



Gagetown MFRC Childcare Centre

Parent Manual
2008-2009

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Gagetown Military Family Resource Centre Child Care Services Parent Manual

We would like to welcome you and your child to GMFRC Child Care Services. This parent manual has been designed to help you, our military families, become familiar with the services provided by GMFRC Child Care, as well as to introduce you to our policies and procedures. Should you have any questions after reading this manual, please do not hesitate to speak with the Child Care Director, the General Administrator or the child care staff.

Please note: Due to provincial licensing restrictions, child care spaces are limited. GMFRC Child Care Services can provide child care to currently serving full time military members.

Special circumstances will be considered.

Please submit request in writing to Child Care Director and Executive Director.

Gagetown MFRC Mission and Vision Statements

Mission Statement: Promote and facilitate community-based services and resources that strengthen military families and communities.

Vision Statement: Resourceful, resilient military families in a supportive community.

GMFRC Child Care Services Mission Statement

GMFRC Child Care Services mission is to provide an environment in which all children are respected, accepted and allowed to develop and grow to their full potential.

Philosophy

GMFRC Child Care Services reflects our sense of community, its support and reinforcement of the military family and its concern for the individual child. Our child care centre encourages active participation and all children are encouraged to explore, create, question and share experiences in order to enhance physical, social, emotional, language and intellectual growth. It is our goal to provide your child with a safe, warm and loving environment in which to grow, play and learn. To this end, we work as a partner with military families, continually recognizing the necessity of consistent and positive communication.

The philosophy of GMFRC Child Care Services is to provide your child with a positive learning environment, which enhances his/her level of development. Through play, exercise and the guidance of the Early Childhood Educators, your child will experience situations that will stimulate or enhance:

- a) Positive self-esteem and decision making capabilities
- b) Curiosity, initiative and independence
- c) Understanding and acceptance of the world and people around us
- d) Communication skills
- e) Interaction with and respect for others
- f) Foster co-operation
- g) Physical activity that develops gross motor skills
- h) Structured/unstructured, indoor/outdoor activities and
- i) Fine motor development

The goals of GMFRC Child Care Services are to:

- a) Provide quality child care for military families
- b) Provide a safe and happy atmosphere for children to grow, learn and play
- c) Provide a service that is sensitive to the unique nature of military family life
- d) Accommodate the GMFRC's Emergency Childcare Program

Services Offered

The GMFRC Child Care Services is a not-for-profit organization. We offer a variety of child care options for military families with children between the ages of three months and twelve years. Our services are provincially licensed by the New Brunswick Department of Family and Community Services. As a provincially licensed center, we have regular inspections by Family and Community Services and the Public Health Department to ensure that regulations set forth by both departments are being followed. All child care options are outlined below.

Full or Part Time Child Care

GMFRC Child Care Services offers full or part time child care spaces to military families. These are contract spaces that guarantee a space for your child on an on-going basis. The conditions of these contract spaces are clearly outlined on the Agreement form that the parent/guardian is required to sign. Full time contracts are for parents whose children require all day care, five days per week. Part-time contracts are for parents whose children require part time care, either five mornings per week (from 7:00am to noon) or five afternoons per week (from noon to 5:00pm). Fees are applied to the times outlined on the contract. All parents must complete the provincially mandated Child Profile prior to their child attending the child care centre. For more details, please call 422-200 ext. 3064. Two weeks written notice is required to terminate a contract space. Parents will be billed for this time regardless of attendance.

Before and After-school Child Care

GMFRC Child Care Services offers both a junior (ages five and six) and senior before and after-school (ages six through twelve) program for children of military families. These are contract spaces that guarantee space for your child in the after-school program. The conditions of these contract spaces are clearly outlined on the Agreement form that the parent/guardian is required to sign. Fees are applied to the times outlined on the contract. All parents must complete the provincially mandated Child Profile prior to the child attending the after-school programs. School District 17 provides transportation for children attending elementary school. Children are picked up at the GMFRC in the morning and transported to school via school bus. Children are picked at school and transported to the GMFRC via school bus. With the exception of children attending middle school, children cannot walk to or from school on their own. Parents of children attending middle school must sign a waiver permitting their child to walk to and from school on their own. Details are outlined in the Agreement. Spaces are limited. This program runs from September to June. Two weeks written notice is required to terminate a contract space. Parents will be billed for this time regardless of attendance.

Summer Day Camp

Summer Day Camp is for military families with children aged six through twelve years. Five year olds may be accepted if they have completed a full year of school. It is a nine week, theme-based summer program that offers activities, fun, crafts and field trips. This program falls under the after-school license. No contract is required – however, two full weeks notice is required to cancel previously booked weeks. If the required two weeks notice is given, payment will be reimbursed. Parents commit by the week to either full day care (7:00am to 5:00pm) or summer camp only (9:00am to 3:00pm). Spaces are limited. All parents must complete the provincially mandated Child Profile prior the their child's first day. For more details, call 422-2000 ext. 3064.

