

A photograph of a woman and two young children sledding down a snowy hill. The woman, wearing a red jacket and a black beanie, is smiling and sitting behind the children. The child on the left is wearing a green jacket and a black beanie, also smiling. The child on the right is wearing a blue and black jacket and a black beanie with a white pom-pom, smiling. They are all sitting on a sled. In the background, other people can be seen sledding down the hill.

LISA'S PLAYHOUSE

EARLY LEARNING CENTRE

PARENT & GUARDIAN HANDBOOK 2020-2021



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Parent & Guardian Handbook 2020-2021

Lisa Playhouse & Tír na nÓg Forest School

14 Ballymaginthy Way, Roachville, NB, E4G 2X1

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Our Team

MEET OUR EDUCATORS

At Lisa's Playhouse, we believe in every child's potential, and we seek opportunities to foster their natural desire to learn.



Front Row: Gail, Melissa, Sharmon, Emma, Sam A, Samm B, Crystal, Lisa, Finn

Back Row: Seamus, Bertie, Dawn, Lorilee, Miranda, Colleen, Juanita, Erica, Kim, Heather, Karen, Norah

Missing: Tara



Want to learn more about our team? Go to
<https://www.lisasplayhouse.ca/about-us>

Our Team



LISA BROWN

Owner / Founder / Director Lisa's Playhouse / Tír na nÓg Forest School



NORAH DEVEAU

Administrative Director



SEAMUS BROWN

Owner/Maintenance



GAIL KEIRSTEAD

Educational Aide- Apohaqui After School Director



FINNBAR BROWN

Greeter & lovable friend



TARA DALLING

Support Staff



BERNADETTE SEARS

Team Supervisor/ Schedule Manager/ Forest School Educator



MIRANDA DALLING

Preschool educator



ERICA BAXTER

Preschool Lead Educator/ Team Supervisor



SAMANTHA ARMSTRONG

Infant Educator



JUANITA GUPTILL

Social Media Manager/ Administrative Assistant



LORILEE PARLEE

Educational Aide

Our Team



EMMA DOREY
K-2 Assistant Educator



SAMANTHA BURTON
Lead Toddler Educator



KIMBERLEY OTIS
Preschool Educator



HEATHER KEATING
Head of Housekeeping/Support Staff



MELISSA ARMSTRONG
Forest School Educator /
After School Educator



SHARMON O'DONNELL
Support Staff



CRYSTAL FUDGE
Lead Infant Educator



KAREN PETERSON
Toddler Educator



COLLEEN FAIR
Educational Aide



DAWN DUNFIELD
K-2 Educator



Our Approach

HANDS ON LEARNING

We use the New Brunswick Curriculum Framework for Early Learning and Child Care, delivered in English to plan curriculum. We focus on the interests, passions, and strengths of the children, their families and teachers, as well as seasonal and cultural events. Our classroom is a flexible environment where playful exploration, problem solving, and creativity are encouraged and purposely planned. Children's literacies and literate identities are valued and supported. We believe that children are active learners who are influenced by their relationships. We take care to cultivate responsive relationships.

COVID-19 has limited our ability to welcome visitors. We invite you to visit our website and follow us on Facebook® and Instagram® to see activities we are doing with the children. Please help us include your family's experiences in our programming.



Want To Know More?

https://www2.gnb.ca/content/gnb/en/departments/education/elcc/content/curriculum/curriculum_framework.html

Celebrate Learning

A PORTFOLIO FOR EVERY CHILD

We create bulletin board displays that document the ongoing learning in our classroom. Our displays contain curriculum webs, children's questions or theories, artifacts made by the children, observations made by the educators, and books, poems, letters, or songs. Teachers listen carefully for your child's interests and learning. Some of this learning is documented through individual and small group learning stories. We share learning stories with our parents in our Hi Mama® app for on-line documentation, as well as on our social media accounts.



Our Programs

EXPLORE, WONDER, CREATE

We spend a large amount of time on outdoor learning—we feel it is important to allow children to be children and play outside in fresh air and experience the joy of childhood. Outdoor learning encourages imagination and creativity as well as promoting physical health and wellbeing. Inside, as you look around the classrooms, you will notice many learning areas for children to engage in meaningful play activities. These areas include a house corner, a block corner, a reading corner, an art area and a science area, as well as manipulative materials, painting easels and games that are intended to develop numeracies and literacies.



