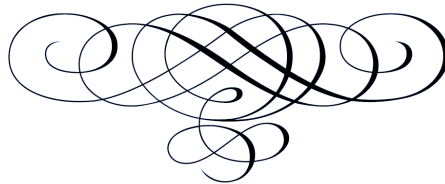


Woodstock Christian Academy (WCA) Inc.



“The Learning Zone”



Parent/ Guardian Handbook

Revised August 22 , 2025

WCA Childcare
Ages 3 months - 5 years & Afterschool
192 Broadway Street
Woodstock, NB
E7M 6B3

WCA Preschool Discovery Center
Ages 15 months - 5 years & Afterschool
137 Houlton Street
Woodstock, NB
E7M 1Y7

506-328-8619
wcachildcare@gmail.com

Table of Contents

1. Welcome To WCA Childcare & WCA Preschool Discovery Center	4
a. Who we are	
b. Our Mission	
c. Philosophy	
d. Administrative Structure	
2. Curriculum	6
a. New Brunswick Curriculum Framework for Early Learning and Care	
b. We are Learning	
3. Hours of Operation	8
a. Regular Hours	
b. Extended hours	
c. Attendance	
d. Routine/Schedule	
4. Registration	10
a. Enrollment	
b. Withdrawal	
c. Termination	
5. Personal Belongings	11
a. Toys	
b. Clothing	
c. Naptime/Quiet Time	
d. Diapers and Wipes	
e. Birthdays and Celebrations	
f. Lunches and Snacks	
g. Other	
6. Managing Illnesses	13
a. Symptoms of Illness	
b. Covid-19	
c. WCA Childcare's Exclusion Criteria	
d. Potential Illness Reports and Return after Exclusion Reports	
e. Infectious Control and Personal Hygiene	
f. Infectious Diseases	
g. Medication	
h. Allergies	
7. Managing Injuries	16
a. Accidents and Injuries	
b. Staff Policies on Dealing with Cuts or Injuries Involving Blood	
c. Medical Emergencies	
8. Safety	17
a. Child Abuse and Neglect Protocol	
b. Court Orders	

c. Child Guidance and Behavior Management Policies	
9. Emergency Plans	18
a. Fire Drill Procedure	
b. Lockdown Procedure	
c. Evacuation Procedure	
10. Transportation	19
a. Pick-Up and Drop-Off	
b. Outings and Excursions	
11. Involvement	20
a. Parent-Teacher Communication	
b. Volunteering	
c. Parent Committee	
d. Fundraising	
e. Placements	
12. Policies	22
a. Outside Policy	
b. Video Surveillance	
c. Smoking Policy	
d. Scent-Free	
e. Pet Policy	
f. Change of Information	
g. Complaints and Grievance Procedure	
h. ELC Licensing Staff	
13. Inclusion Policy	24
14. Payment Information	25
a. Methods of Payment	
b. Payment Schedule and Failure to Pay Fees	
c. Late Pick-up Charges	
15. Assistance Programs	26
a. New Brunswick Daycare Assistance	
b. Parent Subsidy Program	
16. Fees	27
a. Infant	
b. Preschool (2-5 years)	
c. Afterschool (Kindergarten to Age 12 years)	
d. Extended Hours	
e. Additional Fee Information	
17. WCA Childcare & WCA Preschool Discovery Center Parent Commitment Form	28

1. Welcome to WCA Childcare

This handbook has been designed to help you, as parents/guardians, understand what it is we have to offer and who we are, as well as what you can expect from us and what we expect from you. This handbook is subject to change as necessary. You will receive a new handbook as changes are made.

