



## PARENT HANDBOOK

September 1, 2024 to August 31, 2025

## EARLY LEARNING CENTRE



Association Régionale de la  
Communauté francophone de Saint-Jean inc.

\*\*If there are different interpretations in this translated Parent Handbook, the French version will prevail.\*\*

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# **1. PRINCIPLES AND STRUCTURE**

## **Our Mission:**

The mission of ARCf de Saint-Jean is to ensure the continued existence and growth of French language and culture among the Francophone and Acadian community of Greater Saint John.

### **1.1 Principles**

The early learning centres services of ARCf de Saint-Jean offer French-language professional services for your children. Various age-appropriate programs are offered, allowing children to learn new skills and knowledge about playing, singing, music and art.

These programs are purposefully thought out to foster all aspects of a child's holistic development. Each program has at least one specific objective in order to meet the specific needs of each age group.

With us, your children will also learn to socialize, to become self-sufficient, and to improve their language skills.

The development of French language and culture is very important to the early learning centres of ARCf de Saint-Jean.

At the *Au Bourgeonnet* early learning centre, each child is encouraged to evolve and develop in a setting specifically adapted for infants and toddlers. We are proud to offer a healthy and safe environment where children's wellness is our priority.

At the *À Petits Pas* and *À Grands Pas* early learning centres, children are encouraged to learn how socialization works while deepening their knowledge and their cognitive and motor skills.

At the *Coccinelle* after-school service, children benefit from a casual setting where they can relax after a day in class, while exploring their creativity in various areas of interest.

In pre-kindergarten, children are encouraged to deepen their knowledge and their cognitive and motor skills through play, to prepare them to start school.

## **1.2 Structure**

Our early learning centres services are managed by the Association Régionale de la Communauté francophone de Saint-Jean, Inc. (ARCf), a non-profit organization.

Our early learning centres are duly licensed and inspected regularly by the Department of Social Development, the Department of Health and Wellness, and Department of Justice and Public Safety, all of whom ensure our services' compliance and security.

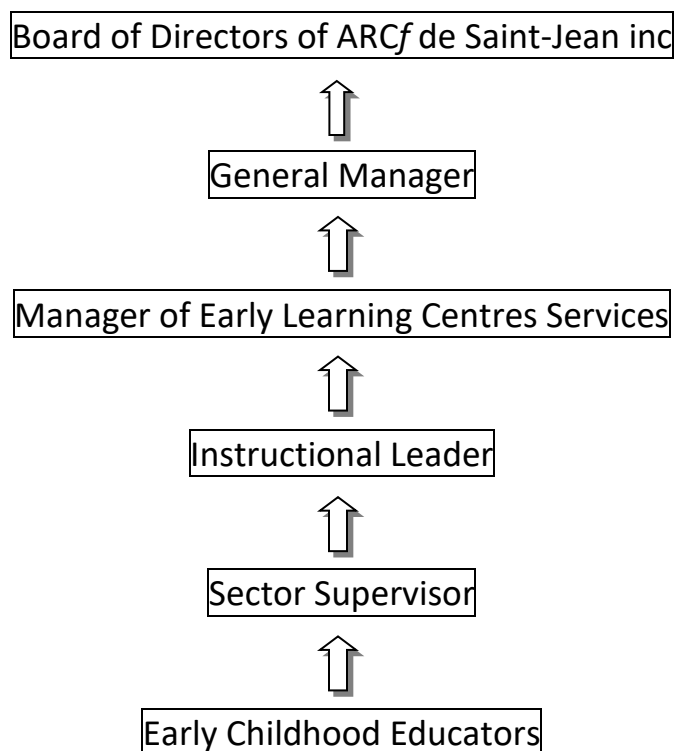
## **1.3 Duties of Early Childhood Educators**

First and foremost, our early childhood educator's role is to encourage each child's development in a safe environment. They create situations which allow children to develop in their own way and at their own pace.

Their role also includes arranging the premises, choosing education material, encouraging children to develop new interests and also evaluating their developmental stage. It is important to consider children's individual needs in order to properly develop their autonomy and their integration to the group and to society at large.

Educator's duties also include planning programs which allow the children to have a daily routine. All of our programs include "directed" activities, in which the goals are to encourage children to work, play and learn among their age group and to deepen their knowledge of a certain theme, interspersed by periods of active play.

## 1.4 Administrative Structure



## 1.5 Inclusive Early Learning Centres

Our early learning centres services encourage the inclusion of all children. Hence, each child has the opportunity to take part in all parts of the program, in all regular activities and in all learning opportunities. Activities are planned according to developmental levels and children’s interests. In our daycare services, each child is accepted, supported and valued.

For children who need specialized support or equipment in order to participate in the program and who were referred by the Department of Health and Wellness, we will fill out and send a funding request to the Department of Community and Family Services.

## 1.6 The inclusion policy of the early learning centres services of ARCf

The early learning centres services of ARCf favor the inclusion of all children. Thereby, every child will have the opportunity to participate in every aspect of the

program, including all the regular activities and all the learning opportunities. The activities are planned according to the level of development and the interests of the children. With us, each child is accepted, supported and valued.

### **Access**

Our program is adapted and modified to satisfy the needs of every child and we welcome all children, whatever their needs.

Support measures are in place at registration and we are in contact with the financing agents that recommend the programs for children with additional needs.

We have a team to establish intervention plans and support for the families and their children.

We respect the propositions that are recommended by the Department of Education and Early Childhood Development.

### **Participation**

The early learning centres services of ARCf adhere to the principle of full participation and promote it by guaranteeing the possibility for the children having an additional need to fully participate in all routines and activities. We encourage the full participation of parents.

We offer to children the opportunity to fully play and to have a maximal participation to make bonds with the others.

### **Support**

The support consists of an approach centered around the family, which means that all the policies and practices put the family in the center of the wellness of the child. As employees of the early learning centre, our role is to encourage and help the families to make decisions on the options available for the children.