HUMMINGBIRDS 12-24 MONTHS

OWLETS 2 YEAR OLDS

ROBINS 3 YEAR OLDS

CHICKADEES 4-5 YEAR OLDS

Hours of Operation/ Fee Payment Schedule

WE ARE OPEN MONDAY TO FRIDAY 7:00 AM TO 6:00 PM

Infants Spaces 12-24 month (Full Time)	\$45/day
Full day (2-5)	\$38/day
After School	\$16/day
Before and After School	\$20/day
Registration Fee	\$100/family

We require a **minimum of 2 days a week** and cannot trade days. If you have requested to come Monday and Wednesday (example) and can't make one of those, we cannot substitute a different day that week.

Families with multiple children may be eligible for a **family discount**. 10% will be applied to the second child if you are a full time, Monday to Friday all day attendee.

We only accept payment through direct withdrawal. You have a choice of paying either biweekly or monthly. Monthly payments come out on the 3rd of every month for that month. Biweekly payments are withdrawn every second Monday.

If you choose to change your scheduled days, adjustments will be made on the next billing cycle. Your payment information must be in place before your child starts at our centre.

A **registration fee of \$100 per child** is required to hold your space, which is nonrefundable. This amount does cover the cost of your child's labels.

If you do not wish to send your child during our summer months, but do require their space in September, we will require 25% of the regular fees per month to hold their space or a minimum of 2 days attendance each week. We do have waiting lists which we cannot ignore if the space is open. If you choose to withdraw your child for the summer months, we cannot guarantee the space will be available in the fall.



If a payment should come back NSF, a charge of \$25.00 will automatically be added to your next withdrawal. If tuition fees become outstanding and no effort or correspondence is made to pay, the amount will be sent to Eastern Credit Management Services in Saint John for collection. Eastern Credit Management Services has been hired as our collection agency.

All scheduled days are owed regardless of attendance. For example, if your child leaves early one day or doesn't attend on a scheduled day, the full amount is owed for the week.

In February of each year we will issue child care tax receipts for the previous year. If you are no longer at the centre — all other receipts can be emailed.



Withdrawal Authorization

Please complete the withdrawal authorization form as part of your registration package, or make arrangements to make payments on these days.

Infant Room

THE HUMMINGBIRDS

Our newly opened Infant room the “Hummingbirds” is a full time commitment. The room is open to children from 12 to 24 months and has a 6 children maximum. The ratio is one educator to three children, a very low ratio for the best care of your children.

The Hummingbirds hours are the same as the remainder of our centre 7 am—6 pm. We would like all children here by 8:45 am so the daily routine can be kept the same each day.

Your children will be spending time outside as well as inside, so they should come prepared with outdoor clothing and boots.

All food, bottles, snacks and other dietary requirements will be supplied by the parents. Children should bring enough food for two snacks a day and a lunch. Anything that is a hot lunch should be sent warmed in a thermos in their lunch box. Bottles will be prepared at home and sent each day for the safety of your children.

We have some specific rules for this room due to the low ratio.

There will be a 4 week notice for leaving the room. If you for some reason have to leave our program, we require a written notice 4 weeks in advance.



One educator to three children, a very low ratio for the best care of your children.

Holidays and Closures

CHRISTMAS BREAK

Lisa's Playhouse will be closed between December 24—January 1st. Payment will not be required for this time period. Christmas Day and New Year's Day are required to be paid only if your child attends on the day the holiday is observed as they are paid Public Holidays.

STATUTORY HOLIDAYS

We are closed on Easter Monday. We will also close for 2 weeks in summer, the dates of which will be announced in January of each year. **THERE IS NO CHARGE FOR THIS PERIOD!** This time is used for maintenance, upkeep and a much needed break for our educators!

STORM DAYS

We will remain open for storm days, however if the weather is really bad and the driving conditions are treacherous, we will be closed. Check our Facebook page or website as a message will be posted early in the morning. If there is an advisory from the police to stay off the roads, it warrants an automatic closure. If you do not have Facebook® — you can always call in the morning.

