years ago, with just 6 children and one staff member inside her house she can not believe now fast it has grown now with 3-day cares, 16 staff and about 140 children she has gone from strength to strength.

We are pleased to welcome you and your child to Country Kids Day Care. Your child's happiness, security, social and cognitive development are our main objectives.

Country Kids Day Care is available to children aged 15 months to 12 years of age. Country Kids Day Care and Pre School encourages positive childhood development by providing opportunities for your child to meet new friends, try out new activities and learn through play. Our devoted, qualified staff provide individual, caring attention for each child. Everyday the children enjoy play time, pre-reading, pre-math and pre-science activities, French, music, rest periods, outdoor fun, and exercise. Through carefully planned games and activities your child will be exposed to situations that will stimulate their natural curiosity and love of learning, develop initiative and independence, while building their self-esteem and decision-making abilities. Interaction with, and respect for others are skills that are taught and re-enforced daily.

### **Peace of Mind for Parents...PLUS**

- A warm, safe, licensed environment
- A bright, clean and well-appointed room
- Science, Arts and Crafts
- Activities and games designed to promote learning through play
- Outdoor play for gross motor development
- Scheduled rest time
- Experienced E.C.E teachers
- Daily written reports

- ❖ Country Kids Day Care and Country Kids Pre –school accepts children from 15 months to 12 years old
- ❖ Licensed through the Department of Education – Licensed daycares are inspected on a regular basis by the Department of Education. They check to make sure that we are abiding the regulation and guidelines that they put into place for the well being of the individual child. All our inspection can be seen on the board in the coatroom.

### Philosophy.

Children are individuals with unique talents, capabilities and aspirations. These qualities need to be nurtured in order to flourish in their development. Children have a natural sense of curiosity. I hope to facilitate this by providing a stimulating, healthy and caring environment. I am sensitive to a child's social, emotional, intellectual, and physical needs. I provide developmentally appropriate programs that focus on the process of learning and help the children enjoy successful experiences. I encourage not just learning, but also the love of learning.

I recognize that children experience life at their own level. I support this by accepting each child for their uniqueness and help challenge them in their own interests, talents and abilities. Every child's individuality is recognized and respected. When children are valued, they become more confident and better able to develop to their full potential. Children are encouraged to embrace new experiences and realize that it is not the success or the failure that is important, but the growing that occurs in the process.

Children are provided with choices to support them as they problem solve and in situations where they experience challenges. Children are always encouraged to express their needs in order to promote their own sense of self. In allowing a child to choose appropriately each child becomes increasingly self- directed and consequently develops increased self-esteem. I establish consistent, age appropriate limits to help children function in their world. Our programs are designed to help develop a child's own sense of independence and responsibility.

I have a very supportive family atmosphere in which the care provided is an extension of the care provided within the child's home environment. I believe that an atmosphere of mutual respect between parents and childcare providers is critical and we constantly encourage daily communication between parents and center staff. We encourage parents to become actively involved and we are always receptive to parent's suggestions and ideas. I recognize that not all are alike however; I support and respect the individuality of families as well.

During a child's formative years, it is imperative that each and every child be provided with a loving, nurturing, accepting environment whereby the child can begin to uncover the joys of childhood and discover his/her own unique talents and skills. I believe that our center provides these necessities of life.

The day care center provides a learning environment that is well planned and organized. Through these children will have a rich and stimulating experience. It provides the structure for teaching within which children explore, experiment, and make decisions for themselves. They are able to learn, develop, and make good progress. Activities provided are planned by the child and based on the child's level of development and interest. Children are given the opportunity to become engrossed, work in depth, and complete activities.

Our Long-term goals are to maintain a quality Day care with quality staff, Short term Goals are to finish o the renovation of the new day care and to imply the polite project in all the day care

- ❖ Special considerations – Country Kids Day Care is a peanut free Centre.  
We take in to account respect and different beliefs and religions at all times. It is the Educators choice whether grace is encouraged and is non –denominational and this will only occur at meal times.
- ❖ Commitment to professional growth & development – staff up-date and take course that are available to them.