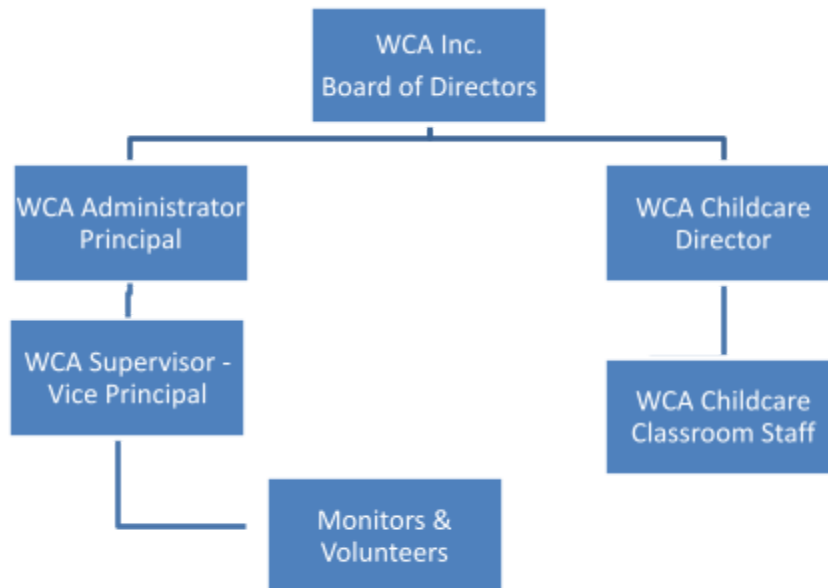
Who we are

WCA Childcare is a wholly owned subsidiary of Woodstock Christian Academy Inc. We are a licensed childcare facility with the Province of New Brunswick with spaces for up to 36 children ages 3 months to 12 years of age at our Broadway St. location and spaces for up to 43 children ages 15 months to 12 years of age at our Houlton St. location. We offer Full time, Part-time, and after-school spaces, as well as extended hours of care. Woodstock Christian Academy was founded in 2010 and is a registered Non-Profit Corporation and a registered charity with the Canada Revenue Agency.

Childcare email: wcachildcare@gmail.com

Administrator: Sherry Clark (506) 328-5212 woodstock_christian_academy@hotmail.com

Administrative Structure



Our Mission

Our mission is to provide a safe, secure environment for your child that fosters physical, social, emotional, and cognitive development. We believe that quality child care facilitates the healthy growth and development of the whole child. We believe that all children are different and unique.

Parents are a child's first and most important teacher. You are very important to our center. We hope to develop a partnership between your home and WCA Childcare to benefit the growth and development of your child.

Philosophy

Our primary goal is for children to feel safe and secure. Before a child can be independent, they need to know that they can depend on adults. We believe that quality child care depends upon consistent caregiving in a home-like atmosphere. Children grow and learn best in a safe environment that provides opportunities to explore, create, and communicate with other children and adults. Children are respected as individuals within a child-oriented rather than a teacher-directed program.

Children are free to choose from age-appropriate activities including art, music, language development, pre-math skills, science and nature, and dramatic play. Children develop self-esteem, independence, and problem solving skills as they make choices and assist in planning the environment and the activities.

2. Curriculum

New Brunswick Curriculum Framework for Early Learning and Care

At WCA Childcare Inc. we follow the New Brunswick Curriculum Framework for Early Learning and Care (English). Learning through play is viewed as the cornerstone of the curriculum. Our curriculum follows a play-based, child-focused model. Activities and materials are chosen by the children and teachers to reflect the children's interests and developmental goals. The children, the ECE staff, and the parents are all co-contributors to our curriculum. This curriculum is based on the vision that all children will grow to their fullest potential with dignity, a sense of self-worth, and a zest for living and learning.

There are four goals for Early Learning and Care:

1. Well-Being: For this goal we focus on emotional health, physical health, positive identities, and a sense of belonging.
2. Play and Playfulness: For this goal we focus on using our imagination and creativity. We also encourage playful exploration, problem solving, as well as dizzy play.
3. Communication and Literacies: For this goal we focus on communicative practices, multimodal literacies, and literate identities with/in communities.
4. Diversity and Social Responsibility: For this goal we focus on inclusiveness and equity, democratic practices, and sustainable futures.

In our classrooms, there may be Christian content in the form of books and/or posters.

We Are Learning

In the Dramatic Play Center

We are:

- Cooperating with others
- Collaborating with others
- Using language skills
- Verbalizing ideas
- Understanding emotions
- Observing others
- Using fine and gross motor skills
- Acting out realistic situations
- Learning to problem-solve
- Using reading and writing authentically
- Building vocabulary

In the Woodworking Center

We are:

- Developing manipulative skills
- Expressing creative ideas
- Enhancing hand-eye coordination
- Understanding about tools
- Learning how things fit together
- Learning to plan and organize

In the Writing Center

We are:

- Using fine motor skills
- Developing our language skills
- Learning hand-eye coordination
- Putting thoughts into words
- Learning that print has meaning

In the Playdough Center

We are:

- Advancing our fine motor skills
- Toning our manipulative skills
- Using our imaginations
- Putting ideas into shapes
- Developing artistic skills

In the Puzzle Center

We are:

- Exercising our fine motor skills
- Advancing hand-eye coordination
- Focusing on spatial awareness
- Enhancing cognitive development

In the Art Center

We are:

- Developing fine motor skills
- Engaging in creative expression
- Improving hand-eye coordination
- Communicating ideas
- Problem-solving
- Learning about cause and effect
- Learning color concepts
- Learning art techniques
- Using emotional expression

In the Science Center

We are:

- Learning new concepts
- Testing ideas
- Planning
- Observing
- Predicting
- Comparing
- Drawing conclusions
- Discovering how things work

In the Literacy Center

We are:

- Developing language skills
- Sequencing events
- Taking care of books
- Creating our own stories
- Gathering information
- Enjoying quiet moments
- Using our imaginations
- Recognizing letters and sounds
- Learning sight words
- Recognizing word chunks
- Learning to comprehend what we read
- Learning to communicate

In the Cars and Transportation Center

We are:

- Learning the basics of physics
- Learning about cause and effect
- Learning to take another person's perspective
- Developing new vocabulary and language
- Using our imaginations
- Using our fine motor skills