The support for the employees, the parents, and the children favors the positive collaboration amongst the different partners.



The support favors setting goals and positive results for the child, while all the members of the team contribute to find community resources to favor the achievement of the goals.

## **1.7 Curriculum**

### **The Francophone *Curriculum éducatif*<sup>1</sup>:**

The New Brunswick Curriculum Framework for Early Learning and Child Care is a common basis, shared by all Francophone early learning centres services in New Brunswick. It gives direction to our educators work, leads the way forward and provides benchmarks to guide their daily actions. Created by the Université de Moncton, it incorporates high quality standards when welcoming and accompanying children and their parents.

### **It is built around 7 major principles:**

1. Each child is unique.
2. Children are the main agents of their own development and education.
3. Children's development is a holistic, integrated and continuous process.
4. Children need stable and reassuring relationships in order to discover, learn and create.
5. Children develop and learn by playing.
6. A parent is a child's first caretaker and first educator.
7. Children's development is influenced par their own characteristics, their environment and the context in which they live in.

### **These principles should be shared and discussed**

As parents, you are welcome to discuss these principles with the educators who accompany your child on a daily basis.

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<sup>1</sup>The curriculum can be consulted at our daycare and online at [www.gnb.ca](http://www.gnb.ca) by searching for "Curriculum éducatif pour la petite enfance."

## **Quality Standards and Obligation to Educate**

The *Curriculum éducatif* is also the basis from which Francophone early learning centres services in New Brunswick are evaluated.

The law stipulates that all Francophone early learning centres services must respect the *Curriculum éducatif*'s directions.

Every early learning centres staff member, no matter whether a private early learning centre or a community service, must complete training about the *Curriculum éducatif*.

### **You are your child's first caretaker and first educator!**

The connection between you and your child is unique and cannot be replicated. It is a special connection which makes both of you grow.

As your child's "first caretaker" and "first educator":

- You are the "expert" concerning your child. No one knows them better than you.
- Each day, you give your child the best of you, and you have the right to not be perfect!
- You make choices concerning your child's education and their future, while hoping that they grow happy and healthy, finding their place in the world.
- You accompany your child in their education and explorations and you will do so throughout their life.

### **The role of Francophone early learning centres services concerning the children and their parents**

The role of early learning centre is to welcome children and to meet their needs, in order to support them in their development and education.

It also consists of welcoming and accompanying parents, while supporting their roles concerning their child.

For instance, for the providers of educational early learning centres services, this means:

- Taking into account that each parent and each family is unique, and aiming to meet their needs to the best of their ability.
- Acknowledging that parents are those who best know their child.
- Supporting parents in their role as educator.
- Upholding a positive image of a child's parents, by always speaking about them in a positive manner.
- Sharing daily information with parents concerning their child's daily life in early learning centre.
- Making parents always feel welcome.
- Respecting parental choices and not judging them.
- Encouraging connections between parents.
- Offering various opportunities for parents to get involved with our early learning centre or to participate in activities with their child.

In addition to their social and educational mission, Francophone early learning centres services play an important role in supporting minority Francophone communities in New Brunswick.

The Francophone *Curriculum éducatif* supports early learning centres in this role.

## **2. GENERAL INFORMATION**

**France Dargavel**

**Director, Early Learning Centres Services**

**Association Régionale de la Communauté francophone de Saint-Jean**

Centre communautaire Samuel-de-Champlain

Phone: (506) 658-4600 ext. 2103

Fax: (506) 658-3984

Email: [france.dargavel@arcf.ca](mailto:france.dargavel@arcf.ca)

Website: [www.petiteenfancesj.ca/cpe/accueil/](http://www.petiteenfancesj.ca/cpe/accueil/)

## 2.1 Children's Ages and Programs

***À Petits Pas / À Grands Pas***  
**Designated Early Learning Centre**  
Preschool  
2 to 5 years old

Ext. 2062

***La Coccinelle I and II***  
After-school  
5 to 12 years old

Ext. 2036

***Au Bourgeonnet*** Designated Early  
**Learning Centre**  
Preschool  
From birth to 2 years old

Ext. 2080

***À Grands Pas*** Designated Early  
**Learning Centre**  
Prekindergarten Program  
4 years old (on December 31<sup>st</sup>)

Ext. 2062

Please note that, to ease each child's transition, children who assist preschool and who will be starting kindergarten in September will be transferred to after-school daycare the week before the beginning of school. The children will continue their educational program for the whole day.

From the Monday after the last day of school until the Friday before the start of the school year, after-school service is replaced by summer camp. Registration starts in mid-April and you choose the weeks your child will attend according to your needs. Prices are subject to change.

## 2.2 Opening Hours

Parents agree to respect the early learning centre's opening hours, which are from:

- Regular hours: 7 a.m. to 6 p.m., Monday to Friday

## **2.3 Holidays and Training Half-Days**

**Our daycare services will be closed on the following holidays:**

New Year's Day	New Brunswick Day
Family Day	Labour Day
Easter Monday	Thanksgiving
Good Friday	Remembrance Day
Victoria Day	Christmas*
Canada Day	December 26

Please note that our early learning centre will also be closed on November 15, 2024 and May 23, 2025 to allow our staff to assist days of training.

## **2.4 Storm Days**

If, due to a storm, the early learning centres are forced to close, parents will be contacted and will have to pick up their child. Parents will still be billed for the whole day. If parents cannot pick up their child within 1 hour of having been advised of the closing, they will be billed late fees of \$2 per minute.

In case of a major storm, when early learning centre employees are unable to get to work and the early learning centres is forced to stay closed, a message will be broadcast on radio (C105.7 FM) and posted on our Facebook page. An email will be sent if the early learning centre closes before opening.

If the early learning centre is open and road conditions are difficult, we may ask you to wait with your child until enough educators have arrived at work to supervise the groups.