➤ Regular Daily Routine

- ❖ 6:30 – 8:30 Children have free play
- ❖ 8:30 – 9:00 Children have separated in own class rooms and the younger ones getting ready for snack
- ❖ 9:00 –9:30 have snack and ready for outside play
- ❖ 9:30 – 11:00 children are having outside play in different groups (if you are not outside you will be having small group time)
- ❖ 11:00 – 2:00 wash up for lunch, nap or quiet time.
- ❖ 2:00- 3:00 older children outside time younger one large group time and snack.
- ❖ 3:00 – 5:00 older children have snack and large group time younger ones outside play.
- ❖ 5:00 – 6:00 free play and getting ready to go home.
- ❖ Program “extensions”
- ❖ The Staff are encouraged while doing their planning to include a field trip that is based around their theme. (*i.e. field trips/outings...*)
- ❖ Description of “learning centres” made available
- ❖ All Children learn at different rates and like different areas of play at Country Kid we have all the following areas in all our rooms. Brief description, with examples, of what children learn when they
- ❖ **Block Area:-** When playing in this area a child will learn about geometry Shapes like triangles, rectangles and cylinders. Also, Math unit blocks are specially measured so that they learn about fractions measurement and even physics as they learning about balance and weight when building towers and bridges.
- ❖ **Art:-**Imagination and creative skills are used here its all about the process than the product seeing how colours mix what they make when mixed together learning how to cut hold a pencil write my name using my large and fine motor skills. Our self-image grows as we take pride in our achievements. (provide a stimulating environment where children can explore a wide variety of tools and materials and use resources from different cultures. Value their approaches, original ideas and contributions)
- ❖ **Manipulative Area:-** I will use my fine motor skills hand and eye co-ordination, Concentration skills problem solving math skill like sorting and ordering counting all this will be used while doing puzzles lacing and building (Through constructing and modelling using malleable materials provides opportunities to develop new skills)
- ❖ **Dress up:-**Children learn to share, take turns learn to dress and undress, use imagination, count, solve problem, talk and act out things that have happen to us, pretend to be someone else. (Dress up helps children to make sense of their own lives and to investigate new and unusual events.)
- ❖ **Book area:-** Children will learn to sit and listen carefully, be aware of what they and other people feel ,need and think. Retell stories and rhymes, find out about past and now different cultures and beliefs written words mean something and in English words are read from top to bottom and from left to right. (Listening to and sharing stories and rhymes expand children’s knowledge and develop their ability to express imaginary ideas.)
- ❖ **Outside play:-** Learn to move with confidence, imagination and safety, travel with control and co-ordination on balancing and climbing equipment, use large and small equipment, know that we have to follow simple rules for our own safety. Dress and undress ourselves independently for outside play. (By giving children the opportunity to explore the great outdoors, we provide them with the freedom to move and find out about the world around us.) more... (*i.e. play with building blocks, children are learning math concepts (shapes, counting, patterning...); social skills (sharing, communication of ideas...); language; fine/gross motor dev*)

At Country Kids Day Care, we maintain an “open door policy”; families are welcome to drop in at any time during our program hours. Our educators are happy to meet with you regarding any aspect of your child's attendance at Country Kids Day Care. We do, however, request that, if you would like to meet with one of your child's educators, 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 program.

## HOURS OF OPERATION

Hours of operation

### ***Center Closures for the period of January – December***

*New Year's Day  
Family Day  
Good Friday Labor Day  
Victoria Day  
Canada Day  
NB Day  
Labour Day  
Thanksgiving Monday  
Remembrance Day  
Christmas Day  
Boxing Day*

Country Kids Day Care is opened from 6:30 A.M. to 6:00 P.M.

### **Late Pick-up Charges**

Please remember to be on time when collecting your child at the end of the day. **There is a one Dollar (\$1.00) per minute charge for pick up after the designated time of 6:30 PM. There are No warnings or grace periods.**  
**Please note that if you continue to be late then this could result in the loss of your day care spot.**

## ENROLLMENT

Once you have visited our center, met with our director and decided to place your child in our care, there are procedures that need to be followed. Licensed centers in this region are mandated by the Social Development Services to provide the following information:

The following forms need to be completed and returned before your child begins at our center

1. Child Profile – Prov. Of N.B
2. Consent for Outings – Prov. Of N.B
3. Emergency care and transportation – Prov. Of N.B
4. Administration of medication & of Acetaminophen – Prov. Of NB
5. Acknowledgement of receipt of Parent Handbook and acceptance of terms.  
(See appendix 1.)
6. Consent forms for taking photos
7. Child Release Authorization
8. Consent to enable Daycare Assistance to release information

A copy of your child's immunization record is required by law and must be updated as immunizations are given by your health care professional. If you choose not to immunize your child, a waiver must be signed.