We do not close during snow storms or bad weather but please pick up your child as early as possible for their own safety.

MARCH BREAK

During March Break, the Preschool will be running if you want to send your child.

HOLIDAY WEEKENDS

If a holiday should fall on the weekend, then the following Monday we will be closed.

PROFESSIONAL DEVELOPMENT DAYS

We will not be open to School age children on ASD-S Professional Development Days.



Storm Days

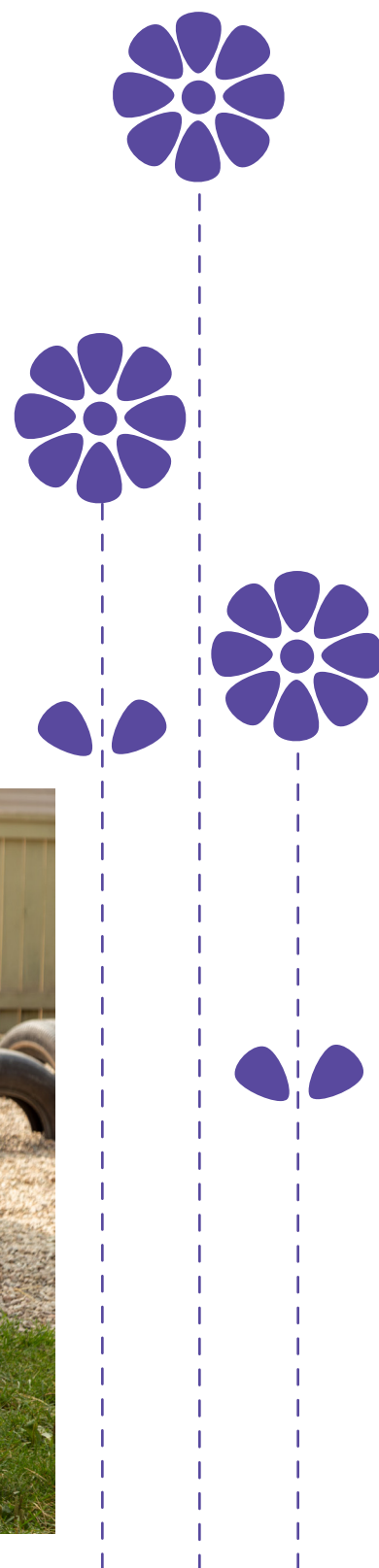
We will remain open for storm days, however if the weather is really bad and the driving conditions are treacherous, we will be closed. Check our Facebook page or website as a message will be posted early in the morning.

Children's Gardens

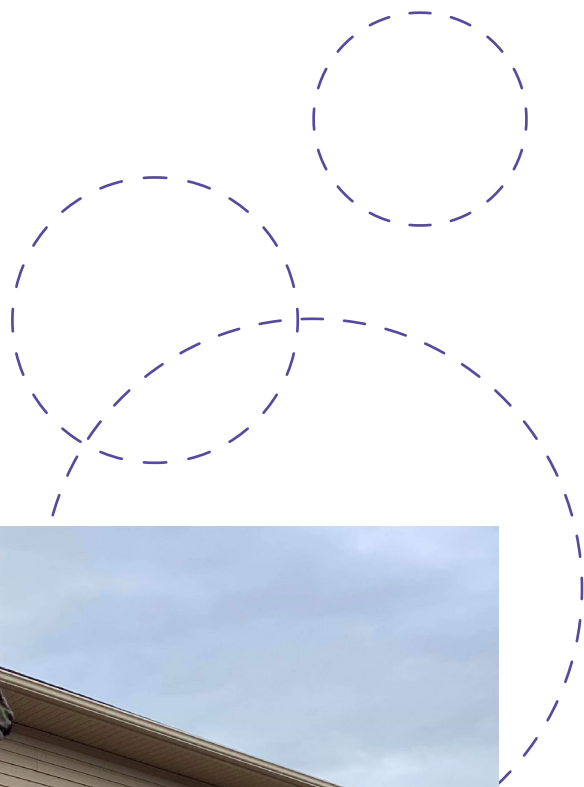
SOWING, TENDING, HARVESTING

Our gardens have been designed using raised beds, each bed can be accessed from all sides making it easy for the children to tend the plants and dig the beds. We follow the cycle of plant life through the four seasons, which includes the preparation of the beds, sowing seeds, planting out, tending the plants as they grow, harvesting the crops of vegetables and caring for the flowering plants.