GMFRC Emergency Care

GMFRC Child Care Services supports the MFRC Emergency Care program by providing daytime emergency child care whenever possible. We recognize the uniqueness of being a military family and are pleased to offer our assistance. Child care for emergency situations must be made through the Deployment and Family Support Coordinator at (506) 422-2000 ext. 2802.

Contacting GMFRC Child Care Services

GMFRC Child Care Services telephone number is 422-2000 ext. 3064. The General Administrator or a staff member will answer the phone if available. We are equipped with 24-hour voice mail and regularly check our messages. Your message will be written down and initialed and the appropriate response will be made at the

earliest possible time. Should you have an emergency please call 422-2000 ext. 3352 and the GMFRC receptionist will pass along your message to the appropriate staff member immediately

About Our Staff

Our Child Care Director, General Administrator and the Early Childhood Educators work as a team to provide a stimulating, nurturing environment for the children attending our programs. The Head Educator of your child's room is your initial point of contact should you have questions or concerns.

GMFRC Child Care Services is committed to hiring dedicated and qualified Early Childhood professionals.

All staff members of GMFRC Child Care Services are required to have a criminal record check (by the RCMP), a prior contact check (by the Dept. of Family and Community Services), a medical and TB test prior to their employment. All staff members are also required to maintain current first aid and CPR training. The GMFRC provides all its employees with fire extinguisher training, as well as on-going opportunities for professional development. All GMFRC employees must sign an Oath of Confidentiality.

Hours of Operation

GMFRC Child Care Services will operate from 6:45am to 5:30pm Monday through Friday with the exception of statutory holidays and unforeseen closures due to weather conditions.

Statutory Holidays and Closures

In accordance with the Gagetown Military Family Resource Centre's policies and procedures, GMFRC Child Care Services will be closed on the following statutory holidays. In the event the statutory holiday falls on the week-end, the GMFRC will be closed on either the Friday before or the Monday after the holiday. Closure notices will be posted. Payment is required for statutory holidays.

New Year's Day	Canada Day	Remembrance Day
Good Friday	New Brunswick Day	Christmas Day
Easter Monday	Labour Day	Boxing Day
Victoria Day	Thanksgiving Day	

Unscheduled Closures

GMFRC Child Care Services follows the same closures as CFB Gagetown. Therefore, if the entire Base is closed so is the Gagetown Military Family Resource Centre and all its programs. Parents will be contacted and will be required to pick up their children. Should the Base be closed in the morning, with an announcement that it will re-open at a later time, the GMFRC and its programs will follow suit. Individual unit closures and minimum manning situations do not apply. We may be required to close the service with short notice. Closure and opening notices will be announced on local radio stations and on the GMFRC voice mail messages.

It is important that you keep us informed of your place of employment or any telephone number changes so that you may be informed of any unforeseen closures.

Parents will not be charged for storm days if the daycare is not open. Please listen to the local radio stations for closure and opening announcements.

Age Grouping of Children

GMFRC Child Care Services is provincially licensed and provides care for military families with children aged three months to twelve years. The age groupings and ratios are as follows.

<u>Age</u>	<u>Definition</u>	<u>Ratio (staff to children)</u>
Babies	3 months to 15 months	1:3
Toddlers	16 months to 24 months	1:3
Two's	2 years old	1:5
Three's	3 years old	1:7
Four's	4 years old	1:10
Five's	5 years old	1:12
Six to Twelve	6 to 12 years old	1:15

At times, we may be required to bring two or more age groups together. The Child Day Care Facilities Operator Standards allows for this and supplies us with a formula to develop and maintain proper staff to child ratios.

GMFRC Child Care Services and the GMFRC After-school Program are licensed for a total of 90 child care spaces. They are divided as follows.

Baby Room	9 spaces
Toddler Room	9 spaces
Two's Room	10 spaces
Three's and Four's Room	20 spaces
Junior After-school room	12 spaces
Senior After-school Room	30 spaces

Admission Policy

Due to provincial regulations, child care spaces are limited. To this end, GMFRC Child Care Services can only accommodate children of currently serving full time military members.

*Special circumstances will be considered.
Please submit request in writing to Child Care Director and Executive Director.*

An admission package must be completed for every child who participates in GMFRC Child Care Services programs. This "Child Profile" is required under the Child Day Care Facilities Operator Standards.

Prior to enrollment for full time, part time, before and/or after-school care, or emergency child care, we strongly urge you to arrange an introductory visit that will familiarize you and your child with our services. This visit will allow you to visit with the Head Educator of your child's room, ask any questions you may have and to complete your child's admission package. Documentation of immunization is required prior to admittance to all GMFRC Child Care Services programs.

Documentation

Your admission package and consent forms will remain at the child care centre. It is important that the information remain current. This includes address, home phone numbers, place of employment and work phone numbers, emergency contact people and their phone numbers and health card information (immunization records and medicare numbers etc.). Please notify the Head Educator of your child's room or the General Administrator of any changes in information as soon as they happen.