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.

Also required before your child begins at our center is a non-refundable deposit of \$35:00. If your child is not starting at our center right away, this fee holds a space for your child until the agreed upon date. The amount of this fee will be included on your receipt at the year's end for income tax purposes. This also includes cost of registration and paperwork required by the Department of Education.

Method of payment and payment schedule must be agreed to in writing before your child begins at our center. These terms are strictly followed once your child begins at the center as per the signed contract. Daycare payments need to be paid in advance. If parents are waiting for approval from Daycare Assistance the tuition needs to be paid upfront and it will be reimbursed when Daycare Assistance is approved.

## PERSONAL BELONGINGS

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

Clothing guidelines are in place to respect the health, hygiene, personal and cultural beliefs of all families using our centre. The Child Daycare Facilities Operating Standards require all children in attendance to be provided with 2 hours of outdoor play per day. Consequently, we play outside in all weather conditions. (Except extreme cold/he) Unless it is below -22 including wind-chill and 33 degrees with the humidex.

### Clothing

One full set of extra clothing (of your choice) should be left at the Day Care.

Indoor Velcro closures running shoes are required and are to be kept at the Day Care – party shoes or flip-flops are not permitted.

The Day Care Standards Act requires that all children in attendance be provided with 2 hours of outdoor play. Consequently, we play outside in all weather conditions. To dress your child for outdoor play, we recommend:

1. It is recommended that children be dressed in comfortable casual clothing that allows freedom of movement.
2. In case the soiling of clothing occurs, each child requires a full change of clothing (including a hat/socks/underwear) each day.
3. Suitable footwear is required to be worn in the playgrounds at all times. (Flip-flops /crocs do not work well in pea gravel or mulch).
4. Spaghetti strap tops are not allowed as they increase the risk of sun exposure.

### ITEMS REQUIRED:

Your child will need to have the following items clearly marked with the child's name and left at the center at all times. Soiled items need to be replaced immediately:

1. Non-marking soled sneakers/ slippers for indoor use.
2. Box/package of diapers, wipes, cream (if required)
3. Appropriate outdoor clothing (according to season) ie:  
Splash pants, snow pants, swimsuits, etc.

4. Soft security/comfort items (if your child has a rest/sleep period). Examples are blankets, small pillows, stuffed toy etc.
5. Weather appropriate footwear (i.e. sneakers, rubber boots, winter boots, etc.)

Please ensure your child's personal belongings are labeled to prevent loss. In addition, we ask that you please leave your child's toys at home. The only time toys from home are allowed at the Centre is on "Show and Share" days. Furthermore, guns, fighting toys, or any toys promoting violence and/or destruction will not be permitted at the Centre (not even for Show & Share).

## **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.

A registration fee of \$35.00 is due upon registration at (Country Kids Day Care). This fee covers the administrative costs of registering a child, as well as the cost of orientation visits and program costs (i.e. scrapbooks).

Fees are            \$150.00 a week for full time  
                         \$35.00 per day part time  
                         \$175.00 per week 15-month-old room

Unfortunately Country Kids Daycare is not accepting part-time children.

                      \$ 90.00 for afterschool/ \$150.00n in the summer which includes outings, March Break and Christmas Holidays.

Payment is accepted by cash, cheque and e-transfers. Cheques should be made out to (Country Kids Daycare).

Payment may be made on a weekly, bi-weekly or monthly basis; however, it is required 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 months "bundles". You will be reminded when your last cheque is cashed and asked to drop off the next three months "bundle".

Should your account be in arrears for a period of more than one week, a service charge of 10 percent per week will be added to your account. Non-payment of fees, however, will be not be tolerated 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.