In the Blocks and Building Center

We are:

- Using our fine motor skills
- Developing gross motor skills
- Classifying by shape, color, and size
- Experimenting with balance and form
- Using our imaginations
- Testing our ideas
- Recognizing quantity
- Understanding number concepts

3. Hours of Operation

Regular Hours

WCA hours are from 7:30 a.m. to 5:30 p.m. Monday to Friday. Extended hours are available upon request and with proper advance notice (1 week). WCA asks that children be dropped off no earlier than 7:30 a.m. (unless arrangements have been made ahead for extended hours) and be picked up no later than 5:30 p.m. each day (unless arrangements have been made ahead for extended hours). At the end of the day, parents should arrive with enough time to speak with your child's educator, dress your child, gather their belongings and leave by 5:30. Late pick up fees will apply immediately at 5:31 p.m.

Please note that WCA Staff are required to contact Social Development Child Protection if parents are later than 30 minutes without contact from the family.

We have a 9:00 a.m. cut-off time for drop off of children. We do this to keep children on a routine and to keep our schedule in the classroom. At 9 a.m. is when snack time starts in the classrooms so it is not safe for educators to be distracted from the children eating as they can choke. If your child will not be in attendance for any reason, **it is required that you let us know before 9 a.m.** so we can plan accordingly. It is also required that you inform us on the reason, whether it be vacation, just a day home to relax, or illness related.

We offer full-day childcare on school closure days, (i.e. snow days, PD days etc.)

WCA observes statutory holiday and will be closed on the following days:

- New Year's Day
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- New Brunswick Day
- Labour Day
- Thanksgiving Day
- Remembrance Day
- Christmas Day
- Boxing Day

We are also closed the week of Christmas each year for holidays.

Extended Hours

Extended hours are available upon request and with proper advance notice (1 week).
Extended hours are as follows:

Monday - Friday: 6:30 a.m. - 7:30 a.m.
5:30 p.m. - 8:00 p.m.
Saturday: 6:30a.m. – 8:00 p.m.

Routine/Schedule

Here at WCA, we believe in offering quality care and education based on appropriate child development. To do this, we count on children having consistent attendance in the centers and adhering to our 9 a.m. drop-off cut-off time to ensure we can provide a consistent schedule and a good flow of the day. When children are not consistent in their attendance, they tend to not adjust well in the classroom. Children also do not have the chance to form strong, healthy bonds with their educators, which is so important to have. When children are consistently absent, the educators have to start over with them to get the child back on the schedule and routine again. This makes it very hard on the child as well as the educators.

Please note that if your child arrives after 9 a.m. and their classroom is not on the premises you will be required to stay and wait for their class to return or meet them where they are currently located. Our daily activities will always continue as planned whether or not your child has arrived.

4. Registration

Enrollment

We offer childcare services to all children aged 3 months to 12 years (WCA Childcare) and children aged 15 months to 12 years (WCA Preschool Discovery Center), regardless of race, gender, color, religion, political persuasion, national origin, handicap, or ancestry. We offer full-time and part-time spaces. Part-time is offered on a conditional basis as full-time takes priority.

To register your child(ren), you will need to complete our Registration Packet, which includes a Child Profile, WCA Parent Commitment Form, and Consent Form. We also require a copy of your child's immunization records.

It is encouraged to have you and your child come to visit our childcare facility in order to make the transition easier for your child as well as for yourself.

Withdrawal

If you wish to withdraw your child from WCA Childcare, we require a four-week written notice of your intent to withdraw.* Payment fees will be required for the notice period whether your child is in attendance or not. Parents who do not provide the required written notice will be charged a termination fee equal to the fees due for the notice period.

*Summer time after-school care is required to pay for the full summer period; therefore, there is no withdrawal period.

Termination

When notice of termination is given, all outstanding bills must be paid in full, regardless of which party terminates childcare services. Termination is at the discretion of the administration and can be immediate or with notice.

Reasons for termination include, *but are not limited to*:

- Failure to pay tuition and/or fees on time
- Repeated late pick-ups
- Failure to complete and return required forms
- A child's behavior, which threatens the well-being of anyone in the center. There will be meetings scheduled with the director, educator, and parents to discuss options to correct the behavior. Termination is a last resort.
- Disrespectful treatment towards staff
- Failure to sign WCA Parent Commitment Form which implies that you have read and understand all policies set forth by WCA Childcare & WCA Preschool Discovery Center.
- Failure to comply with health guidelines
- Slandering WCA Childcare & WCA Preschool Discovery Center or any of its staff verbally or on social media platforms.

5. Personal Belongings

Toys

Children are encouraged to leave toys at home. We are not responsible for lost or damaged items brought from home. Children may not bring portable electronic games, iPods, laptops, tablets, or cell phones. If such items are brought to our center, they are to remain in their bags until the end of the day. Children are not permitted to bring any weapons of any sort (guns, bows, knives, lighters, matches) on the property.