Privacy Policy / Access to Information

The Gagetown Military Family Resource Centre views privacy as a very important aspect of our daily work. The Privacy Code requires that all information in the control and custody of the GMFRC is governed in accordance with the fundamental principles respecting the right of access to information and the protection of individual privacy. The GMFRC privacy policy and procedures are available upon request.

Children's records are confidential. Only authorized employees of the Gagetown Military Family Resource Centre, the Department of Family and Community Services and the child's parent/guardian will have access to these records. The right of every child and family to privacy is recognized and protected. A parent/guardian's written consent is required prior to the release of information to third parties.

Access to records without parental consent may only be given to officials of the following jurisdiction upon written request to the Executive Director substantiating the purpose for requiring the information.

- a) Coroner's office
- b) Courts in response to a warrant or court order
- c) Authorities vested in provincial or federal statutes (i.e. Children's Aid Society, police)
- d) Minister and officials to whom the parent/guardian has delegated authority
- e) Medical practitioners in the case of an emergency

Emergencies

Should a serious accident occur, the staff will seek the necessary medical assistance and contact the parents immediately. In the event that your child has to be taken to the hospital for medical treatment, your child's medical consent form will be handed to the medical staff to facilitate treatment. It is imperative that these forms be kept current.

An accident/incident report will be completed and signed by the Head Educator/Educator Assistant for all accidents/incidents. Parents must countersign this form.

Fire Drills and Emergency Evacuation Procedures

Please be aware that GMFRC Child Care Services performs regular fire drills to ensure fast and efficient evacuation of the building and to comply with provincially and federally mandated regulations. Fire drill routines are posted in every room. In the event of an actual evacuation of the GMFRC, children will be escorted to the Base Theatre. Emergency numbers will be contacted so that parents/guardians may pick up their child.

Rates

Rates are determined by type of contract (full time, part time, before and afterschool or afterschool), and child's age (there is one fee for children under two years of age and one fee for children 2 years of age and older). For current rates, please see Child Care Director or General Administrator.

Late Charges

When a parent is late picking up their child for any reason after giving a specified pick-up time, a late fee of \$4.75 for every 15 minutes the parent is late will be applied to their account.

Fee Increases

In the event of a rate increase, families will be given one month's notice of the increase.

Fees - Billing and Payment of Fees

All customers will be issued customer statements twice a month in conjunction with military pay periods. Payment is due immediately. Methods of payment can be cash or cheque. Late payment charges of 1.5% per month (19.56% per year) will be charged on all unpaid balances 31 days past the billing date. The customer will be responsible to pay any costs incurred by the GMFRC due to a NSF cheque. After three (3) NSF cheques, the GMFRC must request cash only for payment of services.

Accounts with Outstanding Balances

The following outlines the procedures to be followed in the event accounts with outstanding balances exist for prolonged periods:

- 1) All customers will be issued customer statements twice a month in conjunction with military pay periods
- 2) The Child Care Director will review accounts receivable reports after each statement issuance
- 3) Customers with accounts in arrears by 31 or more days after the billing date will be sent a standard collection letter signed by the Child Care Director, along with a copy of their most recent statement
- 4) A second letter will be issued to any customer who has failed to pay or provide sufficient reason for the delay to the GMFRC by the next aged account report review
- 5) Any customer with an account in arrears over 60 days will be denied use of the Child Care Services at the GMFRC Child Care Services until payment is received in full. Special exceptions may apply at the discretion of the Child Care Director
- 6) In conjunction with refusal of services, any customer with an account in arrears over 60 days from the original billing date will also be mailed a final notice by registered mail. It will request payment no later than 2 weeks upon receipt of final notice and notification that access to service will be denied until payment is received. The Child Care Director will refer to the Executive Director and a decision will be made whether to move forward with the collection agency. If payment is not received by the final notice deadline, the Child Care Director will inform the Executive Director.

Procedure for Collection Agency

After steps 1 – 6 as outlined above have been followed and any one of the following has occurred:

- a) The amount owing must be \$200.00 or more; or
- b) All customer correspondence sent by the GMFRC is returned to the GMFRC as undeliverable.

At the discretion of the Executive Director, a small claims court will be used to assist in the collection of outstanding accounts when appropriate.

Delay for Referral

In special cases, the referral to a collection agency will be delayed, at the discretion of the Executive Director during this delay, attempts to collect will continue to be made by the GMFRC and all late payment charges will still apply.

These policies will be strictly enforced.

Program Development

Programs are re-evaluated on a regular basis to reflect changes in the Child Day Care Facilities Operator Standards and ideologies of early childhood education. Special workshops and professional development allow staff members to review existing programs and to develop new program contents. Daily schedules, weekly themes and other details are posted on the Parent Information Boards located next to the door of your child's room.

