



Parent HandBook

Bisounours Daycare

25 pine Glen Rd, Riverview, New Brunswick, E1B 1V3

Phone: (506) 855-0077

Email: garderielespetitsbisounours@gmail.com

Update: April 2022

Table of contents

1- IMPORTANT DAYCARE RULES	3
2- THE DAYCARE	4
3- OUR MISSION	5
4- OUR PHILOSOPHY	5
5- PHYSICAL ENVIRONMENT	5
6- PROGRAMS	6
7- EDUCATOR REPORTS	6
8- PARENTAL INVOLVEMENT	7
9- COMPLAINT HANDLING	7
<i>9.1 Designated Complaints Person:</i>	7
<i>9.2 Examination and processing of complaints:</i>	7
<i>9.3 Record Retention:</i>	8
10- INTERNAL REGULATIONS	8
<i>10.1 OPENING HOURS</i>	8
11- SCHEDULE	9
12- ADMISSION POLICY AND WAITING LIST	10
13- EXPULSION POLICY	10
14- SAFETY POLICY	11
15- FIRE EVACUATION	12
16- EVACUATION IN CASE OF A BOMB THREAT	12
17- DAYCARE RULES	12
18- FOOD AND DRESS CODE	13
<i>18.1 DRESS</i>	13
<i>18.2 Equipment list</i>	14
<i>18.3 FOOD</i>	14
19- HEALTH AND HYGIENE POLICY	14
<i>19.1 HEALTH AND HYGIENE</i>	14
<i>19.2 HEALTH (CONTAGIOUS SYMPTOMS)</i>	15
20- MEDICATION	16
21- SPECIAL ACTIVITIES	16

22- REGISTRATION AND CONDITIONS	16
<i>22.1 REGISTRATION AND FEES</i>	16
<i>22.2 PAYMENT</i>	17

1- IMPORTANT DAYCARE RULES

Children need at least a month to adjust to a new daycare.

In general, long goodbyes are not recommended for the well-being of your children. Although we stress the importance of saying goodbye to your child, repeating it and coming back to your child several times will only make your child more insecure. If you are apprehensive about separations, you can share your concerns with the educator. She will suggest various options to make the transition easier.

Avoid talking about your child or another child in front of the whole group. The educators will be happy to talk with you at the appropriate time and place, or by phone or email. Children are very aware of what is being said.

Please call the daycare if your child is absent at (506) 855-0077. The daycare has a voice mailbox.

If no one answers, please leave a message.

When you pick up your child, you become responsible for your child. To maintain consistency, it is important that the children understand who is in charge. Please ensure that your child does not run in the hallways. Some play areas are closed OR the teachers are still busy with their activities.

The outdoor playground is a busy place, which sometimes makes it difficult for the teachers. When you pick up your child, it is important that you do so quickly and efficiently. Give your child 5 minutes to finish what he or she has started, say hello to the educator (this is important so that she knows which child is leaving) and leave with your child. In the summer, it's nice to have a chat in the yard, but a lot of adults standing around and talking interferes with supervision (everyone thinks the other is watching the children). **PLEASE MAKE SURE YOU ALWAYS CLOSE THE FENCE.**

We strongly encourage you to wash your child's hands at the sink when they enter the daycare. Many germs are brought into the daycare through dirty hands, so we encourage anyone who enters the daycare to Please make sure that your child has a good hand washing or that he/she uses the antibacterial liquid available at the entrance of the daycare.

To avoid loss of items as much as possible, please identify all of your child's belongings, especially mittens, snow pants, boots, etc. All these items look awfully similar.

There is a bulletin board near the hall door. You will find information about your child's activities and messages from the daycare. Check it regularly.

In case of bad weather or force majeure, please check the daycare voice mail to ensure that we are open. If necessary, a message will be sent to you explaining the situation and the measures to be taken.

2- THE DAYCARE

Our daycare is privately Owned designated. The daycare is fully insured.