**Holidays, storm days, sick days and days on which a child is absent are not refundable.**

## **2.5 Evacuation Procedures**

Our early learning centres hold evacuation exercises on a monthly basis, simulating an emergency situation. These exercises are held at different times of day during different activities, including naps, using different exits each time.

If Centre Samuel-de-Champlain is evacuated, children will walk to the basement of Église Saint-François-de-Sales (phone: 653-6888). Parents will then be contacted to come pick up their child.

## **2.6 Safety**

Early learning centres are responsible for the safety and well-being of the children in our care during our opening hours. A child under the responsibility of an early learning centre in Canada will never be entrusted to someone other than their parent without a written authorization from a parent to the early learning centre manager. The early learning centre manager reserves the right to ask for proof of identity from a duly authorised person other than a parent before entrusting them with a child.

Children who attend after-school daycare must report to the educator responsible for their group. The early learning centre will not be held responsible for a child not reporting to the educator or the early learning centre at the expected time.

If parents want the early learning centre to monitor their child's absences, they must provide, on a weekly basis, an attendance schedule for their child to the child's educator.

In the case of a change in their child's schedule, parents must advise by email at [france.dargavel@arcf.ca](mailto:france.dargavel@arcf.ca) or leave a message on ClassDojo.

## **2.7 Meals**

Our early learning centres commit to providing healthy, nourishing food, consistent with *Canadian Food Guide* guidelines to preschool age children present at lunch time. If a child does not eat our food or has food-related allergies, parents must provide their child with a lunch. No refund will be provided.

## **2.8 Snacks**

According to provincial early learning centres standards, a healthy snack should consist of two of the four basic food groups of the *Canadian Food Guide*. Every day, the early learning centre offers preschool age children one element of the snack, a glass of milk or water, according to each child's preference.

In order to meet standards, parents must provide two nutritious snacks per day for their child, one for the morning and another for the afternoon.

## **2.9 Rest Times**

Each child naps for two hours every day, from 12:30 p.m. to 2:30 p.m. A parent who feels that this period would be too long can advise their child's designated educator, who will wake up the child earlier.

Each child must rest for 45 minutes each day.

## **2.10 Incidents**

### **Compulsory Notification Incidents**

In case of injury or accident, staff will take emergency measures as needed and will advise parents as soon as possible. An incident report will be filled out and given to parents, to the regional coordinator within 24 hours following the incident, and a copy will remain at the early learning centre.

### **Other incidents**

Parents or guardians will be informed the same day of the circumstances of the incident and any related treatment. An incident report will be filled out by the educator responsible for the group. A parent or guardian will be asked to sign the incident report.

## **2.12 Exceptionnal circumstances**

Please note that in exceptional circumstances, such as the COVID-19 for example, ARCf could need to modify certain statements of this parent handbook to adapt to the situation.

## **3. POLICIES**

### **3.1 Admission**

Priority admission will be given to children:

- Who have a parent who works at the early learning centres services of ARCf de Saint-Jean. This is to encourage the recruitment of Francophone personnel in our minority situation. ARCf de Saint-Jean is not obligated to follow its normal enrollment process for these specific cases.
- Who are registered full-time.
- Who have a sibling who already attends a ARCf de Saint-Jean early learning centre.
- Who attend Centre scolaire Samuel-de-Champlain.
- Whose parents are entitled to an education in French in Canada, as defined by law.

Secondly, children enrolled part-time are accepted. When all places are taken, the early learning centre registers names on a waiting list. Once a place is available, parents will be notified according to the rank of their child on the waiting list (taking into account the aforementioned priority admission). Within two days of being given notice of an available place, parents must inform the early learning centre of the date their child will start attending. This date must be within three calendar



weeks after receiving the notice. If a parent, having received the notice, either does not inform the early learning centre of their choice in the aforementioned period, refuses the offer or cannot have their child start attending within the aforementioned period, management will advise another parent according to registration order until a spot is taken. In this case, the child's name will be placed at the bottom of the waiting list, as long as registration is maintained according to the rules.

Once an age group is at maximum capacity and a full-time registration application is made, a parent who already has a child registered part-time in the group may choose to register their child full-time so as to keep their place. Within two days of receiving said notice, parents must confirm whether they will register their child full-time. If not, with due notice given, parents must withdraw their child from early learning centre.

In order to register, all children must be able to understand French. Although parents are not required to be completely fluent in French, it is preferable that at least one parent **be able to** speak French.

In order to be admitted to our early learning centres services, a child's parents must have completed, for each child, the child's profile and the three added consent forms. They must also have signed a declaration indicating they have read and understood the statement of services and that they have received a copy. Each child's file must have a copy of their record of vaccination. This record must be updated as soon as any changes occur.

If a parent chooses not to vaccinate their child, a waiver form must be signed. Please note that if a child has not been vaccinated and an infectious disease is being propagated in the early learning centre, parents could be asked to withdraw their child until conditions are no longer dangerous.

Gender, physical condition or socio-economic class may not, in any case, restrict a child's access to our early learning centres services.

According to Department of Social Development standards, the child to educator ratios are as follow:

- Children from 0 to 24 months: 3 children per educator
- Children of 2 years of age: 5 children per educator
- Children of 3 years of age: 8 children per educator
- Children of 4 years of age: 10 children per educator
- Children of 5 to 12 years of age: 15 children per educator

### **3.2 Admission Period**

#### **Early Learning Centre Registration**

Once your child has a confirmed place in one of our early learning centres services, the early learning centre will require a (non-refundable) deposit, equivalent to a month of early learning centre services in order to keep this place. This sum will be deducted from the first month's bill.

#### **Re-registration Period**

There is a compulsory re-registration period each year, from mid-April to mid-May, for all children whose parents wish to utilize early learning centres services. Each parent must fill out a form for each child attending early learning centre services.

Registrations, costing \$50 each, are done during early learning centre opening hours.

Parents choosing to register their child day-to-day must specify the days their child will attend early learning centre services every week. The chosen days will not change. Note that you will still be billed for the chosen days even if your child is absent. Those who have paid a registration fee and whose child starts before May 31 will also need to pay a registration fee when re-registering.