Our child care programs focus upon:

Physical Development

- a) Encourage good health and safety habits
- b) Provide indoor and outdoor activities that encourage the development of gross and fine motor skills
- c) Promote the development of self-help skills
- d) Encourage a positive self-image

Intellectual Development

- a) Provide activities and play materials that encourage problem solving and stimulate creativity
- b) Provide age-appropriate educational toys

- c) Provide varied experiences, outings, visiting professionals, etc.
- d) Encourage children to observe and ask questions about things that interest them and to take part in activities
- e) Provide learning activities that are matched to the level of development of the child

Language Development

- a) Encourage communication, listening and language skills
- b) Encourage self-expression
- c) Introduction of the written word

Emotional Development

- a) Allow children to complete tasks themselves promoting independence and a sense of accomplishments
- b) Accept children's unique individualities
- c) Provide an atmosphere of acceptance and warmth to foster a positive self-image and acceptance of others
- d) Assist children in expressing positive and negative feelings in an appropriate manner

Social Development

- a) Provide group and individual activities
- b) Promote the concepts of sharing and cooperation
- c) Model appropriate behavior
- d) Encourage participation
- e) Promote awareness and acceptance of others

Child Evaluation/Progress

Head Educators will complete the "Child Skills Checklist" as set forth in the Child Day Care Facilities Operator Standards and the province of New Brunswick. This checklist is a tool to guide staff in their observation and recording of children's behaviors, skills and interests and to assist them in program planning. This will help staff to meet the developmental needs and interests of the children using our facility. Parents will have access to these forms and feedback is strongly encouraged. Individual progress can be discussed with the Head Educator of your child's room at any time.

Parent – Head Educator Meetings

Three times a year, typically in October, February and June, the Head Educators offer parents the opportunity to attend a one on one meeting to discuss each child's progress. These meetings are offered after the completion of the Child Skills Checklists. Parents are strongly encouraged to attend these meetings. As always, you are welcome to discuss any concerns you may have on a daily basis.

This does not apply to After-school programs.

Arrival and Pick Up

Upon arrival, you are required to sign in your child and notify the staff of the child's presence. Each child will be assigned a cubby space designated to the child's room. Please help your child with outer clothing and make sure all labeled belongs are placed in his/her cubby. All children must wash their hands in the children's washroom before joining their group. Parents are responsible to notify staff of any illness symptoms.

Upon departure, you are required to sign out your child and notify the staff that your child is leaving. Unless otherwise arranged, children will not be released to any person other than those specified on the admission form. Picture identification will be requested from this person at the time of pick up. Parents are required to supervise their child when they have picked them up – children are not permitted to run through the hallways and rooms. This is to ensure the safety of all the children.

Cubbies are to be kept neat and tidy and all artwork should be taken home daily.

Release

No child will be released to a person not authorized in writing by the parent. If there is a custody order or peace bond preventing parental contact, a copy must be kept on file at the child care centre.

Rules and Guidelines

The following rules are to be followed consistently by the children, staff and parents to ensure the safety of all persons within the child care centre.

- a) Hitting, kicking, biting, shouting, pushing, climbing on shelves etc. is unacceptable.
- b) When indoors, we walk at all times.
- c) Toys, craft supplies etc. are to remain in their designated areas.
- d) We put our toys away when we are finished playing with them and at tidy up time.
- e) We take turns, trade and share.
- f) We do not throw things.
- g) We do not destroy things.
- h) We tell people how we feel - happy, sad, angry etc.
- i) We speak and treat each other with respect. Swearing and inappropriate language are not acceptable.

Behavior Management

When problematic situations arise, child care staff shall use positive techniques of guidance – positive role modeling, redirection, distraction, offering other choices, talking about the situation. Every attempt will be made to reinforce good behaviors.

Should a child's behavior continue to be inappropriate, staff will employ the following...

Time Out

Time out involves removing the child from the situation for a period of time (1 minute per year of age). This gives the child a chance to calm down and reflect on what has happened. When the child has calmed, the staff member will discuss the situation with the child and he/she can then re-join the group.

Parenting Partnerships

In the event that a child is displaying behaviors that cause concern for the Educators or that are harmful toward himself and/or others, the Head Educator will notify the parents and the Child Care Director. The Director may request a meeting with the parents and the Head Educator to discuss the concerns. Together, those in attendance will form a partnership and a plan to deal with the concerns.

The Child Care Director and GMFRC Child Care Services staff members shall ensure that the following forms of discipline are not used and/or tolerated.

- a) Corporal punishment including striking a child by direct contact or with an object, shaking, shoving, spanking or any other form of aggressive conduct requiring or forcing a child to repeat physical movements.
- b) Harsh, humiliating, belittling or degrading treatment of any form including verbal, physical or emotional.
- c) Confinement of a child.

All persons, while in the child care centre, must adhere to the above.