Comfort items are permitted in the classroom to help with the transitioning process for the children.

Clothing

Please be sure to send a few extra sets of clothing. Accidents happen and we like to be prepared with extra clothing just in case. Parents are required to make sure their child comes dressed appropriately for the weather conditions that day. As required by the Child Day Care Facilities Operational Standards, children are to spend a minimum of 2 hours outside per day. We are not responsible for lost or damaged clothing. We try our best to ensure children's clothing does not get soiled, but there is always a chance. If appropriate attire isn't brought or there are no extra clothes in the event of an accident, you will be contacted and expected to bring the necessary items immediately or pick up your child.

Naptime/Quiet Time

Please provide a blanket and small pillow for your child for naptime or quiet time. If your child has a special stuffy or blanket that they like to sleep with or a soother, feel free to send it.

Diapers and Wipes

Parents are responsible for supplying their child's diapers, wipes, and diaper cream to the center. When your child is getting low, their educator will advise you in advance. If your child runs out throughout the day you will be expected to drop off the required items immediately or come pick up your child.

Birthdays and Celebrations

If you wish, you may plan a party for your child's birthday at the center. All aspects of the celebration must be approved in advance due to allergies, etc.

Lunches and Snacks

Parents are to provide their child with their snacks and lunch. We eat morning snacks around 9am, lunch at 11:30am, and afternoon snacks around 3pm. We ask that you send a variety of snacks so your child has choices. We ask that you send nutritious food for your child that meets the Canadian Food Guide. We at WCA consider a “warm-up” time to be approximately 3 minutes of microwave time. Parents cannot send meals for the staff to prepare (i.e. a can of soup, box of Kraft Dinner, KD Cup, etc.). This is a violation of the Department of Health regulations. All food must be prepared and ready to eat. Public Health states that staff may not peel fruit such as apples, oranges, or kiwi. Children’s lunches may be kept in the refrigerator if needed.

Please label your child’s food dishes, sippy cups, and bottles.

Other

Parents are asked to provide the following for their child. Please be sure to label everything with your child’s name.

- Indoor shoes (non-slip and non-marking soles)
- Small pillow and blanket for napping/quiet time. Also if your child has a special item to help them sleep or a soother, they may bring this as well.
- Water bottle
- Splash pants, rain coat, light hat and mittens, and rain boots for Autumn and Spring
- Snow pants, hat, boots, and a few pairs of mittens for winter
- Sunscreen (SPF 30 or above),
- Bug repellant
- A swimsuit and towel for summer
- Sun hat (children are required to wear a hat during any season or weather)
- At least 2 clean face masks (in case child is ill at the center)

6. Managing Illnesses

Our goal is to provide a safe and healthy learning environment for your child. We ask that you keep your child home if they are ill to prevent an outbreak in the center. We follow the guidelines developed by the New Brunswick Department of Health Child Day Care Facility Reference Guide. **Failure to comply with these guidelines may result in termination of care.** While we understand that parents need to work, we need to enforce this policy to protect all children and staff from exposure to communicable diseases.

Parents are expected to pick their child up promptly (within one hour) after being notified of illness. This is a Public Health Policy.

Symptoms of Illness

- Respiratory - difficulty breathing, wheezing, persistent coughing
- Fever - temperature taken from the ear (38.3°C /100.9°F) or greater, mouth temperature of 37.5°C (99.5°F) or greater, or an armpit temperature of 37.3°C (99.1°F) or greater.
- Vomiting - nausea or vomiting
- Diarrhea - unexplained diarrhea or loose stool (may or may not be accompanied by nausea, vomiting, or cramps) may indicate a bacterial or viral illness that is easily passed from one child to another
- Infected eyes or eye drainage (clear or with pus)
- Sore throat or trouble swallowing
- Pain - any complaints or unexplained or undiagnosed pain
- Unusual skin colour
- Severe itching, rashes, or skin lesions
- Unusual behavior or any illness that prevents a child from participating comfortably in all activities

We recommend you take your child to see a doctor if your child has one or more of these symptoms. If you choose not to take your child to see a doctor, your child needs to be excluded for at least 24 hours after the last onset of any illness to prevent the spread of potential illnesses in the center. We will also follow the guidelines for infectious diseases on the Public Health Flowchart to determine when your child is able to return to the center.

***We require that you call the Director to inform them of any of these symptoms if your child is kept home. This is to help manage any potential spread of illness.**

We reserve the right to refuse care due to illness.

Covid-19

Covid-19 has been added to the list of Common Childhood Communicable Diseases and Exclusion Periods (Appendix A - Guidelines for the Prevention and Control of Communicable Diseases in Early Learning and Childcare (ELC) Facilities).

For confirmed cases (cases may be confirmed by either PCR test or rapid test), exclude until symptoms have improved and the child has not had a fever for 24 hours. To return, the child must be well enough to participate comfortably in all program activities.