### **3.3 Withdrawal**

Parents whose children regularly attend early learning centre services and who choose to withdraw them may lose their child's place, depending on the existing waiting list.

In all cases of withdrawal, parents must fill out a "*Avis de départ*" ("Notice of Withdrawal") form before the expected date of withdrawal. Parents remain responsible for paying for the whole two weeks' worth of services even if the child is withdrawn before the established date.

The only possible exception is for a sick child for whom a doctor's note is given. The withdrawal can last up to 2 months.

### **3.4 Changes to Registration**

Any changes to registration are required to be for a minimum duration of two months. Parents must fill out a change of registration form, available at the early learning centre. Note that this only applies for a change request to go from full-time to part-time (or from part-time to full-time). This is not the same process as a complete withdrawal.

### **3.5 Annual Holidays**

Upon submitting a holiday request form for children who attend week-by-week or day-by-day (red sheet), parents can obtain a credit for two weeks (two periods of five consecutive days), **from September to August**, during which their child will be absent. Requests must be received before the last day of the month preceding the one for which the request is made. Requests made after the holiday will not be accepted.

**Day Camp: The registration of all children registered with La Coccinelle early learning centre ends on the last day of the school year. One of the child's parents must then fill out the day camp registration form for the weeks where this service will be required. Please note that the two weeks of annual holidays must be taken between September and July.**

If authorized by the early learning centre manager, parents of children from 0 to 4 years of age who wish to withdraw their child for the summer period (eight consecutive weeks) may do so without being billed. However, as changes may occur in any early learning centre service, the manager can end this agreement at any time. In such case, parents must restart paying their bill if they wish to keep their child's spot at the beginning of the school year.

### **3.6 Illness**

A child who has the following symptoms at home in the morning is not allowed to attend early learning centre:

- Does not feel well enough to participate in activities.
- An illness requiring a higher level of care than what staff can offer without compromising the health and safety of the other children.

And one of the following conditions:

- Fever: an oral temperature of 38.5°C / 101°F or higher, a rectal temperature of 39°C / 102°F or higher, or an armpit temperature of 38°C / 100°F or higher, alongside changes to behaviour or other signs of symptoms denoting illness. Children must wait 24 hours after their last symptom before returning to the early learning centre.
- Any sign or symptom specified in the document titled "Management of Infectious Illness in Children and Staff in Early Learning Centre Installations in New Brunswick"<sup>2</sup>.

Standards concerning early learning centre management require parents to report their child's absence, the reason of their absence (whether or not it is due to illness) and fill out a form, titled "Retour au CPE après l'exclusion" ("Return to Early Learning Centre After Exclusion").

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<sup>2</sup> Document available at the daycare and at [www.gnb.ca](http://www.gnb.ca)

A sheet\* will be posted on our bulletin board listing the criteria for reporting children excluded because of illness or communicable infection.

During the day, when daycare staff identifies a child as being ill, the child's parent will be contacted to come pick them up within an hour. If parents are unable to pick up their child within an hour, the early learning centre will call the people identified as emergency contacts. This is done to avoid contagion in the early learning centre and to attend to the ill child's needs.

\* The forms are supplied by the Department of Family and Community Services.

### **3.7 Medication Administration**

In any early learning centre, it is necessary to:

- Administer to a child only the medication, prescription or otherwise, supplied by the child's parents.
- Obtain written authorization from parents to administer medication, prescription or otherwise.
- Fill out Part A of the "Rapport quotidien des médicaments" ("Daily Medication Report") each time medication, prescription or otherwise, is administered.

Subject to certain conditions, when it is necessary to administer acetaminophen without prior consent from parents, the staff of any early learning centre must follow the procedures established in Part B of the "Rapport quotidien des médicaments" ("Daily Medication Report".)

All medications must be stored in their original container with the original label.

Containers must:

- Have a child-proof lid.
- Labelled with the name of the child to whom the medication must be administered and the dosage.
- The method of administering the medication.
- The period during which the medication must be administered.

The containers of prescription medication must have:

- The doctor's name.
- The method of administering the medication.
- The period during which the medication must be administered.

## **4. FINANCIAL PROCEDURES**

### **4.1 Rates\***

Children from **0 to 24 months of age** must be registered week-by-week on a full-time basis, at a cost of **\$231**.

Children from **2 years of age** must be registered week-by-week on a full-time basis at a cost of **\$199,10** or day-by-day on a part-time basis at a cost of **\$45**.

Children from **3 years of age** must be registered week-by-week on a full-time basis at a cost of **\$187,75** or day-by-day on a part-time basis at a cost of **\$45**.

Children from **4 to 5 years of age** must be registered week-by-week on a full-time basis at a cost of **\$182** or day-by-day on a part-time basis at a cost of **\$45**.

For after-school services, children from **kindergarten to 2<sup>nd</sup> grade** must be registered week-by-week at a rate of **\$120**. For each school break, fees of \$20 per day will be billed to parents whose children will attend daycare.

For after-school services, children from **3<sup>rd</sup> to 6<sup>th</sup> grade** must be registered week-by-week at a rate of **\$120**. For each school break, fees of \$20 per day will be billed to parents whose children will attend daycare.

During school breaks, lunch is included.

Parents wanting their child to attend **daycare** in September must pay a **\$50 registration fee during registration period from mid-April to mid-May**.

*\*These rates do not include the new government subsidies to lower prices.*

## 4.2 Billing

At the beginning of each month, the monthly bill will be available in your dokmail account. You will find at Appendix A our daycare's billing policy.

Here are the number of weeks for which you will be billed each month:

September 2024	5 weeks	March 2025	5 weeks
October 2024	4 weeks	April 2025	4 weeks
November 2024	4 weeks	May 2025	4 weeks
December 2024	5 weeks	June 2025	5 weeks
January 2025	4 weeks	July 2025	4 weeks
February 2025	4 weeks	August 2025	4 weeks

## 4.3 Late Fees - After-Hours Pickup

After 6:00 p.m., late fees of \$2 per minute will be added to your bill for each minute late.