Parents will be informed of any unacceptable behavior, and working in partnership with the parents and child, every attempt will be made to resolve the situation. Should a child's behavior cause continual disruption, or the

parents are unwilling to work with the staff to resolve the situation, GMFRC Child Care Services reserves the right to deny access to its programs. This applies to all GMFRC Child Care Services programs.

Praise of appropriate behavior is stressed at all times.

Transportation

School aged children are transported to and from school by School District 17 school buses. To contact the School District 17 Transportation office, please call 357-4256.

For field trips used for Summer Day Camp, Trius Bus Ltd. and local taxi cab services may be used. Parents will be notified in advance and permission forms must be signed.

Nap and Quiet Time

All children are required to have a rest or quiet time in the afternoon. Nap schedules vary from room to room. No child will be forced to sleep but all children must lie quietly and not disturb other children. In group care, children remain active most of the day and require a rest time. Parents of children who are dropped off during naptime are required to respect quiet time rules.

Meals

Parents must provide a nutritious lunch for their child. Parents of infants must provide formula and baby food for meals and snacks. Copies of the snack menu are posted on the room bulletin boards and in the kitchen. All substitutions will be noted. Easter, Christmas, Halloween and other special times are occasions for celebration at the child care centre. Please feel free to contribute peanut free food items for these occasions. In keeping with Family and Community Services and Public Health guidelines, home-made items cannot be accepted. Items donated must be clearly marked as peanut free and come prepackaged and in its original container. Unfortunately, this applies to birthday cakes and cupcakes as well. Please feel free to talk to your child's Head Educator about possible alternatives if this is something you want to do. We are very willing to work with you to find another possibility.

Should the parent request it, left-over food will be returned to their child's lunch bag if containers are provided. This will enable parents to see what and how much their child has eaten.

Nutritional information is posted on the bulletin board in the kitchen. There are brochures and information sheets for you to take as well.

Reduced Risk Facility

GMFRC Child Care Services is a reduced risk facility and promotes a nut free/peanut free environment. Please do not send peanut or nut products in your child's lunch. Occasionally, parents may not be aware of a possible nut warning on pre-packaged foods. These food items will be returned to your child lunch box with an "Oops!" note attached. This policy is necessary to help protect the well being of all the children in our care. Parental cooperation is greatly appreciated.

Scented Product Policy

The GMFRC and the GMFRC Child Care Services have adopted a scent-reduced policy. Employees and community members are asked to refrain from wearing perfume, after-shave and other highly scented products while at the GMFRC.

Administration of Medication

Whenever possible parents should administer drugs/medications at home. If this is not possible, parents are encouraged to come to the child care centre to administer drugs/medications. GMFRC Child Care Services has the right to refuse to administer any drug/medication. In the event that the child care centre does agree to administer drugs/medications, the following conditions apply.

- a) Only medications – over-the-counter or prescribed – that are brought to the child care centre by the parents will be administered
- b) Written parental consent must be obtained prior to administering any prescription or over-the-counter medications
- c) Necessary authorization forms must be completed each time medication is administered
- d) Tylenol administration forms are available from your child's Head Educator/Educator Assistant

All medications must:

- a) Be in their original container with the label intact
- b) Have child-protective caps
- c) Be identified with dosage and the name of the child for whom the medication is intended

In addition, prescribed medication must have:

- a) The name of the physician
- b) Instructions
- c) The time period of use

Head Educators will administer medications. In their absence, an Educator Assistant will be appointed. Administration of medications will be recorded on the authorization forms.

Health and Management of Illness

The Child Day Care Facilities Operator Standards stipulate that prior to admission, every child must have a completed admission package that will be kept at the child care centre. Should there be any religious, medical or other reason that a child has not been immunized, parents must provide the child care centre with written documentation explaining the circumstances. The following policies are enforced to assist in the prevention of the spread of infection and disease within the child care centre.

Hand Washing

All GMFRC Child Care Services staff and all children participating in GMFRC Child Care Services programs must, upon arrival at the daycare, wash their hands. Parents are required to take their child to the children's washroom and have them wash their hands before joining the rest of the children. Proper hand washing procedures are posted in the washroom. Hand washing significantly reduces the transmission of infections and germs. All parents and visitors are strongly encouraged to set a positive example by following the same policy. Children and staff are also required to wash their hands frequently throughout the day and at all appropriate times.

Absenteeism

In accordance with regulation 6.2 of the Child Day Care Facilities Operator Standards - Child Illness – parents are "required to notify the facility each time their child is absent and to provide the reason, whether or not the absence is illness related". Educators are required to note the reason for any absences on the attendance sheets – whether it be illness (specific illness), vacation, leaving early, etc.

Special Needs

Any special medical or dietary needs must be submitted in writing and signed by a physician prior to acceptance into the programs.

Outdoor Play

Any child who cannot go outside due to ill health should not be in attendance at the child care centre. All children are required to be dressed appropriately for various weather conditions. This includes sunscreen and a hat in the spring and summer and a snow suit, hat, mitts and boots in the fall and winter. Spare mitts should be sent as well.