WCA Childcare's Exclusion Criteria

- Head lice – Exclude until first treatment is complete and there is no evidence of live lice for at least 3 days. Children will be checked by staff upon return to the center as well as random checks throughout the year.
- Chicken pox – Exclude until 5 days after the rash first appears or once the blisters have crusted over
- Fifth disease – Exclude if there are pregnant women in the center.
- Hand, foot, and mouth disease – Exclude until fever is gone for at least 24 hours and blisters have dried up.
- Ringworm and pinworms – Exclude until 24 hours after treatment has begun.
- Shingles – Exclude until blisters are dried up.
- Mononucleosis – Exclude until well enough to participate in all activities.

In ALL cases, exclude for at least 24 hours after the last bout of diarrhea or vomiting. If your child is not well enough to participate in all activities in the center, we also ask that they be excluded.

See the NB Department of health child care exclusion guide for more information on infectious diseases.

Potential Illness Reports and Return After Exclusion Reports

When you arrive to pick-up your child when they are ill, you are required to sign the Potential Illness Report. Before your child is able to return to the center after being ill, you are required to sign the Return After Exclusion Report.

Infectious Control and Personal Hygiene

Children are encouraged to develop desirable habits of personal hygiene, including washing hands after toileting, diapering, and before and after meals. Eating a variety of nutritious foods is also encouraged. In addition to instructing children in these habits, teachers and staff must model these behaviors.

Infectious Diseases

When a communicable disease has been introduced to the center, parents will be notified. The center will also report these occurrences to the province and local health departments when required. Parents are required to notify the center when their child is known to have been exposed to a communicable disease outside of the center.

Medication

If prescriptions/medications are to be administered at WCA, parents MUST sign a Medication Form. All medication must have the child's name clearly labeled on the outside of the bottle and must be in the original container. The consent form will record the time and dosage to be administered. If the Medication Form is not filled out in full, giving specific instructions and signed, the medication will not be administered. The dispensing of non-prescription medications or herbal remedies by WCA staff is prohibited. We keep all medications in a locked cabinet or in a locked refrigerator if needed.

No medication (Tylenol, Benadryl) is to be left in any child's bag (including diaper bags). Please be sure that your child's name is on the bottle before giving it to the staff member and it will be locked in the safe. Things to leave at the center for emergencies would be Tylenol and Benadryl (in their original bottles).

The only exceptions are asthma inhalers, EpiPens, and Insulin, which may be kept in the classroom on a shelf out of the reach of the children.

Medications such as Aspirin, Tylenol, cough and cold medications, and medicated creams are still considered medications and require a Medication Form to be completed. Completed Medication Forms are to be handed to your child's teacher. The only medication covered by the Consent Form is Acetaminophen (Tylenol), which does not need a Medication Form each time it needs to be administered. There is a separate form that needs to be signed when the parent picks up their child. No Tylenol will be administered without the parent's oral consent.

Allergies

If your child has allergies, please discuss them in detail with their teacher and director. For food allergies, a written description signed by parent and doctor must be on file and updated every year. The staff of the school will take appropriate precautions. If at any time your child develops an allergy, please let us know immediately.

7. Managing Injuries

Accidents and Injuries

Accidents occur from time to time even though precautions are taken to provide careful supervision for all children. When a child has a cut or bruise resulting from a minor injury, they will be treated immediately, and the incident will be explained in their incident logbook. Children have their own incident logbook that is kept with the attendance book for each classroom.

For injuries of a more serious nature, the teacher will treat the child's injury immediately, as well as contact the parent or emergency contact person. An Incident Report will be filled out for all serious injuries. If extensive medical attention seems necessary, the parent will be contacted and arrangements will be made to transport the child to the family physician or hospital.

Staff policies on dealing with cuts or injuries involving Blood

1. Immediately separate the injured child from the other children. Isolate the area where any blood may have dropped on carpet, toys, etc. Apply first aid measures and send someone to locate the parents.
2. If other children come in contact with any of the blood immediately clean the area affected, and inform their parents.
3. For staff cleaning the wound, they are required to put on vinyl gloves (available in the first-aid kit) and bandage the injury, avoiding contact with any open wounds they have as well as their mouth, ears and eyes.
4. Carefully wipe up all blood and bloody bandages and throw them away in a separate bag and dispose of that bag immediately into the large waste bin.
5. Any blood on the floor or toys must be washed away using a solution of one part bleach to ten parts water.
6. Once clean-up is complete, the staff member must remove gloves, dispose of them safely, and wash hands thoroughly.

Medical Emergencies

When a medical emergency arises, every effort will be made to contact parents, guardians, or an emergency contact. In the event that parents or emergency contacts cannot be reached, the director and/or lead teacher will decide the next step and a call to 911 will be placed. An authorized representative from the school will accompany the child and remain with him/her until parents arrive. Our emergency information form, filled out at the time of enrollment, serves as consent for your child to be transported by ambulance to a local medical facility to receive emergency care. WCA Childcare assumes no responsibility for the costs associated with emergency care.