All the vegetables are picked and used by the children. The children enjoy collecting vegetables so they can eat what they, themselves have grown. The flowers are taken apart for science exploration and used to decorate the centre both inside and out.



Experience the
joy of childhood.



Guidance Practices

SUPPORT IS GIVEN IN A GENTLE AND LOVING WAY

Lisa's Playhouse uses progressive and positive approaches to discipline. Support is given in a gentle and loving way to those who need a little reminder. The best discipline is based on mutual respect and consideration for others.

We feel it is important to be consistent and clear in the behavioral expectations we set for the children. The majority of the time, for most children, a clear understanding of these expectations is all that is required for good behavior. When problems arise, our staff uses small incremental steps to eliminate inappropriate behavior:

- Redirect unacceptable behavior into constructive channels
- Lots of fun activities to do so children do not get bored
- Give at least a 5 minute warning before a change in activity is about to occur
- Use distraction, diversion, and redirection when ever possible
- The child is removed from their current setting/activity to a more appropriate or calming setting/activity.
- Should behavior become an on-going difficulty, or of a severe nature, the child may be asked to withdraw from the program.
- Above all else, WE KEEP A SENSE A HUMOR!



Arrivals and Departures

ARRIVAL

Please note that we continue to do temperature screening at drop off **until 9:00 am sharp**. Children cannot enter the centre between 9:00 am—12:00 noon. Please be on time and let us know if your child will be absent, either leaving a message on our voice mail or through our Hi Mama™ app. We recommend you establish regular fixed hours for dropping off and picking up your child as children's sense of security depends on a regular routine.

TRANSITION TIMES

It is normal for some children to have difficulty separating from parents in the morning or not wanting to leave when it's time to go home. Please be very brief during these transition times. The longer you prolong the departure the harder it gets, and we need to focus our attention on the other children. A smile, cheerful good-bye kiss, and a reassuring word that you will be back are all that is needed in the morning. In my experience, children are nearly always quick to get involved in play or activities as soon as parents are gone. This is a time of testing when two different authority figures are present (the parent and the provider).

PICK-UP

For the protection of your child, we must be notified if anyone other than the parent will be picking up your child. Only those people authorized on the child release form will be permitted to leave the day care with your child. We may ask to see photo identification. We will not release your child to anyone without your prior consent.

LATE

If you are **late at pick up time there is a charge of \$25.00**. That means making sure you are here 5 minutes before we close at 6:00pm so you have time to get your child organized to go home. Please note that frequent late pick-ups could result in the loss of your space.





CUSTODY DISPUTES

In the case of custody disputes, each parent will be granted access to the child, except when a copy of a court order or other legal document indicating limited access is on the child's file. Such information will be included on the child's emergency file. It is the responsibility of the parents to produce a copy of a court order indicating limited access. At Lisa's Playhouse, it is the child's best interest that we are concerned with, not legal battles.





Termination Policy

WE RESERVE THE RIGHT TO TERMINATE FOR THE FOLLOWING REASONS (BUT NOT LIMITED TO):

- Lack of compliance with handbook regulations
- Failure to pay or pay on time, NSF charges.
- Failure to complete required forms
- Lack of parental cooperation, Disrespect
- Consistent late arrivals disrupting our routine
- Failure of child to adjust to the day care after a reasonable amount of time
- Physical or verbal abuse of any person or property
- Our inability to meet the child's needs
- Negative comments on social media of any kind

If we terminate your position, you will still be charged your two week fee.

If for some reason you decide to stop bringing your child to Lisa's Playhouse, we require a 14-day written notice—to the end of the calendar week. This will give us time to find a child to fill your child's space. Payment is due for this notice period whether or not the child attends the centre. If we can no longer provide care for your child for one reason or another, we will give you at least a two-week notice, but would try to give you four weeks. We understand that it is not easy to find child care.