The daycare has:

- A license for 40 children issued by the Ministry of Education and Early Childhood Development
- A certificate of compliance for safety in public buildings issued by the Ministry of Labor.

The certificate of agreement authorizing the operation of the Garderie Les Petits Bisounours Daycare was issued by the New Brunswick Department of Education and Early Childhood Development. To obtain this certificate, the daycare must pass an inspection by Public Safety, Public Health and the New Brunswick Department of Education and Early Childhood Development. The center respects and complies with the Early Childhood Education and Care Act and Regulations governing childcare centers in New Brunswick

The daycare welcomes children from 15 months to 5 years of age. Our full-time educational program is taught in English, but we will do our best to support kids and parents who would like to be served in French.

3- OUR MISSION

The daycare advocates the fundamental principles of child development. The actions and decisions of the administration, as well as the interventions and teachings of the educators and specialists, adhere consistently to educational values that promote the harmonious development of children from all backgrounds. In short, our organization recognizes the uniqueness of each

child in terms of personality, level of understanding and learning pace. We are committed to providing stimulating activities daily so that each child can develop his or her full potential (physical, intellectual, language, emotional, social, and creative). Our educational mission is to create situations in which children can flourish by taking an active role in their learning, by becoming their own developmental agent. We encourage children to interact with their physical and social environment through play and creativity. Since play remains a key aspect of a child's development, we invite them to manipulate, explore, experiment, observe and express themselves through play. Our goal is to help children build their knowledge of themselves, others, and their environment. In addition, our daycare invites parents to get involved and become partners in their child's development and, by the same token, in the development of the other children in the group. Parents who wish to invest their time and energy in a project aimed at enriching everyone's knowledge or who simply wish to help us in our work are welcome.

4- OUR PHILOSOPHY

We believe that children are the future. As a team of educators, we are dedicated to loving and educating children by working in partnership with parents and family. We see ourselves as an extension of the child's family. We aim to enhance the life of each child in a spirit of love, tolerance, good intentions, and cooperation.

5- PHYSICAL ENVIRONMENT

The daycare is easily accessible and offers a variety of stimulating and interesting activities. The daycare premises are spacious, bright, clean, and well ventilated. We have an outdoor playground. The outdoor play area includes safe and child-friendly equipment. This rich environment encourages a multitude of educational activities that are used in the child's daily life.

6- PROGRAMS

Our highly trained staff prepares and plans age-appropriate programs that reflect the children's interests in their care. Our educators recognize that children are in an intense learning phase and that they learn best through play. Children are invited to actively participate in a wide variety of specific experiences, using educational practices, strategies and questioning. The environment is specifically designed to promote children's development. The facilities are well equipped and

maintained with age-appropriate toys and books. Each day begins with the interests of each child in mind so that he or she can fully appreciate it. Artwork is proudly displayed in the daycare. Parents can consult the bulletin board which is updated regularly. The daycare's website is another useful means of communication. Special outings are organized several times a year and parents are informed in advance. Our program is bilingual

The year is divided according to the seasons and activities will be planned around them and we are using the curriculum to plan that.

7- EDUCATOR REPORTS

Parents will receive a daily report on the progress of the child's day. Parents are invited to contact their child's educator in the morning and at the end of the day each day. Please note that the educator has limited availability during the day. It is therefore preferable to use the correspondence booklet as a means of communication, or to request an appointment with the child's educator or the daycare director.

A follow-up sheet will be given to parents twice a year, in June and December. Parents are invited to ask questions about their child's learning to their educator who may contact a parent if she feels there are concerns about the child's learning or behavior. Don't worry! During the preschool years, children develop at different rates. However, when a child seems to be less advanced in one or more areas, the daycare will inform the parents. The parents, educators and director will first meet to discuss the child's progress. The educators and the director will listen to the parents' observations and comments. In the second phase, the group will develop a plan that will include observation A second meeting will provide follow-up: the educators will reassess the child's needs and determine if the child has made progress or if a professional assessment is required. A second meeting will provide follow-up: the educators will reassess the child's needs and determine if the child has made progress or if a professional assessment is required.