## 4.4 Payments

**Parents agree to pay, upon reception, their early learning centre bill.** The following modes of payment are accepted: cash, cheque, postal money order, pre-authorized payment, debit card or online banking. For credit cards, a 2% fee is applicable for any transaction. Payments can be made at the reception of Centre Samuel-de-Champlain, by mail or by telephone (for credit cards only) at 658-4600. We also accept payments in advance. Please refer to Appendix A for more details.

**ARCf reserves the right to deny service to any customer with an unpaid balance.**

## **5. INFORMATION FOR PARENTS**

### **5.1 Outings**

Children attending early learning centre will have the chance to make short outings outside Centre Samuel-de-Champlain and in the surrounding neighbourhood to enjoy nature and enrich their knowledge. Every outing must be authorized by a parent. Parents will receive a note asking for authorization when an outing is planned.

### **5.2 Complaint Process**

Complaints about our early learning centre may be made according to the following steps:

- i) First of all, we recommend that parents discuss the issue with the educator.
- ii) If they deem it necessary, parents may discuss the issue with the early learning centre manager.
- iii) If the issue persists, parents must submit a written complaint addressed to Mr. Michel Côté, general manager of ARCf de Saint-Jean.
- iv) If the issue persists, parents may meet with the general manager of ARCf de Saint-Jean, who will inform the board of directors.

Depending on the circumstances, parents may contact the Department of Education and Early Childhood Development and inform them of the complaint. You can find the name and contact information of the inspector posted on the early learning centre's bulletin board.

### **5.3 Parental Participation**

In normal circumstances, parents are always welcome during normal opening hours. You are particularly encouraged to participate in organizing parties and attending special activities. Please speak with the educators for more details on the



nature of this participation. During a pandemic, no parent is authorized to enter the facility.

Parents are also invited to join the Parents' Committee. It gives parents and educators the opportunity to collaborate, ensure continuity of early learning and care, and to share ideas, best practices and information on early childhood education. It is also an opportunity for operators to solicit comments, advice and recommendations from parents.

#### **5.4 Transportation**

Parents are entirely responsible for transporting their child. Parents must accompany their child to the classroom door and come pick them up at the same door. If parents wish to authorize another person to take their child home, a written authorization must be submitted to the manager (refer to Section 2.7, Safety).

Parents are responsible to prepare their child for an outside appointment (for instance, a doctor's appointment).

#### **5.5 Financial Aid**

The province of New Brunswick offers possibilities for financial aid for parents who meet certain criteria. For more information:

For children from 0 to 5 years old, visit [www2.gnb.ca](http://www2.gnb.ca) ([www.nbed.nb.ca/parentportal/fr/](http://www.nbed.nb.ca/parentportal/fr/))

For children from 6 to 12 years old, contact **your regional office of the Department of Social Development** by phone: Saint John – 1-833-733-7835

#### **5.6 Special occasions**

In order to protect children with food allergies, no pastries brought by parents are accepted at the early learning centre. This includes party cakes and special events such as Halloween, Christmas, Easter, etc.

## **5.7 Other**

Donations of the following are very appreciated: crafting material, clothing or costumes (for costume stations) or games or toys in good condition.

## **6. CHILD PROTECTION POLICY**

### **6.1 Abuse**

Following to pre-established conditions, early learning centre staff must report cases of negligence or physical or sexual abuse to the proper authorities.

This is based on the document titled “Child Victims of Abuse and Neglect Protocol”<sup>3</sup>.

### **6.2 Supervision Guidelines**

In any early learning centre, it is necessary to use positive methods of supervision, including (taken from provincial standards concerning the responsibilities of early learning centres):

- v) Reflecting with the child on the incident in question.
- vi) Reorientation.
- vii) Elimination of potential problems.
- viii) Positive reinforcement and encouragement, instead of competition, comparison and criticism.
- ix) Consistent application of logical rules, concerning all aspects.

It is necessary to selectively use the “isolation” method, which allows a child to calm down and to maintain a visual contact with a staff member and to do so while, in each case, taking into account the child’s developmental stage and the usefulness of such a method.

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<sup>3</sup> This document is available on the provincial government’s website, at [www2.gnb.ca](http://www2.gnb.ca)

In order to avoid comparing and blaming the child, early learning centre staff uses a discipline method based on reflection, dialog and the development of the sense of responsibility.

### **6.3 Procedure - Unacceptable Behaviour**

With any discipline, it is necessary to consider the child's age and development, as well as the seriousness or the intensity of the unacceptable behaviour.

A child's behaviour is deemed unacceptable when:

- i) It endangers the child's safety or that of others.
- ii) It is disrespectful of the early learning centre's property or that of other children or educators.
- iii) The child is aggressive towards other children and educators.

After having used recognized supervision methods according to provincial standards during at least one month, the early learning centre may demand a child be immediately and permanently expelled if the child remains aggressive and disrespectful.

The early learning centre manager will inform parents if supervision methods are not working with their child.

## **7. EMPLOYEE PROTECTION**

The work conditions of ARCf de Saint-Jean's employees clearly stipulate that there is to be zero tolerance for any form of abuse or harassment within its organization.

## **8. PERSONAL EFFECTS**

### **8.1 Mandatory Personal Effects**

In order to ensure children's well-being and comfort, the following items must be brought and kept at the early learning centre.

- 1. Spare clothes**
- 2. A pair of shoes for use indoors**
- 3. Four boxes of tissues (2 in September and 2 in January)**
- 4. Acetaminophen**
- 5. Diapers and wipes (if necessary)**

Each child must feel able to participate in the suggested activities, without being worried of being in soiled or wet clothes. We therefore suggest to provide children with comfortable and washable clothes. Since children may be brought outside, please anticipate the need for proper clothes.