Parent Concerns

OUR GOAL TO OFFER YOUR FAMILY THE BEST

As a child care center we are a community of children, parents, and staff all interacting and sharing our lives together. In a community, people work closely together and hopefully interactions are positive, helpful, kind, and understanding. Yet it is to be expected that from time to time people will experience some conflict, some concerns, and some difficulties.

We recognize that parenting is one of the most difficult, intense and rewarding experiences in your life. We want you to share your thoughts, hopes, and dreams for your child. You want what is best for your child and we know it is your job to advocate and protect your child.

We, as a staff, will make mistakes, create misunderstandings, and occasionally miscommunicate. When these mistakes occur, we want you to tell us. As a staff it is our goal to offer your family the best in child care services possible. In order to meet our goal, we need your input, your suggestions, your questions, and concerns.



PARENT MEETING

Each September we will be having a mandatory parent meeting. This will take place in the evening with no children present. This will be a gathering time to answer any questions and concerns, become familiar with the centre, and get to know our educators and the parents of the other children. We feel this will allow us to start our school year with everyone on the same page and comfortable with each other.

Snacks and Meals

LISA'S PLAYHOUSE IS A PEANUT & TREE NUT FREE FACILITY.

Children in this age group are at too great a risk of suffering from a serious reaction. Please keep this in mind when preparing and sending your child's lunch. We ask that parents follow a **'litterless' lunch program**. Check out at <https://www.lisasplayhouse.ca/resources/rethink-your-lunchbox>.

Our hope is that our families will learn to be more environmentally conscious and become stewards of the earth. Children will require snacks and a lunch each day (2 small snacks for morning and 2 for afternoon) with containers labelled for easy identification. These should also be easy open containers that can be re-closed if your child does not finish their snack. Each child should have a refillable (labelled) water bottle which will go home each day.

Children's dietary needs and allergies are acknowledged and will be clearly posted in each room and in our kitchen. Also, we say a blessing at every snack and meal.



Transportation and Field Trips

GETTING AROUND

It is the responsibility of the parent to transport their child to and from our centre. Any special outings will take place around the vicinity of our centre. We have acres upon acres to investigate. Special outings may consist of a teddy bear picnic in the grove; going on a hike to find the first Lady Slipper's in the Spring; constructing a bean tent in the back garden; walking to Mr. and Mrs. Sharp's (Lisa's Parents next door) to pick raspberries and going on a "Peter Rabbit Walk" to the brook for fiddleheads, etc. The possibilities are endless when we are exploring the world around us!

NOTE: Just for peace of mind, Lisa's parents, David and Sherry Sharp, have completed a Criminal Record Check and a Department of Social Development check.

Personal Belongings

OUR POLICY

At Lisa's Playhouse we do not allow and will not have in our centre, toy guns, action figures or other toys of a negative nature. We insist that children not bring any toys to our centre. This prevents tears being shed over broken or lost toys and also deters hurt feelings on both sides from not sharing. We will provide blankets for quiet time.





Enrollment and Discharge Procedures

MAKING THE TRANSITION AS EASY AS POSSIBLE

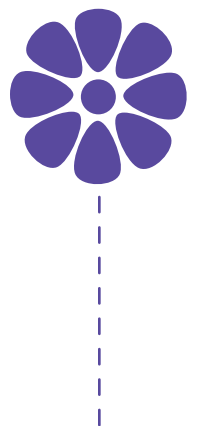
Lisa's Playhouse is licensed through the New Brunswick of Social Development for a maximum of 60 spaces for children ages 1 to 12 years old. When you enroll your child there will be some necessary paperwork to be filled out. We will make all this paperwork available to you and help you with any questions. All paperwork needs to be completed and returned before your child can enter into our program. After you have had a chance to read through these materials we will meet with you to discuss any questions or concerns you may have.

Before you leave your child the first day, it is wise to arrange a visit with your child during our regular hours (mornings are best as quiet time is in afternoon) This way your child gets to see what happens in the centre, become familiar with the surroundings, and gives him/her a chance to meet the other children and teachers. If you or your child is very uneasy, we can arrange a second visit so your child will not be overwhelmed on their first day. We can also give you some ideas on what you can do to make the transition as easy as possible for your child.