8- PARENTAL INVOLVEMENT

We encourage the active participation of parents. The physical presence and hands-on involvement of parents is necessary and vital to the successful operation of our daycare. The daycare appreciates parental involvement for each child, whether it be accompanying the group on an outing, participating in a playground workshop, etc.

9- COMPLAINT HANDLING

The licensee or any person acting on behalf of the licensee shall receive and deal with any complaint from a staff member or parent.

Any person may file a complaint with the daycare:

1. To report a fact or situation prevailing in the daycare that leads him/her to believe that there is a breach of an obligation imposed by the Act or the regulations or if he/she notices a fact or situation that threatens the health, safety or well-being of the child who is received there.
2. Where the Board has reason to believe that a member of the staff of the day care center or any other person acting on behalf of the licensee is in breach of a duty or obligation imposed by the Act or regulation or is not acting fairly.

9.1 Designated Complaints Person:

The center shall ensure the availability of a complaint handling service during its operating hours. To this end, the Director is designated to receive and process complaints.

Processing of complaints:

The Director will handle all complaints promptly and follow up on them.

9.2 Examination and processing of complaints:

When a complaint is received, the Director must first determine the nature of the complaint to identify the procedure to be followed for its treatment. In all cases, a written report by the Director will be placed in the file of the person concerned. If the complaint is outside the jurisdiction of the center, the complainant is referred to the Education and Early Childhood Development.

Education and Early Childhood Development

Email: ELC.SGERegion1@GNB.CA

If the complaint involves abuse, mistreatment, assault, or other similar occurrences involving a child, the Director shall immediately report it to the Child and Youth Protection Center. The Director shall work with representatives of the agencies involved.

Monitoring Follow-up:

The childcare center shall ensure that the situation that led to the complaint, when substantiated, is corrected.

If the situation is not corrected or if it reoccurs, the Director will issue a written report of her findings.

9.3 Record Retention:

All complaint records maintained by the center and documents demonstrating follow-up to complaints are confidential and kept under lock and key. Only the director has access to these documents when necessary for the application of the mandates entrusted to them by the Act.

10- INTERNAL REGULATIONS

10.1 OPENING HOURS

The daycare is open from 7:00 a.m. to 5:00 p.m. Monday to Friday and is staffed by qualified personnel during this period.

Parents are asked to respect the daycare's opening hours. A late fee will be charged to parents who pick up their child after 5:00 p.m. The late fee is \$1.00 per minute for the first two late pickups and \$2.00 per minute for the third and subsequent late pick-ups.

The daycare asks parents to be diligent in picking up their child. Parents are asked to leave the premises promptly with their child to maximize group control and safety. For safety reasons, children must be handed over to an educator upon arrival and must not leave without the educator's knowledge. This way, by working together, we can ensure that the children are constantly supervised. Finally, parents must inform the educator by letter or verbally when another authorized person is picking up the child. The daycare will try to inform parents the day before of closures due to weather. However, since this is not always possible, we ask that parents check the daycare voice mail or email in the morning if extreme weather is expected. If the greeting is the same, the daycare will remain open as usual. If an alternate message is recorded, please listen to the instructions carefully.

If the weather deteriorates during the day, the center will close to avoid problems at the end of the day. The philosophy of the center is that it is better to provide limited services when possible than no services at all.

- When media forecasts are very poor, parents should plan for another option for their child's care.
- Parents are asked to be on the lookout for forecast updates (Environment Canada and Weather Network) for weather and road updates.
- We ask parents to be cooperative and respectful and to always provide us with a contact number in case of an emergency.

If an emergency evacuation is required or if the daycare must close early, the educators will contact the parents to inform them.

11- SCHEDULE

The daycare will be closed on statutory holidays and on certain pedagogical days. Parents will be given a list of closing days at the time of registration. The daycare reserves the right to close in case of emergency and these days will be paid for.