## **8.2 Labelling of Personal Objects**

Parents are asked to label all objects belonging to their child. Our early learning centres are not responsible for lost objects.

## **8.3 Toys**

Children must not bring toys to the early learning centre. However, if a toy or stuffed animal is necessary for the child's emotional well-being, the child may have it. Please note that no violent toy of any type will be accepted.

## **APPENDIX A: BILLING POLICY**

ARCf de Saint-Jean inc. bills its clients for early learning centre services. The first day of each month, the finance department is responsible for preparing and sending clients' bills. These bills are also accessible through "Dokmail" (refer to Appendix B for how to do so.)

**The bill must be paid upon receiving it. Unpaid balances must be paid by the last day of the current month at the latest.**

### **PROCEDURE**

1. The following modes of payment are accepted: cash, cheque, pre-authorized payment, postal money order, debit card or online banking. Payments can be made at the reception of Centre Samuel-de-Champlain, by mail or by telephone (for credit cards only) at 658-4600 ext. 1004. For credit cards, a 2% fee is applicable for any transaction.
2. We accept payments in advance. These can be made by credit card or by postdated cheques. The pre-authorization form is available at the reception of Centre Samuel-de-Champlain. Cheques and postal money orders must be made out to ARCF de Saint-Jean inc.
3. You can also register ARCF as a payee in your online account at most banking institutions. To do this, you must enter "ARCF" and you should find us. Please keep in mind that it may take up to three business days for payment to be received.
4. Outstanding balances will be treated as follows: for clients with outstanding balances, monthly administration fees will be added to any account with an unpaid balance in the following manner:

\$1 to \$199	=	\$5	\$400 to \$499	=	\$20
\$200 to \$299	=	\$10	\$500 to \$599	=	\$25
\$300 to \$399	=	\$15	\$600 and more	=	\$30

5. Balances unpaid for 30 days will receive a written notice, while all balances unpaid for 60 days will be transferred to a debt collection agency.
6. Billing and tax receipts are made in the name of the parent or parents whose name is on the registration form, unless a court order deems otherwise.
7. **ARCf de Saint-Jean reserves the right to immediately terminate the right to use our early learning centre service to any client who has a balance unpaid for 60 days or who frequently pays late.**



Michel Côté  
General Manager

Revised in May 2024

## **APPENDIX B: How to Use “DOKMAIL”**

### **DOKMAIL - The communication system used by our early learning centres’ billing software**

For security reasons, every document sent by email is only accessible with your own password (however, you can ask the system to no longer encrypt them, as described below).

#### **If you know your password**

Enter it when you open the document.

*Please note that if you have changed your password, older documents cannot be opened with the newer password.*

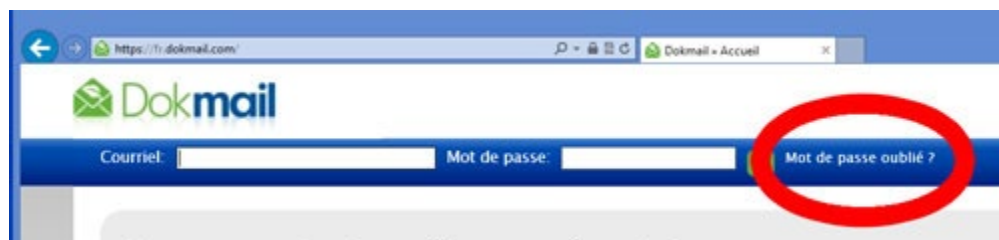
Or

Access ALL your documents (without password) at Dokmail.com

#### **If you do not know your password**

If you do not have your password, you must create a new one.

- a) Go to dokmail.com and click on “Forgot Your Password?”;



- b) Type in your email address (this must be the one given to the daycare) and answer the security question;
- c) A code will be sent to you by email to the given email address;

If you do not receive a code (please note that there can be a delay of a few minutes):

- Check that you correctly typed your email address;
- Check that you correctly answered your security question;
- Check that your email software is not blocking emails sent by DOKMAIL.

d) Use the code sent to you to type in a new password (or click on the link sent in the email).



### **How to access ALL the documents you have received**

All documents sent by the early learning centre are on Dokmail.com.

**Documents accessed directly on DOKMAIL.COM can be opened without a password.**

Log on to your dokmail.com account.



Your address => The email address where you normally receive notices

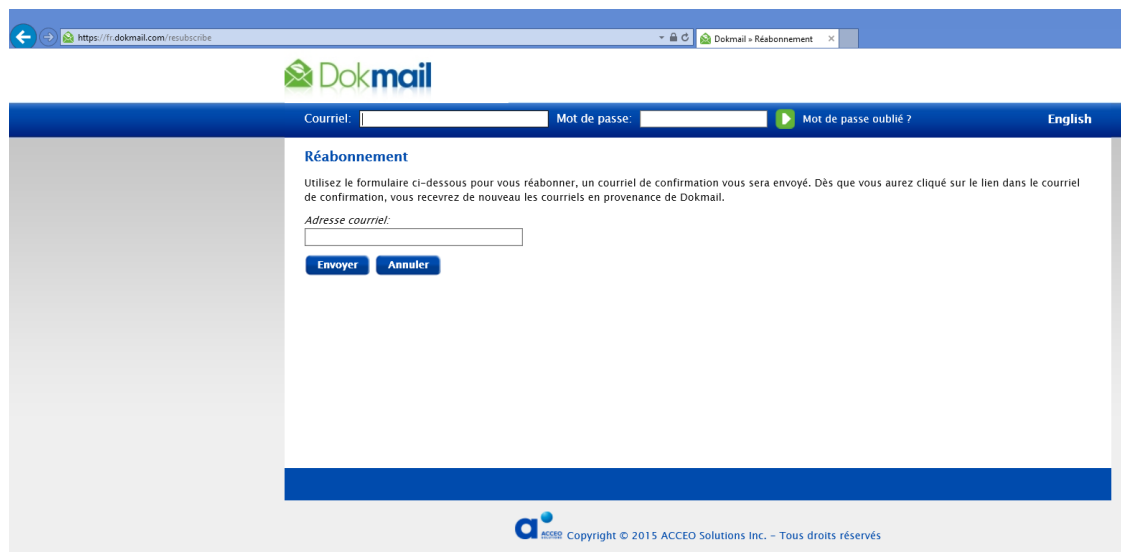
Your password => Refer to the welcome email sent to you at your first billing (or another email if you have reset your password)

## **If you stop receiving emails - Resubscribing to Dokmail**

If you no longer receive emails from the early learning centre (email sent back or Dokmail marked as “SPAM.”)