Outdoor
experiences
help promote
health.



Outdoor Activities

NEW BRUNSWICK DAY CARE STANDARDS

According to New Brunswick Day Care Standards, children must have outdoor play for a minimum of 2 hours daily weather permitting.

We have a large field and wooded area to take the children on excursions, where they can explore and observe our natural world. We also have a fenced in playground area that has lots of room for our younger children to move and play.

Children benefit from the fresh air by breathing air that has fewer germs in it than indoor air, and outdoor exercise will increase their general fitness and resistance to infection.

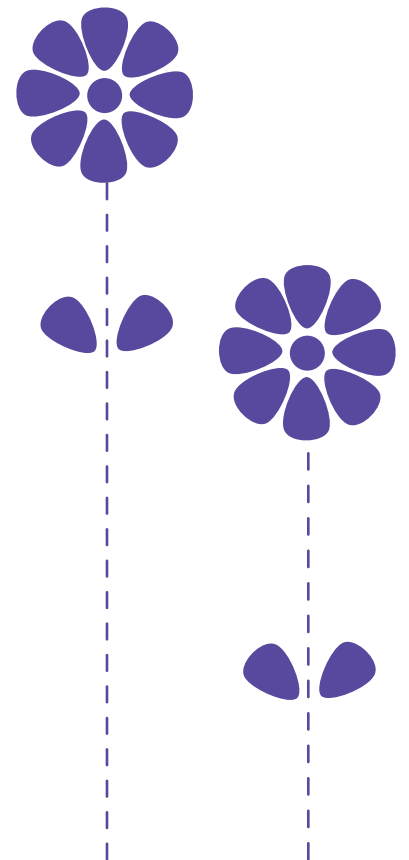
Colds and flues are more common during winter months because they spread easily when people spend more time in closed, heated, and stuffy rooms. Breathing warm, dry indoor air irritates tissues in the nose and throat, making it easier to catch a cold. Therefore outdoor experiences help promote health not illness.

We do not go outside if it is colder than -20 and the windchill is at or below -20. (-10 temperature and windchill for under 2 years of age) When the weather is hovering around 20/20, we are outside for only 15 minutes in the playground or 30 minutes in the sheltered forest behind Lisa's Playhouse. Also, if it is too hot the children will remain indoors.



Cold Days

We do not go outside if it is colder than -20 celsius and the windchill is at or below -20 celsius. (-10 celsius temperature and windchill for under 2 years of age)



Clothing

WE GO OUTDOORS EVERY DAY!

It may seem cold or rainy when your child arrives, but the weather may improve and your child will require appropriate clothing for outdoor exploration.

Active play and outdoor discovery requires freedom of movement in non-restrictive clothing. Tight clothing, fancy dresses and costumes can get in the way during active play. For independence in toileting children need clothing that is easy to take on and off.

Please dress your child in clothing that can be soiled so they will feel free to participate in messy projects and trail hikes. We use washable paints for art activities, but we cannot guarantee that it will not stain, so please dress in play clothes! You should expect your child (and his/her clothing) to get dirty outdoors! If at any time your child's clothing becomes wet and uncomfortable, we will assist him/her in changing into their extra set of clothes. Parents are asked to bring a complete change of labeled clothing to be left in your child's bag, as well as indoor only shoes. We provide parents a reusable shopping bag for their child's dirty clothes, as well as a zipper bag for the clothing that stays at the centre. We ask that you make sure to replenish your child's spare clothing regularly.

Here is a list of items that should be in your child's backpack at all times:

- Seasonal outdoor clothing (recommendations in the table on the next page)
- 3 pairs of socks (wet feet are uncomfortable)
- 2 pairs of underwear (accidents do happen)
- 2 pairs of pants
- 2 to 3 shirts

PLEASE LABEL ALL ITEMS!

If clothing items are not labeled, it makes it extremely difficult to remember which items of clothing go to which children. It is also a good idea to keep a light sweater or sweatshirt in your child's cubby in case it feels a little chilly in the classroom or is chilly outside. If your child is wearing diapers you are required to provide disposable diapers, diaper cream, baby wipes and a plastic mat for changing—only to be used for your child.