- New Year's Day
- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- New Brunswick Day
- Labor Day
- Thanksgiving Day
- Remembrance Day
- December 24th
- Christmas Day

- December 26th

We close at noon depending on the demand on Christmas Eve and New Year's Eve.

12- ADMISSION POLICY AND WAITING LIST

Our daycare welcomes children aged 15 months to 5 years from various social and ethnic backgrounds. The waiting list for full-time spaces is on a first come/first served basis, with priority given to siblings of children already attending the center and to children of center employees. The administration will review applications and, if necessary, establish integration programs for all newcomers to the center. All interested persons must complete an application form.

All individuals interested in adding their child's name to the waiting list must complete the online application form (www.bisounours.ca). Each application is dated and filed. Please do not call the daycare regarding your child's placement on our waiting list. Parents will receive a call from the daycare administration if a space becomes available.

13- EXPULSION POLICY

If a child has serious discipline or adjustment problems, the administration and the parents will discuss ways to help the child (e.g., seek professional help). If, after a reasonable period, the situation persists to the detriment of the other children in the center, the director will talk to the parents and try to resolve the conflict. If the situation does not improve, after consultation with the child's parents, the parents may be asked to remove their child from the daycare according to the guidelines of the Policy. The procedure followed is as described below.

- The director will arrange an initial meeting with the parent to develop a plan of action and a written notice will be sent to the parent. action plan and a written notice will be given to the parent.

- The child will be under observation for another two (2) weeks. There will be a second meeting with the parent to review the child's progress. If there is improvement, a written report will be given to the parent, however, if the unacceptable situation persists a second written notice will be given to the parent,

- If there is an improvement (following this second notice), the child will remain at the daycare with a mention in his/her file, or if the unacceptable situation persists to the detriment of the other children of the daycare, the management will issue a third notice which will be a notice of withdrawal specifying the date of withdrawal. In the case where children have already passed the probation period, but for whom unacceptable behavior develops and persists, the above mentioned procedures will be applied.

14- SAFETY POLICY

Les Petits Bisounours Daycare is protected by an electronic alarm system. All doors to the daycare are locked from the inside. Please use the main entrance to access the daycare. Morning arrivals are limited to between 7:00 am and 9:00 am to ensure that your child's day runs smoothly. We know that due to appointments, parents and children may arrive later, so we suggest that you inform the daycare or your child's educator. The center will be locked at 9:00am. After that 9:00am please ring the bell located at the main entrance when you are outside. Only visitors with appointments will be received outside of these hours.

Only authorized persons may drive and pick up children at the daycare. A written authorization from the parents or guardian is required for special cases. If necessary, educators may ask for identification. If your child will be absent on a specific day, please notify us by phone before 10:00 a.m.

When parents come to pick up and drop off their child, they are responsible for their child. We ask that you enter and leave the building promptly to avoid congestion and confusion, especially during peak hours. All visitors must make an appointment.

In the event of an emergency evacuation, all staff and children must leave the premises according to the plan posted beside all doors. The daycare will conduct evacuation drills several times year-round. The daycare is also protected by smoke detectors and a security system with an alarm.

15- FIRE EVACUATION

A fire practice is completed each month in accordance with licensing requirements. In the event of a fire where we cannot re-enter the daycare, the meeting place will be at

Young Explorers Learning Centre, 122 McClennan Ave, Riverview, NB

A parent/guardian or emergency contact will be contacted immediately to pick up the child within one hour.

16- EVACUATION IN CASE OF A BOMB THREAT

In the event of a bomb threat evacuation, the meeting place will be at **Young Explorers Learning Centre, 122 McClennan Ave, Riverview, NB**

A parent/guardian or emergency contact person will be contacted immediately to pick up the child within one hour.