A service charge of \$45.00 will be charged for any returned cheque. Families having more than two payments returned, for any reason, will be required, thereafter, to submit payment by cash or money order. Interest on overdue accounts will be charged at the rate of 1% per month. Overdue accounts may result in the immediate withdrawal of the child from the program.

### **Additional Charges**

The monthly fee does not include the cost of special trips, outings and guest speakers. The additional costs for these are the responsibility of the parents.

If a child does not attend due to illness, family holidays or other absences, or the day care close. Due to emergency measures - the monthly fee does not change.

### **Income Tax Receipts**

By February 28th of each year, we will issue child care tax receipts for the previous year. If your child leaves the day care before this time, please ensure that we have your forwarding address and the Receipt will be mailed to you or picked up the at center.

Receipts for each payment will be issued and sent home in your family's mail cubby. In addition, an annual total receipt will be issued, by 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 *might* request to see each individual receipt being claimed, as well as the annual total income tax receipt? Please keep the center updated on address changes as year-end receipts may be mailed ie; if the child has left the center.

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. However, due to long waiting lists please give as much notice as possible.

### **FINANCIAL ASSISTANCE**

Financial assistance is available through funds from Human Resources Development New Brunswick, to parents/guardians who qualify. You can find out more information about the Child Care Assistance Program by calling the Human Resources Development N.B. office at **(506) 866-426- 5191. Just press "1" 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 childcare assistance program. You do NOT need to be on income assistance to be eligible for the childcare assistance program

### **VACATION AND ABSENCES**

Our centre is licensed through the Department of Education. Based on regulations, as defined in the Child Day Care Facilities Operator Standards, each licensed facility is registered for a given number of child "spaces". Essentially, when you register your child at Country Kids Day Care, you are renting a "space". That space belongs to your child and may not be given to another until your child is not 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, you are still responsible to pay regular weekly childcare fees.

Full time families will be allowed a bank of ten (10) vacation days per year, from January 1 to December 31<sup>st</sup>, after having been registered at the centre for one full year. Credit for vacation time must be requested of the Director **prior to the billing period**. Vacation days may not be accumulated from year to year.

## **Health & Wellness**

### **CHILD ILLNESS**

Your child's health is important to us. It is necessary that parents have alternative plans for the care of their child if their child is ill.

Children must be kept home if they present the following symptoms:

1. Fever
2. Persistent dry cough
3. Heavy nasal discharge
4. Symptoms of a contagious disease
5. See Health – Contagious Diseases, below

Parents are required to inform the centre of their child's absence and symptoms so that all documentation may be completed.

Should your child need to be picked up due to illness, you will be required to do so within an hour of the Center contacting you.

In February 2018, the Department of Education and Public Health issued the guide for managing illness. This information is sent home with the original Enrollment Package. A signed statement will be required to ensure Country Kids Daycare acknowledges it has been read.

# Health & Wellness

## ADMIN OF MEDICATION

Country Kids Day Care will administer both prescription and non-prescription drugs to children in accordance with provincial legislation. Parents are expected to provide the following:

### Prescription Medication

1. Signed authorization on the Admin of Medication Record including the dosage and times a prescription drug is to be administered.
2. All Medication must be in the original bottle, clearly labeled with the child's name, the doctor's name, and the prescribed dosages.

Parents must fill out, sign and date the Medication authorization forms each time medication is given.

All medications must be given to day care staff and put into the lock box and then into Fridge or into cupboard. NOT left in back packs or cubbies.

## SUN AND BUG PROTECTION

To protect children from skin damage, caused by harmful ultra violet rays, you must provide a hat for your child. 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

The center supplies hypoallergenic sunscreen with an SPF of 30+ and bug spray for children. Parents are required to sign a consent form to permit application. Should your child have an allergy, or other reasons for not using our product, you will be required to provide your child with their own personal bottle of sunscreen and the child will be required to apply it themselves

## Field Trips and Outings

Throughout the year trips will be planned to special places of interest according to the season and Potential learning opportunities. These trips may include local areas such as walks to the park or around the neighborhood, or they may involve transportation to nearby attractions. We will notify you in advance if the children will be going on a trip that involves transportation. In such cases, you must sign the permission form provided in order for your child to participate. The cost of the outing is not covered in the monthly fees and you are expected to send payment prior to the outing. Parent volunteers will be required for most of the trips. If the teacher deems that not enough supervision is available, the trip may be cancelled.