Sunblock and Insect Repellant

All parents will be required to sign a "Sunblock and Insect Repellant" permission form. By signing this form, you are giving permission for staff to apply sunblock and insect repellant to your child. This is a recommendation of Family and Community Services. Parents are required to supply their child with both sunblock and insect repellant. This permission slip will be kept in the child's file.

Toilet Training

Staff will work in partnership with parents and children during the toilet training process. Due to child:staff ratios and health and hygiene considerations, children must be toilet trained before advancing to the three and four year olds program.

Management of Illness Guide

All provincially licensed child care facilities are required to comply with the regulations set forth in the "Guide for Managing Potential Illness in Child Day Care Facilities in New Brunswick". This guide has very specific instructions that GMFRC Child Care Services must follow. A copy of this Guide is posted on the Parent Information Boards. The flow charts related to this Guide are located next to the Parent Information Board for your review as well. This guide has been designed to help child care staff identify and manage potential illness in child care facilities. The flow charts contain scientifically based information to improve the assessment of potential illnesses or communicable disease and provide child care staff with criteria for identifying specific illnesses or infections based on signs and symptoms present. In addition, the flow charts provide instructions for immediate actions to take when a potential illness has been detected and the appropriate exclusion criteria for each potential illness.

Parent Responsibilities

The management of illness in child care facilities requires a partnership approach between parents, child care staff, Public Health, physicians and Family and Community Services. Parents are responsible to:

- Provide immunization information for their child upon admittance. This information must be kept accurate as child complete their immunizations. Parents who do not choose to immunize their child must sign a waiver from the child care facility.
- In general, if a child is too sick to take part in all the daily activities and has symptoms or a condition that may compromise the health of others, they should remain at home for the day.
- Exclude their children if they have one or more of the following symptoms or conditions: fever, diarrhea, vomiting, mouth sores, rash, infections or infestations. Expanded details of all these symptoms and conditions can be found in the *Parent's Role*** document on page 17.
- Notify the child care facility that the child will be absent and the reason for the absence.
- Pick up their child within one hour if they are notified by the child care facility of illness symptoms.
- Take their child to a physician for a diagnosis of a communicable disease or if the child's symptoms do not improve within 24 hours.
- Provide information regarding their child's condition to the child care facility within 24 hours after confirmed diagnosis for any condition listed in the *Exclusion Reference Guide (page 19)*.
- Follow the exclusion guidelines listed in the *Exclusion Reference Guide* in order for the child care facility to re-admit the child after an illness.
- In cases where exclusion is required, parents must complete the *Return After Exclusion Form (page 20)* in order for the child to be re-admitted to the child care facility.

Identifying and Managing Potential Illness

If a child is displaying signs or symptoms of illness, the child care staff will:

- Use Potential Illness Flowcharts to identify illness.
- Once a symptom/illness is identified, look to see if it requires separation and/or exclusion.

- If separation is required, the child will be separated from the other children, while ensuring the child is supervised and receiving appropriate care.
- Notify parents and/or emergency contact for the child as soon as possible of the main symptoms. Advise parent / designate to pick child up within **one hour** if separation is required for the symptom/potential illness.
- Complete **Potential Illness Report**** for child leaving the facility due to illness prior to their departure time. Give parent a copy of this report upon arrival to pick up child and file remaining copy at facility. This report requires parent or designate's signature.
- Ensure parents also receives a copy of the **Exclusion Reference Guide**** when they arrive to pick up their child. Explain that when exclusion is necessary, parents cannot return their child to the facility until the exclusion procedures have been followed.
- When appropriate, encourage parents to see a doctor for a diagnosis if child has symptoms of a communicable disease or shows no sign of improvement within 24 hours from leaving the child care facility.
- Inform parents that they are required to provide information to the child care facility relating to their child's condition within 24 hours after a confirmed diagnosis for any conditions listed in the *Exclusion Reference Guide*.
- Record the child's early departure on the Child Day Care Facility Attendance Record.
- Notify Child Care Director or designate immediately of potential illness report so that records of other potential illness reports can be reviewed. When appropriate, Public Health will be notified.
- Re-admit child to child care facility in accordance with the exclusion criteria as outlined in the *Exclusion Reference Guide*.
- Post a notice to inform parents of the existence of a communicable disease. Notices will be posted on the entrance door to the daycare and the Afterschool Room.

Notice of Illness

A notice of illness must be posted when a parent or doctor diagnosis has been provided for any of the following potential illness: all diarrhea illnesses, cold symptoms including pinkeye, scarlet fever and strep throat, skin problems including head lice, hand, foot and mouth disease, impetigo, ringworm and scabies, other infections including chickenpox, cytomegalovirus, Fifth disease, measles, bacterial and viral meningitis, mononucleosis, mumps, roseola, German measles, shingles and whooping cough, any case of bloody diarrhea and when there are 2 or more cases of diarrhea occurring within 48 hours.