Unlabeled clothing will be placed in a lost and found basket. Any unclaimed items will be donated to the Sharing Club on the last Friday of each month. Please check this basket frequently. We have many children with the same or similar items of clothing, proper labelling will ensure that items go home with the right child!



TO DRESS YOUR CHILD FOR OUTDOOR PLAY, WE RECOMMEND:



WINTER

- Snow boots
- Snow jacket
- 2-3 pairs of waterproof mittens
- Neck warmer (no scarves)
- Snow pants
- Hat
- Second layer
- Long warm socks



SPRING

- Rubber boots
- Rain jacket
- Rain pants
- Hat
- Closed-toe shoes



SUMMER

- Sun hat
- Closed-toe shoes (no flip flops!)
- T-shirt
- Shorts
- Sunscreen (not spray)



FALL

- Rubber boots
- Rain jacket
- Rain pants
- Hat
- Light gloves

Illness

CHILD DAY CARE FACILITIES OPERATOR STANDARDS

The following information is in accordance with the Child Day Care Facilities Operator Standards issued by the Province of NB in 2012. Please don't send your child when he or she is sick. Provincial standards state that children should not attend a child care facility if any of the following conditions are present:

The illness prevents the child from participating comfortably in activities.

The illness results in greater care needed than staff can provide without compromising the health and safety of the other children.

The child has any of the following conditions:

- **Temperature over 101 (38.5)** in the mouth or 100 (38) armpit accompanied behavior signs or other symptoms of illness (tiredness, crying, etc)
- **Uncontrolled diarrhea** – in the last 24 hours
- **Vomiting** – in the last 24 hours
- **Any infectious diseases** such as measles, chicken pox, mumps, etc.

We will not accept the child for care if any of the above symptoms are present or have been present within the last 24 hours. If the child shows any of the symptoms while in care, we will remove him/her from the group and notify the parent or authorized adult to pick up the child. Parents have one hour from time of notification to pick up the child. Parents are required to complete a "Return After Exclusion" form upon the child's return to the centre.

NOTE: Regulations require a minimum of two hours per day of outdoor play for each child in attendance. Therefore, children too ill to play outside are expected to remain at home. These precautions are intended to protect the health of all children and to ensure that all children are able to enjoy their day.



Administration of Medicine

OUR STANDARDS

If your child is on medication which needs to be administered while he/she is at our centre, the medicine must be in the original container and labeled with the child's name, doctor's name, name of medication, dosage, and when to be taken. We will also have a form for you to sign giving us permission to give the medication to your child. Medication will be administered at the time or with the meal you specify and a written record kept.



Anaphylactic Shock

ALLERGIC REACTIONS

Anaphylaxis is a severe, potentially life-threatening allergic reaction. It can occur within seconds or minutes of exposure to an allergen, such as a peanut or the venom from a bee sting (Definition according to the Mayo Clinic). Treatment for anaphylaxis needs to be available immediately and includes a shot of epinephrine and immediate medical attention.

As a precaution, staff at Lisa's Playhouse have been trained in first aid, as well as by a local medical professional to recognize the signs of symptoms of anaphylaxis and how to administer Allerject Auto Injectors. We have installed Epinephrine Auto Injector cabinets in the entry of Lisa's Playhouse and in the Forest School Classroom.

If a child is showing signs of anaphylaxis, staff at Lisa's Playhouse will administer Allerject, call 911 and contact parent as quickly as possible.





Emergencies

FOR THE SAFETY OF YOUR CHILD

Please be aware that Lisa's Playhouse performs **regular fire drills** to familiarize the children with basic fire safety rules. Fire drill routines are posted in every room. In the event of an actual evacuation, children will be escorted to Lisa's parent's house next door. Their garage is heated and her dad loves to play the guitar so children will be safe and well entertained. If it appears that the centre cannot be used for the remainder of the day, parents or emergency contacts will be advised to pick up children from the emergency location.

Hand Washing

HAND WASHING IS THE SINGLE MOST EFFECTIVE WAY TO PREVENT SPREAD OF DISEASE AND INFECTION.