## **TRANSPORTATION / OUTINGS**

Parents will be notified in advance of the planned outing(s) and the possible cost(s) associated with that particular outing. Parents also must sign an authorization form permitting the child to participate in the excursion.

These trips may include local areas such as walks to the park or around the neighborhood, or they may involve transportation to nearby attractions.

The cost of the outing is not covered in the monthly fees and you are expected to send payment prior to the outing. Parent volunteers will be required for most of the trips. If the teacher deems that not enough supervision is available, the trip may be cancelled. A local cab company usually transports the children, along with the day care van.

If for some reason your child cannot attend the outing/fieldtrip then the parents must make other arrangements for care on the day of the outing/fieldtrip.

School aged children are transported to and from school by Country Kids Daycare van and bus. Both automobiles are insured by The Co-operators.

## **EVACUATION /EMERGENCY PROCEDURES**

### **Emergency Evacuation Plan**

Fire drills will be conducted monthly. In case of an emergency, the provider and the children will gather at 148 Hillsborough (Country Kids Daycare) if the evacuation is at 142 Hillsborough Rd (Country Kids Learning Center and Country Kids Pre-School).

If the evacuation is at 142 Hillsborough Rd (Country Kids Learning Center and Country Kids Pre-School) we will use 148 Hillsborough Rd. Country Kids Daycare.

All volunteers must be trained on Evacuation/Emergency procedures. Evacuation procedures/Fire drills are practiced monthly with all staff and children. Monthly inspections and maintenance of building facilities are completed to ensure safety is maintained.

This Evacuation/Emergency 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 Evacuation/Emergency at the center.

1. A staff member will sound the alarm (if 2<sup>nd</sup> staff available call 911)
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 our designated safe area as outlined.
5. When all children and staff are accounted for, call 911 if not called yet.

6. The Director or Owner/Operator will do a check of all washrooms/offices/closets etc. to ensure no one is in the building before exiting. This person should be the last one to leave.
7. Under the direction of the Director or Owner/Operator, call parents to arrange pick up of children. Parents must sign the attendance sheet when receiving their child.

## **CHILD GUIDANCE**

Positive guidance techniques are used to reduce frustration and boredom that leads to disruptive, inappropriate behavior.

Children are encouraged to participate and cooperate with each other. They are encouraged to share, practice good manners and are assisted in developing a positive attitude.

All interactions between Educators and children, including, matters of discipline in nature will provide a learning experience and opportunity to understand moral values.

Inappropriate behavior will be minimized by:

1. Providing a sufficient number of interesting and stimulating activities.
2. Being aware of interactions occurring in the classroom and redirecting inappropriate behaviors.
3. Providing positive reinforcement for positive behaviors to promote children's recognition of expected behaviors
4. Giving advance notice of transition times.
5. Allowing children to make valid choices.
6. Setting clear and consistent limits for appropriate behavior.

The use of corporal punishment, verbal, emotional or physical punishment is not permitted by the Child Day Care Facilities Operator Standards. Withholding food or special activities as punishment will not be permitted.

## **DISCHARGE**

Day Care personnel are trained to address numerous behavioral issues common among young children. Occasionally situations arise that are out of the ordinary.

This can be a very unpleasant situation to deal with for both parents and staff. The following procedure should be adhered to as closely as possible.

If you are withdrawing your child from our center on a positive note such as change of job, relocation, child entering school, etc., we require a two week written notice that our services will no longer be required. (Detailed information on how payments of any fees due are to be handled is in the section entitled Payments & Fees).

If your child's discharge is initiated by the center, the following action will already have been followed.

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

After the second incident, the staff to discuss the situation will contact the parents immediately 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. The

parent will be advised at this time that if the inappropriate behavior continues there will be grounds for immediate dismissal and the child is placed on probation.

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 once again and payment would be due only for services rendered to the point of discharge.