Return After Illness

Child care staff must complete the **Return After Exclusion**** form upon each child's or staff's return to the child care facility after an illness which required exclusion according to the Exclusion Reference Guide. Parent signature is required on this form. A doctor's signature is required in cases of confirmed E.coli or shigella.

***Copies of the Parent's Role and Responsibilities, Potential Illness Report, the Exclusion Reference Guide and the Return After Exclusion Form are included in this Parent Manual. Please see pages 17 – 20.*

Additional "In-house" Guidelines and Policies

GMFRC Child Care Services follows the exclusions as set forth in the Exclusion Reference Guide (page 19). Please note that these are minimum standards and we reserve the right to request a doctor's note to confirm that a child does not have a communicable condition and is able to attend our services. This is to ensure the safety of all the children and staff.

- Children with diarrhea must not return to the child care facility until 24 hours have passed since the last episode of diarrhea.
- In the case of chicken pox, the chicken pox must be dry and scabbed over before returning to the child care facility.

Illness Reporting to Public Health

Child Care facilities are required to report to the following diagnosed illnesses to Public Health:

- Chicken pox
- Hepatitis B
- Measles
- Mumps
- 2 or more cases of diarrhea within 48 hours
- Meningitis – viral and bacterial
- Rubella (German measles)
- Whooping cough (Pertussis)
- Any cases of bloody diarrhea
- Any cases of diagnosed bacterial diarrhea

Personal Belongings

Clothing

Your child must be dressed in clothing that is appropriate to daily activities, physical activities, the season and the weather. A second set of clothing should be kept at the child care centre in case of accidents. Soiled clothing will be rinsed only and placed in a plastic bag in the child's cubby. Parents are responsible for taking home wet/soiled clothing daily. We do not accept responsibility for lost or damaged clothing. All clothing and personal belongings must be labeled with the child's name.

Sheets

The child care centre supplies sheets and blankets.

Shoes

All children are required to wear hard-soled footwear while at the child care centre. This includes before and after-school program participants.

Toys

Children are permitted to bring a soft toy for naptime. Toys from your home are not permitted nor are the child care centre's toys permitted to leave the premises. We will not be responsible for toys that are lost, broken or stolen. Occasionally, the children will have "Show and Tell" days in their rooms. The Head Educator will inform you of this activity in advance.

Diapers

Parents must supply disposable diapers, baby formula, and two changes of clothes. Special arrangements can be made if a child cannot tolerate disposable diapers. Parents must supply a proper storage for cloth diapers and they must be taken home daily.

Parent Involvement

You are welcome to visit your child in your free time and to participate during special events. Should your presence be unsettling for your child or disruptive to the program, you may be requested to limit your visits. Parental involvement can take place through regular meetings with staff, assisting with special activities or by becoming a volunteer at the GMFRC.

Volunteering

Occasionally, parental assistance may be required for field trips, the Christmas concert, assembling or disassembling equipment or general help as required. Please let us know if you would like to volunteer or contact the Volunteer Coordinator (506-422-2000 ext. 2784) for other opportunities to be involved at the GMFRC.

Suggestion Box

We encourage parental feedback in the form of verbal and written comments about our services. Our suggestion box is located on the wall to the right as you enter the daycare doors.

Parent Information Board

The parent information boards display information relevant to the child care services we provide. Copies of the latest memos, menus, policy reminders, Management of Illness Guidelines, Parent Manual, provincial license, notices, newsletters, inspection reports, parent evaluations and other general information can be found there as well. The boards are located in the main hallway into the child care centre and to the right of the After-school room door. Parents are encouraged to read them regularly. In addition, there are bulletin boards located beside the entrance to each classroom. The bulletin board for the Junior Afterschool group is located inside the room. These boards display information pertinent to that specific room – daily routines, themes, special activities, age appropriate information, notices, memos etc. are posted.

Parent Evaluation Form

Once a year, a parent evaluation form will be distributed to our parents. We ask that parents take the time to complete this form and return it to us. Information provided on this form helps child care services staff when programming for the next year. We welcome your suggestions and comments!

Lines of Communication / Parent Concerns

Parents should discuss any concerns with the Head Educator of their child's room. If the issue or concern is not resolved, parents should then set up a meeting with the Child Care Director. Should the concern still not be resolved, a meeting will be arranged with the Executive Director. Concerns and issues that cannot be resolved within these parameters can be directed to the Board of Directors.

Memos and Notices

Periodically, parents will receive memos and notices. Please take the time to read them and respond accordingly.

Newsletter

The Child Care Director and the Head Educator work in partnership to produce a "newsletter" on a quarterly basis. Each room has its own page – this page is specific to that particular age group. Interesting articles, recipes, upcoming events, special event information and much more are also included. All families are encouraged to take a few minutes to read the newsletter.