17- DAYCARE RULES

1. Respect the arrival and departure times.
2. Enter the daycare through the main entrance door.
3. Do not enter or leave through emergency exits.
4. Close all doors behind you.
5. Be careful with strangers.
6. Act responsibly and do your part for the safety of the children in the daycare.
7. Walk and do not run in the daycare.
8. Try to keep drop off short and sweet.
9. Smoking is not permitted in the facility or on the premises.
10. No nuts or peanuts may be brought into the daycare.
11. Strollers are not allowed inside.
12. Plastic bags are not permitted on the premises.
13. Boots are not to be worn indoors.
14. Animals are not permitted on the premises.
15. Only authorized or scheduled persons are allowed inside.
16. Rude or disrespectful behavior will not be tolerated.

17. Only authorized persons are allowed in the kitchen and office.

18- FOOD AND DRESS CODE

18.1 DRESS

Since children move around a lot during their daily activities and may get dirty, we strongly suggest that parents dress their children comfortably and bring a change of clothes. All children must always wear slip-resistant shoes (no slippers) while indoors. Educators go outside daily (weather permitting), so it is necessary to bring clothing that is appropriate for the weather outside. Due to the number of children in the daycare, we encourage parents to identify all clothing and belongings belonging to their child. We ask that parents take sheets and blankets home every Friday for washing and bring them back to the daycare every Monday. The daycare recommends that parents leave toys and personal books at home, as well as any other item that could be lost, unless prior agreement is made with the educator. Each parent must provide diapers, wipes, and diaper cream if necessary. For more information, please refer to your child's educator.

18.2 Equipment list

- One pair of sneakers for indoor and one pair for outdoor use
- A lunch box
- A complete change of clothes (winter/summer)
- Snow pants
- Towel and bathing suit
- Sheet, blanket, pillow

18.3 FOOD

The daycare provides two snacks per day. We offer a nut free environment. Children will bring their own lunch and water bottles. For special occasions (such as birthdays), please discuss with the educator. The daycare does not allow chewing gum or candy.

19- HEALTH AND HYGIENE POLICY

19.1 HEALTH AND HYGIENE

Medication, antibiotics, or other treatments to be administered to the child must be placed in the special box in the refrigerator (out of reach of children). These medications must be prescribed by a physician and must be brought in the original container with the prescription label. In addition, parents must complete and sign a form giving the educator permission to administer the medication to the child. This form is available in all the premises in a box provided for this purpose. To respect the criteria of hygiene and cleanliness, the administration reserves the right to send a child home when it deems it necessary. For the same reasons of hygiene, the educators are not responsible for the cleaning of soiled clothes, these clothes will be placed in a disposable bag which will be put in the child's bag.

Educators emphasize the importance of washing hands after using the bathroom, playing in the sand, doing arts and crafts, playing outside, and before and after meals and snacks. Parents are asked to ensure that their child's hands are clean when they enter the daycare.

19.2 HEALTH (CONTAGIOUS SYMPTOMS)

Each morning, all children will be observed for signs of illness. Children must be in good health when they arrive at the daycare.

The following are the rules of the daycare:

1. NO TEMPERATURE ABOVE 38 DEGREES C (100.4 DEGREES F) - or above 37.5 degrees C (99.4 DEGREES F) if taken under the arm - FOR 24 HOURS and without medication.
2. NO VOMITING FOR 24 HOURS.

3. NO DIARRHEA FOR 24 HOURS (at least 2 very loose stools).
4. NO CONTAGIOUS DISEASE (including strep throat, chicken pox, acute contagious conjunctivitis, lice, impetigo, etc.)

If a child presents any of these symptoms at the daycare, the parents will be notified immediately, and the child will be required to leave the daycare within the hour. The child will not be allowed to return until he/she meets the above criteria. To ensure the health of all children in the daycare, staff will check the temperature of any child who returns to the daycare after being sent home with a fever. Any child suspected of having a contagious disease requires a written notice from the physician before returning to the daycare. If a child has a contagious disease and other children have been exposed to it, all parents will be informed. In addition, if the daycare worker is concerned about a child's health for reasons other than those mentioned above, the parents will be notified and will be required to seek medical assistance for their child immediately.