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

\*Examples of serious misbehavior may include, but not be restricted to, the following: biting, hitting, kicking, bullying, name calling, pushing and shoving, rude and aggressive behavior, consistent failure to follow center rules of expected behavior.

Because not all conflicts involve just the children in our care, we have found it necessary to include a section in this manual strictly relating to the relationship between the center and parents of the children in our care.

A child will also be discharged under the following circumstances:

Failure on the parent's part to pay for childcare at the agreed upon time will result in the parents being told to make alternate arrangements. Parents will be given one opportunity to correct the payment issue and if it becomes an issue again, the parents will be given immediate notice to remove the child and a payment of two weeks will be required.

Failure on the parent's part to communicate any and all situations that may affect their child at the center. This would include but not be limited to the following:

- ❖ Child's personality and behavior,
- ❖ Past negative experiences with other day cares,
- ❖ Parents intention to seek government subsidy as this impacts cash flow schedules of the center,
- ❖ Length of time the parent intends to have the child remain in the centers care. This is important as most centers have lengthy waiting lists. Most children do much better in a long-term placement situation. Parents need to take into consideration that some smaller centers may have a harder time replacing children after a short period of time. Parents who know they require only short-term care, or have their name on a waitlist at other centers, are required to disclose this fact to the center before placing their child. This disclosure works to benefit both the child and the center.

## COMPLAINT /GRIEVANCE

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

We always welcome your input and feedback toward the care of your child. The Director appreciates questions, or discussions of any kind that affect a positive outcome for your child. However, if you feel that there is a problem concerning the facility or a staff member, please follow the steps as listed:

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

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

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

Communication between parents and staff member is very important. We encourage daily interaction between parents and staff to ensure that as parents you are kept abreast of how your child's day was and that you are made aware of any specific incidents.

Also, it is equally important that staff members are kept abreast of any concern's parents may have about your child at the center and/or at home that may assist in the care of your child.

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

## CHILD ABUSE AND NEGLECT

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

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

### Types of Child Abuse

Child abuse happens when somebody or certain situation threatens the development, security and survival of a child. According to the protocols in the "Child Victims of Abuse and Neglect", many forms of abuse are criminal in nature. Child abuse can include Sexual Abuse, Physical Abuse, Physical Neglect, Emotional Maltreatment and Verbal Abuse.

Sexual Abuse: refers to any sexual act involving a child and a parent, caretaker, any person in a position of trust, and/or any other person.

Physical Abuse: refers to all actions resulting in non-accidental physical injury or harm.

Physical Neglect: refers to acts of omission by the parent/guardian/caretaker. This includes failure to provide for the child's basic needs and appropriate level of care with respect to food, clothing, shelter, health, hygiene, and safety.

Emotional Maltreatment: refers to both emotional abuse and emotional neglect of the child.

Verbal Abuse: is a kind of battering which doesn't leave evidence, and is often difficult to see because it doesn't leave visible scars. It involves name-calling, yelling at or ignoring, put downs, blaming, criticizing, belittling, insulting, rejecting or threatening with abandonment.

### Reporting Child Abuse

The protection and best interests of children prevail over the interests of parent(s)/guardian(s)/caretaker(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.

As a Childcare Educator, we may find ourselves in a position where a child shows some indication of abuse or neglect. Legally, the Director and staff members have a responsibility of reporting any suspected cases of abuse. No proof of abuse is needed, only a suspicion based on observations that have been made. When it is suspected by any staff that a child may have been neglected or abused, the matter shall be referred immediately to Child Protection Services (CPS) of the Department of Family and Community

Services and informed that a report of abuse has been filed. 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, their address  
And phone number
- The name and address of the facility and the name of the Director

\*\*We cannot interview a child or contact the parent(s)/guardian(s)/caretaker(s).

## PARENTAL INVOLVEMENT

At all centers in this region, parental involvement can be very diverse. Small Community Day Care Homes and centers with a small amount of spaces may need very different levels of commitment from parents than larger centers. Each and every center welcomes some level of interaction between parent, child and staff while the child is in our care.