All WCA staff receive training in CPR, first aid, fire, and emergency procedures. We also practice different drills throughout the year with the children. Please see section 9: Emergency Plans.

8. Safety

Child Abuse and Neglect Protocol

All members of WCA are required by law to report any suspected type of the following:

- Sexual Abuse
- Physical Abuse
- Physical Neglect
- Emotional Maltreatment

The Director of WCA will report all signs or suspicions of abuse to the Provincial Child Protective Services.

Court Orders

If there are any court orders regarding your child (divorce and custody agreements, family court, no child contact orders), we require that you notify and inform the director, as well as provide a copy of said order. All court orders WILL be followed. If there are any changes, we must be notified and given a copy of the new order.

If there is no court order in place, according to the law (even when parents are divorced or separated) BOTH parents have equal access to their child and to any information about their child. Staff cannot deny access to any parent unless there is a written court order on file.

Child Guidance and Behavior Management Policies

At WCA, it is extremely important to us to teach children about their actions and behaviors. It takes time and multiple experiences for children to master a new skill or behavior. Negative behaviors are no different. It sometimes takes time to change the way a child reacts and requires patience and love to correct inappropriate behavior. At WCA, it is our belief that the biggest factor in early learning is social development. Learning how to communicate and be with their peers is a huge part of a child's development.

At WCA, we do not use or condone harsh words, or physical punishments. We use lots of love, patience, listening, and empathy to help guide children's behaviors. If a child is being harmful to themselves or others, is showing signs of temper tantrum type of behavior, and/or will not follow directions or listen to words, all the other children will be removed from the area until the situation has been cooled down. As a last resort, when a child's behavior is continually upsetting or dangerous to others, the Director will set up a time to discuss possible options with parents. In the event that we do not reach a resolution, termination will be required as our number one priority is the welfare, safety, and security of all the children and staff.

Please note that we will not tolerate intentionally aggressive and violent behavior that endangers the child, other children, staff, equipment, or the building.

9. Emergency Plans

Fire Drill Procedure

Fire drills are held on a monthly basis. It is important that each child know the procedure to follow in the unfortunate case of a real fire. At the sound of the fire alarm, children will line up at the door and walk out of the building in an orderly manner to the designated place. Children may return to their class after everyone has made it outside and attendance has been taken.

Lockdown Procedures

Due to having a fully functioning school associated with WCA Childcare and WCA Preschool Discovery Center, we are required by our insurance company to have a lockdown procedure. The children enrolled in our programs will practice lockdown drills periodically. We also consult with the local Police Department to determine further measures needed to provide a safe environment for the children.

Evacuation Plan

In the event of an emergency evacuation due to fire, natural disaster, or lockdown, children will be evacuated to a predetermined safe zone. The director will inform parents of the situation as soon as it is safe to do so to ensure immediate arrangements are made to have children picked up.

*Parents may request to have copies of our Fire Drill, Lockdown Procedures, and Evacuation Procedures if they wish.

During each practice and in the case of a real emergency, each staff member has a binder which includes the attendance list as well as all emergency contacts of each member of the building. This will ensure we have all the necessary contact information to get ahold of parents in an emergency situation. Please be sure to keep us up to date on your contact information so we can be sure we can get a hold of you.

10. Transportation

Pick-Up and Drop-Off

Drop-off begins at 7:30am and ends at 9:00 am. Doors will be locked so please ring the doorbell and a staff member will be there promptly to let you in.

Pick-up ends by 5:30pm. This means that parents and children are **out of the building** by 5:30pm. For your child's protection, we will only allow them to leave with parents/guardians or persons on the pick-up list in the child's profile. Under no circumstances will we allow a child to leave with someone who is not on the pick-up list. Please be sure to list anyone who does NOT have permission to pick up your child if applicable.

If a parent/guardian (or person on your child's pick-up list) is suspected of being intoxicated or high when they arrive to pick up their children, the child's emergency contacts may be contacted to pick up your child instead.

Parking

Please do not block the driveway. Park in appropriate parking spaces as other parents need to be able to come in and out of the driveway and this creates a hazard in the case of an emergency.

Outings and Excursions

We plan several field trips per year. These field trips are educational in nature and designated to reinforce concepts taught and promote new learning experiences. Most of the field trip costs are covered by your childcare fees with the exception of some which require additional costs. These costs must be paid for in advance and notice will be given in plenty of time for this.

11. Involvement

Your involvement is both welcomed and encouraged! You are welcome at the center at any time. We will keep you up to date on any and all upcoming events, volunteering opportunities, and any fundraising activities. Other ways to be involved is participating in class activities or field trips, as well as sharing a talent or job. We would also love to learn about your culture.

Parent-Teacher Communication

We believe that communication between parents and teachers is crucial. We encourage you to come to us for anything. We will be in contact with parents every day to discuss your child's experiences during the day. This will mostly be done at pick-up time or using Brightwheel. If you have any suggestions for us regarding our facility or practices, feel free to talk to our Director. Your suggestions or concerns will not go unheard!