If a room has more than 30 percent of the children affected by an infection, the daycare reserves the right to close the room temporarily to control the infection and disinfect the premises. In extreme cases, the daycare may have to close the entire daycare. The daycare will, of course, keep parents informed of issues affecting the daycare and of any closure of the premises.

20- MEDICATION

To administer medication to a child, the parent must complete a medication authorization form, including the child's name, dosage, possible side effects, name of the medication, specific time to give the medication, the parent's signature, and the day's date. All medications must be labeled with:

- The Child's name,
- The time of day the medication is to be given,
- The exact dosage,
- The name of the doctor

21- SPECIAL ACTIVITIES

Our daycare offers children the opportunity to participate in special activities. During the summer months most class groups organize two or three outings per month. Your child's educator will keep you informed of the schedule of outings and special activities. Please note that additional fees may apply to special outings only. The daycare reserves the right to plan other outings or events when parents show interest or request them.

22- REGISTRATION AND CONDITIONS

22.1 REGISTRATION AND FEES

The registrations are open all the time according to availability. Parents whose children are already registered at the daycare must reserve their child's place. The daycare will then contact the parents whose names appear on the waiting list to fill the spaces that will become available.

- At the time of registration, the following documents are required: the daycare contract
- Government forms for subsidized spaces
- Child profile
- Consent form for emergency care, emergency transportation, acetaminophen administration, walking tours, videography, and photography
- Consent form for the administration of Benadryl
- Child's immunization record,
- Child's birth certificate
- Health insurance card,
- Proof of the child's and parents' status.

Please call the daycare in March to schedule a meeting or a site visit.

22.2 PAYMENT

A registration fee of \$90 per child is required to add the child's name to the waiting list. This fee covers administrative services and is non-refundable. It will be included in the amount of your tax receipt.

Payments will be due by the 30th and 14th of each month (Example: October 1st to 14th fees must be covered by September 30th and October 15th to 31st fees must be covered by October 14th).

Age of the child on the first of September of each year	Daily fee per child (full-time) - update date February 2022
15 months à 23 months	\$39.50
2 years	\$35.28
3 years	\$33.92
4 years	\$33.92
5 years	\$33.50

(a) **childcare** fees are payable by e-transfer, by debit card. Please refer to our monthly or biweekly payment schedule. Tax receipts will be issued to parents by February 28 of each year. Please note that a fee of \$10 per week will be added to any late payment if an arrangement is not made with the management. After the third offense, the daycare will ask the parent to leave the daycare.

(b) Termination

Parents are asked to give two weeks' notice prior to the child's departure date so that we can make the necessary adjustments. The daycare will provide the parent with the termination form.

(c) Vacations, illnesses, pedagogical days, and vacations

Parents must pay the daycare fee if the child goes on vacation or is absent due to illness.

In addition, parents are responsible for paying for childcare on statutory vacations.

NB: After one year at the daycare, children are entitled to two weeks of free vacation.

The parents will be able to plan their vacation around these dates.

(d) Outings

A detailed description of each outing, including the cost, will be provided to the parent 10 days prior to the scheduled date of the outing. The parent may then indicate his/her acceptance of the child's participation in the outing or not. If the parent refuses to allow the child to participate, the daycare will be required to provide the child with the educational childcare services to which he/she is entitled.

Daily Routine

7:00am to 9:00am - Welcome children/ Free play

9:00am to 9:30 am - Snack

9:30am to 10:30am - Outdoor or guided activity

10:30am to 11:30am - guided activity

11:45am to 12:15pm - Lunch

12:15pm to 12:30pm - bathroom

12:30pm to 2:00pm - Sleep/quiet time

2:00pm to 2:30pm - snack

2:30pm to 3:30pm - Outdoor activity

3:30pm to 5:00pm - Free play + finish activity if needed