Please discuss with the staff how you can play an active roll in your child's life while at our center. Following are some examples:

1. Donation of toys and craft supplies
2. Financial donation (receipts issued)
3. Contributions towards special events
4. Help with annual fix up day
5. Help with fundraising
6. Suggestions for overall improvements
7. Attending special events
8. Helping with supervision on special outings away from the center

## ADMINISTRATIVE STRUCTURE

**Country Kids Day Care** is owned and Operated by Alison Annis and overseen by Angie Bertolin.

**Country Kids Preschool** is owned and operated by Alison Annis and overseen by Corrine Arbeau

**Country Kids Learning Center** is owned and operated by Alison Annis and overseen by Krista Geggie

# Country Kids Day Care

## Attachments

### **Management of Illness in Children and Staff in New Brunswick Child Day Care Facilities**

To support daycare staff in the management and control of communicable diseases within the child care environment, the Department of Health and Wellness has prepared the document, Management of Illness in Children and Staff in New Brunswick Child Day Care Facilities. This document highlights many common childhood illnesses and includes mode of transmission, symptoms, most infectious period, minimum exclusion recommendations, re-admission requirements after illness where necessary, requirements for reporting to Public Health, and recommendations regarding posting notices to inform parents. The recommendations for exclusion are minimum recommendations only; individual daycare policies may dictate longer exclusion periods.

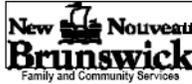
Reporting illnesses to Public Health, as per Management of Illness in Children and Staff in New Brunswick Child Day Care Facilities document, should be carried out as soon as the daycare staff becomes aware of an illness to be reported. All Public Health regions have after hours contact information through which such reports would be received.

On occasion, daycare staff may wish to seek Public Health advice regarding unusual or unexpected situations involving illness. In addition, daycare staff should recognize that there will be other occasions in which Public Health should be contacted. For example, when an unusual number of children become ill with similar symptoms (such as diarrhea or rash), Public Health should be notified. Depending on the situation, the Public Health staff may decide to initiate an investigation even in the absence of a confirmed diagnosis.

This was developed using the Canadian Pediatric Society's Well Beings Text as reference, in addition to input from Public Health Staff, a Pediatric Infectious Disease Specialist and adapted to confirm to New Brunswick regulations, (existing and forthcoming) accepted practices and procedures.

12/1/2006

Health and Wellness



## Managing Illness in Child Day Care Facilities Parent's Role

Your involvement as a parent is important! You can take the following steps to help make sure that child day care facilities are safe and healthy places for all children:

### **Step 1:**

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

### **Step 2:**

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

You must keep your child at home or make alternative child care arrangements if your child has any one or more of the following symptoms or conditions:

- h. Fever (oral temperature 38.5° C or greater; rectal temperature 39° C or greater, armpit temperature 38° C or greater accompanied by behavior changes or other signs of illness)
- i. Diarrhea as defined by an increase in frequency of stools and/or change to unformed loose, watery stool. Fever, loss of appetite, nausea, vomiting, abdominal, mucus or blood in stool may also occur
- j. Vomiting illness with two or more episodes of vomiting in the previous 24 hours (in excess of typical infant spit-ups)
- k. Mouth sores associated with an inability of the child to control his/her saliva
- l. Rash with fever or behavior changes
- m. Infections (e.g. infected eyes with discharge) until 24 hours after treatment started by physician
- n. Infestations (e.g. scabies, head lice, pinworm) until after first treatment with a medicated product.

### **Step 3:**

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

### **Step 4:**

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

### **Step 5:**

You are encouraged to take your child to a physician if your child's symptoms do not improve within 24 hours after leaving the child day care facility.

### **Step 6:**

For some illnesses, there is a required time period where your child cannot attend a child day care facility. These rules have been developed by health care professionals across Canada to make sure that your child is fully recovered and to prevent the spread of infectious diseases in day cares. These illnesses are listed in a document called the "Exclusion Reference Guide" which is available from your day care operator. If your child has been diagnosed with any of the illnesses in this Guide, you **must** follow the requirements in order for the day care operator to allow your child to be re-admitted into the child day care facility.

### **Step 7:**

When you take your child back to the day care after having been sick with an infectious illness, you must complete a form to certify that you have followed necessary rules for re-entry to the child day care.

***We thank you in advance for taking these steps to make child day cares a safe and healthy place for all children in New Brunswick.***