We use Brightwheel for communication between parents and educators. This app allows educators to document the children's day and information will be sent out to parents nightly. It also allows educators to document learning happening throughout the day. Invoices and billing will also be done through Brightwheel.

Volunteering

Volunteering is a great way to get involved in your child's experience at WCA. There are many opportunities for you to volunteer. Some examples include helping with field trips, being a guest speaker in the classroom, coming in for story time/circle time, helping with holiday parties, with our annual Christmas concert, or helping with a fundraiser, etc. We also have some work days where we will be doing some work on the playgrounds, building furniture and equipment, or spending time doing a good clean-through of the building. Please speak with the Director if you are interested in volunteering. There are a few things required to volunteer. We ask for a Criminal Record Check, Vulnerable Sector Check, Social Development Check, a copy of your Driver's License, a copy of your Registration, and a copy of your inspection (for parents who volunteer to help with field trips).

Parent Committee

With our Designation Agreement with the Department of Education and Early Childhood Development, we are required to establish a Parent Committee to support the facility to improve the quality of children's learning, in accordance with the guidelines provided by the Minister.

Fundraising

There are a number of fundraisers that happen throughout the year. Parents are invited to participate. Some of these fundraisers are open to the public and we encourage you to invite family and friends to take part as well. This is a great way to help our child's class receive new resources and equipment.

Placements

WCA supports and encourages providing practicum placements for Early Childhood Education students from NBCC. We believe that this is a great learning opportunity for students and will enhance their skills and competencies.

12. Policies

Outside Policy

As per the Operator Manual, children are required to spend at least one hour outside in each four-hour block of time when the majority of the children receiving services are in attendance. Exceptions include:

- The wind chill is below -20°C
- The temperature is below -20°C
- The temperature is 33°C with humidity or above

*Children should come dressed appropriately for all weather as we will be outside.

Video Surveillance

Due to our centers being under the same insurance as a fully functioning school, we are required to use video surveillance inside and outside our buildings. Our system only records video with no audio. Your children's rights will be respected at all times.

Smoking Policy

WCA is an entirely smoke free environment. There is no smoking allowed on the property or in vehicles while transporting children on field trips.

Scent-Free

Our facility will be a scent-free zone as there are many individuals who struggle with strong scents.

Pet Policy

WCA is committed to providing a safe place for children to grow and learn about the world around. We have a policy on certain animals that we allow children attending our facility to come in contact with. We have aquariums in our centers.

Occasionally we allow students and staff to bring in a puppy or small dog to interact with the children. Permission needs to be granted before any pets are to be brought to the childcare center.

Change of Information

WCA must be notified immediately of any change in address or contact information. Each September, parents are requested to revise their child's file to ensure all information is up to date. At this time, a new contact form may be completed if necessary.

Complaints and Grievance Procedure

Communication is very important to us here at WCA. We feel as though we should have a team approach in helping your child to become the best person they can be. Please feel free at any time to contact the Director to make an appointment to speak with us regarding any issues you may feel arising. Any issue not able to be handled by the Director must be directed to the Board of Directors.

ELC Licensing Staff

Angela Tozer is our Manager of Education and Early Childhood
(506) 453-8808

Troy Williams is our Quality Assurance Monitor
(506) 259-4172

Nancy Glendenning is our Licensing Inspector
(506) 453-5795

This information can also be found on the Parent Board

13. Inclusion Policy

It is our goal at WCA Childcare to provide an inclusive environment for all children. We strive to help each child achieve their full potential by providing appropriate learning environments to meet their needs.

The three key elements of quality inclusion are access, participation, and support.

We believe that every child, regardless of race, national or ethnic origin, color, religion, sex, age, mental or physical disability, has equal access to quality care. Learning environments will have reasonable adaptations made to provide access to all children. Each parent will be treated the same as they will all have equal opportunity to access quality childcare.

Meaningful participation is important for all children. It is our goal to remove any barriers and provide necessary support to ensure all children are able to participate. We want to make sure children have the opportunities to learn and play together to build relationships.

All children need support to learn and grow to their full potential. We strive to build a strong relationship with families so we can work together to support their children. We believe that parents are a child's first teacher and we can learn so much from them about their child. We also bring in support from our community as well. We will do everything we can to support each child and help them grow and learn as individuals.

Our Director and Educators will work to ensure that equal access, participation, and support is offered to all children.

For more information, please refer to Supporting All Children: Our Practices.

14. Payment Information

Methods of Payment

Fees may be paid through Brightwheel. With Brightwheel you can select the invoices you wish to pay at any time with your banking info or credit card. For direct withdrawal, there is a 0.6% fee per transaction with a maximum of \$2.75. For credit cards, there is a 2.95% fee per transaction.

Payment Schedule and Failure to Pay Fees

Childcare fees are due bi-weekly (payments due every other Friday) or the full month's payment is due on the last day of each month (for the entire month's payment). A payment schedule needs to be agreed upon between the Director and the family. If payment is not received through Brightwheel by the agreed-upon date, a late fee of \$2.00/day will be charged until your account is at zero.