Abuse/Neglect Protocols

GMFRC Child Care Services staff members are responsible to advise the Department of Family and Community Services of any suspected case of child abuse or neglect. GMFRC Child Care Services reserves the right to contact the RCMP where, in the opinion of the child care centre's administration, there is a real and substantial risk of immediate harm to the child.

GMFRC Child Care Services personnel endorse the Protocols for Child Victims of Abuse. Parents/guardians can access this book at any time from the Child Care Director.

Suspected Alcohol Use Policy

Should GMFRC Child Care Services staff suspect that a parent has been drinking before picking up their child, the following steps will be taken.

- a) The staff member will offer to call a taxi to take the parent and child home
- b) The staff member will offer to call one of the people listed as an emergency contact on the Child Profile to come to take the parent and child home
- c) If these offers are refused and the parent leaves the child care centre in a motor vehicle with the child, the staff is obligated to call the RCMP and report the incident
- d) All such incidents shall be recorded and kept on file at the GMFRC

Video / Photograph Release

Written and/or verbal consent must be obtained from the parent/guardian for the media to videotape or photograph children participating in programs sponsored by the GMFRC.

Parent's Role Managing Illness in Child Day Care Facilities

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.

76-5282 (01/06)

POTENTIAL ILLNESS REPORT FORM

EXCLUSION REFERENCE GUIDE



**FORMULAIRE DE RÉINTÉGRATION APRÈS EXCLUSION – ENFANT
RETURN AFTER EXCLUSION FORM – CHILD**

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Please ensure that this form is completed before any child is re-admitted to a New Brunswick child day care facility after being excluded due to an illness. / Le présent formulaire doit être rempli avant qu'un enfant exclu pour cause de maladie soit réintégré à une installation de garderie du Nouveau-Brunswick.

**A. General Information /
A. Renseignements généraux**

Facility Name / Nom de l'installation:

Facility ID # / N° ID de l'installation:

Telephone # / Téléphone:

Fax # / Télécopieur:

Physical Location / Adresse de voirie:

**B. Child Information /
B. Renseignements sur l'enfant**

Child's Name / Nom de l'enfant:

Name of Illness / Maladie:

If illness is E.coli or Shigella, please complete Section A and B and send to Public Health to complete Section C. / S'il s'agit d'E.coli ou de Shigella, veuillez remplir les sections A et B et envoyer à Santé publique pour remplir la partie C ci-dessous.

Date of Illness Onset / Date du début de la maladie:

Date of Diagnosis / Date du diagnostic:

Date Treatment Began / Date du début du traitement:

**C. Confirmation of Exclusion (To be completed by the Parent or Guardian and Child Day Care Employee) /
C. Confirmation de l'exclusion (À être rempli par le parent ou tuteur et un employé de la garderie)**

I have verified that (name of child) has met the exclusion criteria as defined in the Exclusion Reference Guide, is symptom free and is well enough to take part in the regular child day care activities. / J'ai vérifié que (nom de l'enfant) a satisfait aux critères d'exclusion énoncés dans le Guide de référence concernant l'exclusion sans symptômes et suffisamment bien pour participer aux activités régulières de la garderie.

Signature of Employee / Signature de l'employé:

Signature of Parent / Signature du parent:

Date:

**D. Confirmation of Exclusion for E.coli or Shigella (To be completed by Public Health for E.coli and Shigella) /
D. Confirmation d'exclusion pour E.coli ou Shigella (À être rempli par Santé publique dans le cas d'E.coli et de Shigella)**

I confirm that I have seen proof of two negative stool cultures taken 24 hours apart as per the exclusion criteria (refer to Management of Illness in Children and Staff in New Brunswick Day Care). This individual no longer needs to be excluded from day care because of E.coli/Shigella illness. / Je confirme avoir vu l'attestation de deux analyses négatives des selles effectuées à intervalle de 24 heures conformément aux critères d'exclusion (voir Gestion des maladies infectieuses chez les enfants et le personnel dans les installations de garderie du Nouveau-Brunswick). Cette personne n'a plus à être exclue de la garderie en raison d'E.coli/Shigella.

Signature of Public Health Official / Signature du représentant de Santé publique:

Date:

PARENTAL SIGNED STATEMENT

In accordance with provincial regulations outlined in the Child Day Care Facilities Operator Standards, all clients of GMFRC Child Care Services must sign, date and return this page to our facility. It indicates that clients have received, read and understand our Parent Manual. The signed statements will be held in your child's file.



By signing below, I am agreeing that I have received, read and understand the information contained in the GMFRC Child Care Services Manual (effective date January 2nd, 2008).

Parent/Guardian's Signature

Date

MFRC Child Care Services Staff Signature

Date

Additional Policy...

Toothbrushing

Toothbrushing is not a provincially mandated requirement of child care facilities. Due to the risk of cross contamination and the potential spread of illness, GMFRC Child Care Services does not do toothbrushing after meals and snacks.