⇒ You must resubscribe to [DOKMAIL.COM/RESUBSCRIBE](https://fr.dokmail.com/resubscribe).

**BEFORE STARTING, confirm your email address with the daycare manager:**  
[France.dargavel@arcf.ca](mailto:France.dargavel@arcf.ca)



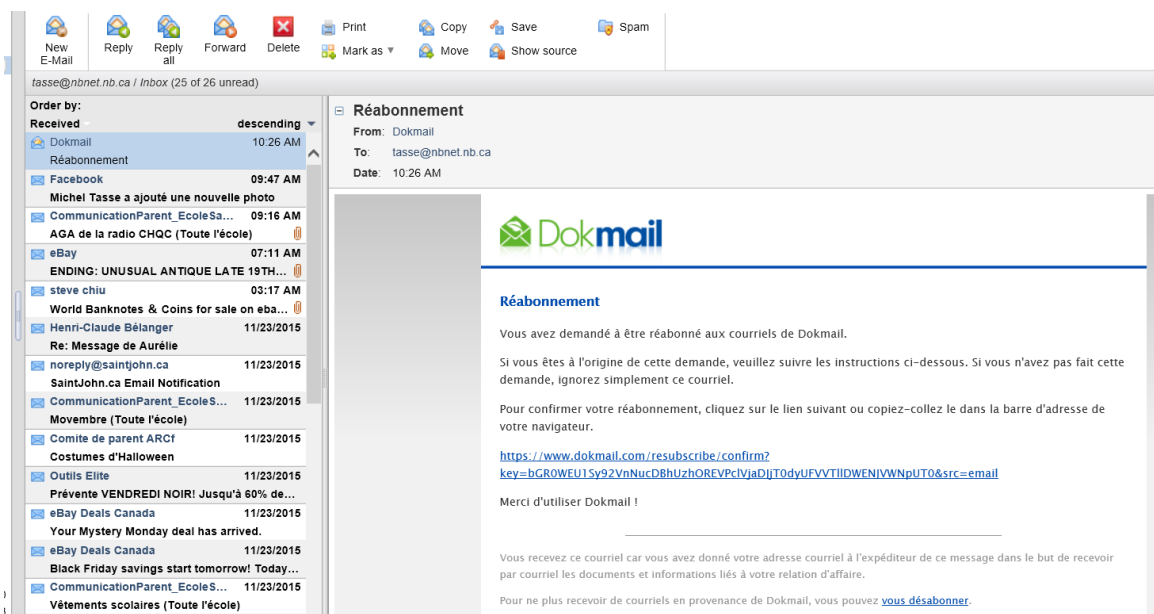
The screenshot shows a web browser window with the URL <https://fr.dokmail.com/resubscribe>. The page features the Dokmail logo at the top. Below the logo, there are input fields for 'Courriel:' and 'Mot de passe:', along with a 'Mot de passe oublié ?' link and an 'English' language selector. The main content area is titled 'Réabonnement' and contains the following text: 'Utilisez le formulaire ci-dessous pour vous réabonner, un courriel de confirmation vous sera envoyé. Dès que vous aurez cliqué sur le lien dans le courriel de confirmation, vous recevrez de nouveau les courriels en provenance de Dokmail.' Below this text is an 'Adresse courriel:' input field, followed by 'Envoyer' and 'Annuler' buttons. At the bottom of the page, there is a copyright notice: 'Copyright © 2015 ACCED Solutions Inc. - Tous droits réservés'.

Type in the email address you use with the early learning centre (it must be the same one).

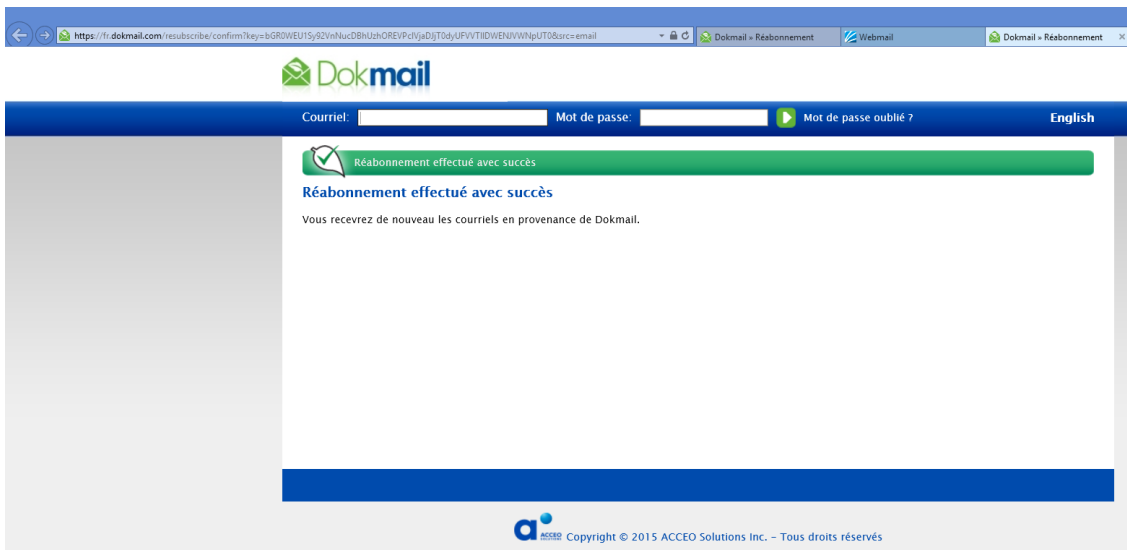
You will receive the following message:



Check your emails as you normally do and find the email from DOKMAIL.  
(Here is an example with Bell Webmail)



CLICK ON THE LINK (or copy it entirely and paste it a browser window.)  
You will see a message confirming your subscription.