By frequently washing your hands, you wash away germs that are picked up from other people, from contaminated surfaces, or from animals and animal waste. Hands spread an estimated 80 percent of common infectious diseases like the common cold and flu. For example, when you touch a doorknob that has the flu virus on it and then touch your mouth, you can get sick. But these disease-causing germs slide off easily with good hand washing technique.

At Lisa's Playhouse we take hand washing very seriously. Teachers in the classrooms follow proper hand washing techniques throughout the day – including but not limited to: before and after eating or handling food; before and after diapering; after handling or cleaning body fluids - after wiping noses, mouths, bottoms, sores; after outdoor activities; upon entering the classroom. The children will be taught the proper technique to wash their hands. Visual instructions will be placed at every sink in our facility. Also, colourful soap dispensers especially designed for children will be available at every sink. CHILDREN MUST WASH THEIR HANDS BEFORE ENTERING INTO THE DAY CARE. This will greatly reduce the spread of communicable diseases enabling the children in our facility to be as healthy as possible. All this effort is made to keep your child safe.

FINGERNAILS

Germs accumulate under long fingernails, so we ask that you maintain trim fingernails on your child. A young child's fingernails grow very quickly and can be very sharp. Unfortunately we have had children being scratched by other children and the length of fingernails makes the wound worse. We are unable to clip nails, so we ask parents to please make sure their child's nails are trim.

Hand washing is the single most effective way to prevent spread of disease and infection.



Financial Assistance Programs

FINANCIAL ASSISTANCE

Finding affordable, quality childcare for your children is often a difficult task for most parents, and many families struggle each month to pay for childcare. The provincial government has programs designed to help.

DESIGNATION

Lisa's Playhouse is a **Designated Licensed Early Learning Centre**, having met the criteria of the Department of Education and Early Childhood Development. The Province of New Brunswick is committed to improving quality, accessibility, affordability and inclusion in Early Childhood Education for New Brunswick families. Designation allows parents to benefit from a low-fee policy making childcare more affordable and accessible. This is known as Parent Subsidy Program.

WHAT IS THE PARENT SUBSIDY PROGRAM?

The Parent Subsidy Program provides financial support for low to middle income families with annual gross family income between \$37,501–\$80,000, based on several factors. Families with an annual gross family income of less than \$37,500 will have access to free childcare at Designated Centres. For more information:

https://www2.gnb.ca/content/gnb/en/departments/education/services/services_renderer.201480.Designated_Centre%E2%80%94Parent_Subsidy_Program_.html

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

DAY CARE ASSISTANCE

The Day Care Assistance Program is available to Lisa's Playhouse parents of After School Children who meet eligibility criteria with the Department of Social Development. If you are working, attending school or undergoing medical treatment- you may be eligible for funding. Day Care Assistance is paid directly to the childcare provider. You will be responsible to pay the difference between the actual cost of your childcare and the subsidy amount approved by Social Development.

Contact your regional Social Development Office at **1-866-441-4340**.

Parents

CHILD ABUSE AND NEGLECT

Due to COVID-19 at the present time we are NOT PERMITTING VISITORS to our centre. Lisa's Playhouse does encourage parents to contact us with any ideas, suggestions, comments or concerns you may have. If there are any concerns or grievances address them to Norah, Administrative Director or Lisa, Owner/ Operator of Lisa's Playhouse.

If parents do not feel their concerns are being adequately addressed, please contact Lisa Green, Early Childhood Care and Education **(506) 658-5643**

REVISIONS TO PARENT HANDBOOK AND CONTRACT

The Center, at its discretion, reserves the right to make changes in rates and policies contained in the Parent Handbook. Parents will be notified of any changes by email or written notice distributed to children's cubbies.

PARENTAL INVOLVEMENT

Lisa's Playhouse welcome any suggestions, comments or concerns you may have. If there are any concerns or grievances address them to Norah, Administrative Director of Lisa's Playhouse.

If parents do not feel that their concerns are being adequately addressed, please contact Lissa McNaughton-Dickie at the Department of Social Development (506) 658-5643.

"In all this world there
is nothing so beautiful
as a happy child"

L Frank Baum





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Visit us at: www.lisaplayhouse.ca