Fees more than 10 business days late and/or failure to comply with payment arrangements will result in termination of care.

Late Pick-up Charges

All children/families are to be out of the building by 5:30 pm. Please respect our staff member's schedules and time as they have obligations in the evenings as well. Late fees are due at the time of pickup or can be added to your account to be paid with tuition fees.

First and Second Offence: A late pick up fee of \$1 per minute, per child, will be charged.

Third Offence: A late pick up fee of \$2 per minute, per child, will be charged.

Fourth Offence : A late pick up fee of \$4 per minute, per child, will be charged.

After the fourth offence, a meeting will be required with administration. After the meeting, any late pick up without valid reason of extenuating circumstances will result in termination of care.

Please note that WCA Staff are required to contact Social Development Child Protection if parents are later than 30 minutes without contact from the family.

15. Assistance Programs

New Brunswick Daycare Assistance – Afterschool

This program helps families access financially affordable, quality child care at an approved child day care facility. If a parent is working, attending school or undergoing medical treatment they may be eligible for funding. The calculation of eligibility is based on the monthly net income of the family. If your annual family income is \$55,000 or lower, you may be eligible to receive funding through the Day Care Assistance Program.

http://www2.gnb.ca/content/gnb/en/services/services_renderer.14136.Day_Care_Assistance_Program.html

Parent Subsidy Program – Ages 0-5 years

The Designated Centre – Parent Subsidy program provides financial support to low and middle income families and is based on a sliding scale (between \$37,501 and \$80,000) which considers childcare fees, the number of children under the age of five not attending school and the total annual gross household income.

Families with a total annual gross income of \$37,500 or less will have access to free early learning and childcare services at a designated New Brunswick Early Learning Centre. Those with multiple preschool children under the age of five will not pay more than 20% of their gross household annual income on childcare.

Keep in mind that when you apply for a parent subsidy, according to Parent Fee Reduction Subsidy Guidelines on page 4: “The Parent Fee Reduction Subsidy is not paid to hold a childcare space.”.

<https://www.nbed.nb.ca/parentportal/en/>

16. WCA Childcare Fees

Infant (3 months-23 months)

- Full-time rate - \$42.75/day per child (with government funding \$19.00/day per child)

Preschool (2-5 years)

- Full-time rate - \$37.56/day per child (with government funding \$16.00/day per child)
- Part-time rate - \$37.56/day per child (with government funding \$16.00/day per child)
- Half-time rate (less than 4 hours) - \$21.93/day per child (with government funding \$7.00/day per child)

Afterschool (Kindergarten to age 12)

Full-time rate - \$16.00/day per child

Part-time rate - \$16.00/day per child

School closure rate - \$30.00/day per child

Part-time Full-day rate - \$37.80/day per child

Summer rate - \$30/day per child*

*Summer time runs from the end of the school year in June to the first day of school in September. If you accept a full-time summer position, you are required to pay for the full period even if your child is not in attendance.

Extended Hours

\$16.50/hour per child for Regular use

\$18.95/hour per child for Non-regular use

Additional Fee Information

Childcare fees are due in full, regardless of your child's attendance due to statutory holidays, illness, personal vacations, or weather-related closures, unforeseen circumstances (such as plumbing issues, water issues, etc).

WCA Childcare reserves the right to increase or add program fees at any time with or without notice.

For part-time spaces, we require a schedule to be followed as we may have more than one child sharing the space. For example, if we have agreed that your child will be present Mondays, Wednesdays, and Fridays, then those will be the only days available for your child to attend as we may have another child who is coming Tuesdays and Thursdays. Also, **fees are required on your scheduled days, whether your child is present or not.**

WCA Parent Commitment Form

Revised August 22, 2025

I, _____ (print name) declare that I have read and understood the WCA Childcare and WCA Preschool Discovery Center Parent Handbook and purpose to fulfill the rules and obligations set forth in it. I understand and agree that any attitude of disrespect shown towards the programs, its policies or procedures, those in authority, and/or property of others is considered a Breach of Conduct and will be dealt with in an appropriate manner, which may ultimately result in the loss of privilege for my child to attend this program.

We at WCA Childcare and WCA Preschool Discovery Center reserve the right to make changes and amendments in our policies at any time by the action of our governing body, without prior notice. We will be responsible for one written notice following the necessary change.

It is our desire at WCA to keep the tuition fee increases as low as possible but because future economic conditions cannot be projected, an increase may be required.

We at WCA reserve the right to reject any new applicant that does not meet our entrance criteria.

Signing this WCA Commitment Form implies your understanding, agreement, and intention to comply with the policies, rules, and regulations set forth.

_____ (Signature of WCA Parent/Guardian)

_____ (Signature of WCA Parent/Guardian)

_____ (Signature of WCA Administrator)

Dated this _____ day of _____, in the year 20_____.