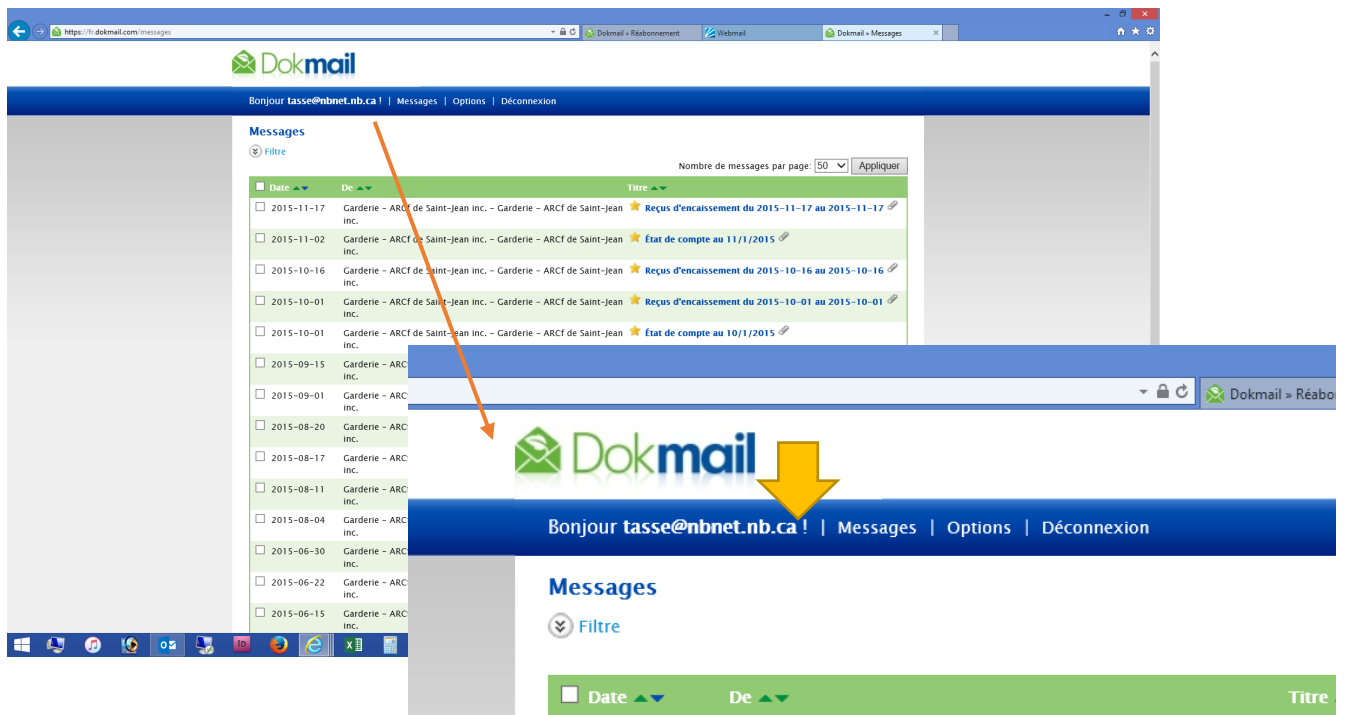
You will now receive emails from the early learning centre.

# How to receive your PDF bills WITHOUT A PASSWORD

1) Log on to DOKMAIL.COM using your email address and password:



2) Click on OPTIONS:



### 3) Click on "Choose Your Email Options":



Bonjour tasse@nbnet.nb.ca ! | Messages | Options | Déconnexion

#### Options

##### Options d'envoi

 Choisir vos options d'envoi

##### Profil

 Modifier votre adresse courriel

 Modifier votre mot de passe



Bonjour tasse@nbnet.nb.ca ! | Messages | Options | Déconnexion

#### Options d'envoi

Utilisez les options d'envoi ci-dessous pour contrôler comment **Dokmail** communique avec vous.

##### Langue des courriels:

- Anglais
- Français

##### Format des courriels:

- HTML – Texte enrichi avec images
- Texte – Texte brut sans formatage

##### Envoyer un courriel lorsque de nouveaux messages et documents sont disponibles:

- Oui – Un courriel sera envoyé automatiquement lorsque de nouveaux messages et documents sont disponibles
- Non – Les messages et documents seront disponibles seulement sur Dokmail

##### Joindre les documents au courriel:

- Oui – Les documents seront joints au courriel
- Non – Les documents seront disponibles seulement sur Dokmail

##### Protéger les documents joints:

- Oui – Les documents joints seront protégés par votre mot de passe Dokmail
- Non – Les documents joints ne seront pas protégés

##### Conserver les messages et documents sur Dokmail:

- Oui – Les messages et documents seront conservés sur Dokmail
- Non – Les messages et documents ne seront pas conservés sur Dokmail

##### Envoyer un courriel récapitulatif des nouveaux messages et documents:

- Une fois par jour
- Une fois par semaine
- Deux fois par mois
- Une fois par mois

##### Protéger les liens vers les documents:

- Oui – Les liens vers les documents seront protégés par votre mot de passe Dokmail
- Non – Les liens vers les documents ne seront pas protégés

Envoyer

Annuler

Choose NO and exit using "Send" and all future documents sent to you will no longer need a password to be opened.

The early learning centre at Centre communautaire Samuel-de-Champlain  
is owned by ARCf de Saint-Jean.



Association Régionale de la  
Communauté francophone de Saint-Jean inc.

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