

# Family Handbook 2026



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# Table of Content

|   |                           |
|---|---------------------------|
| Welcome Message.  | <u><a href="#">3</a></u>  |
| Description of Program.                                   | <u><a href="#">4</a></u>  |
| Philosophy, Mission, Vision, Special Considerations.      | <u><a href="#">5</a></u>  |
| Daily Rate and Hours of Operations, Storm Closure Policy, | <u><a href="#">6</a></u>  |
| Late Pick-Up Policy.                                      |                           |
| Enrollment, Personal Belongings Items Required.           | <u><a href="#">7</a></u>  |
| Payments and Fees, Financial Assistance.                  | <u><a href="#">8</a></u>  |
| Vacation and Absences.                                    | <u><a href="#">10</a></u> |
| Health and Wellness.                                      | <u><a href="#">10</a></u> |
| Transportation and Outings, Evacuation Procedures.        | <u><a href="#">13</a></u> |
| Child Guidance, Discharge.                                | <u><a href="#">14</a></u> |
| Educators, Babysitting, Complaints and Grievances.        | <u><a href="#">16</a></u> |
| Child Abuse and Neglect, Inclusion, Access.               | <u><a href="#">17</a></u> |
| Participation, Support.                                   | <u><a href="#">20</a></u> |
| Communication, Entry System.                              | <u><a href="#">21</a></u> |
| Video Monitoring.   | <u><a href="#">21</a></u> |
| Family Involvement.                                       | <u><a href="#">23</a></u> |
| Acknowledgment of Handbook.                               | <u><a href="#">24</a></u> |



# Welcome to World of Wonders!

**Dear Parents,**

We are thrilled that you are interested in World of Wonders as your child's early learning home. As a fully licensed and designated early childhood education center, our mission is to provide exceptional care while celebrating the rich tapestry of cultures within our community.

Our diverse team of educators brings a wealth of experience and global perspectives to create a nurturing environment where every child feels valued and respected. We believe open communication is essential to building strong partnerships with families.

Within these pages, you will discover our core values, philosophy, and program details. Together, let's embark on a wonderful journey of growth, learning, and discovery at WOW!

A world of wonders awaits!

**Warm regards,**



**Jamee Densmore,**  
World of Wonders Director



# Description of Program

Choosing an Early Learning Centre (ELC) that meets the unique needs of your child and your family is a tremendous responsibility. It is important that you agree with the philosophies and policies, as defined in our ELC family handbook, as these are the principles on which the program and interactions with your child and family will be based.

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It is also very important that you are comfortable with the environment and educators who will be responsible for your child's well-being, security and early childhood learning during his/her attendance at the ELC. Take the time necessary to get to know the educators and/or the director.

Every ELC licensed through the Department of Education and Early Childhood has access to a wealth of information regarding many different programs such as Daycare Assistance Program, Public Health, Talk with Me program, NB public libraries etc. Please remember to speak with the Center Director for more information regarding areas of interest for your family.

Ask questions about the ELC and areas of the program that are important to you and your family. It is well worth the time and effort required to find and secure a space in an ELC where your child will be safe, secure and happy for his/her early childhood years. Although some children adjust very well to change, frequent changes in a child's routine and child care placement can be very disruptive and detrimental to their development of trusting, long-lasting relationships.

WOW, like all ELC Licensed centers, follow The New Brunswick Curriculum Framework.

WOW accepts children ages 6 months - 5 years and has space 54 children ages 6 month - 5years.

If you require this handbook to be in a language other than english, please let us know and we will have it translated for you.



# Philosophy Statement

World of Wonders Early Learning Centre believes every child is a unique individual, deserving of a nurturing environment that fosters respect, curiosity, and a lifelong love of learning. We believe that diversity is a strength. Our daycare embraces children from all cultures, backgrounds, and abilities, creating a welcoming and inclusive community where everyone feels valued and respected.

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## 01 Our Vision

Our mission is to foster a sense of belonging and appreciation for diversity while promoting holistic development through culturally enriched experiences.

Through collaboration with families and our diverse staff, we strive to create an atmosphere of learning, empathy, and understanding, where children can grow into confident, compassionate individuals ready to thrive in an interconnected world.

## 02 Our Mission

Our vision is to be a beacon of multicultural excellence in early childhood education, where children from all backgrounds come together to learn, play, and grow in harmony. We envision a vibrant community where cultural diversity is not only embraced but celebrated as a source of strength and enrichment.

Through innovative programming, compassionate care, and meaningful engagement with families, we aspire to empower each child to become a global citizen, equipped with the knowledge, empathy, and respect needed to thrive in an interconnected world.

## 03 Special Considerations

At WOW, we maintain an open door policy; families are welcome to drop in at any time during our program hours. Our educators are happy to meet with you regarding any aspect of your child's attendance at WOW. We do, however, request that, if you would like to meet with one of your child's educators, you request an appointment. The reason for this request is to ensure the educator's ability to maintain her/his focus on the children during program hours. Long conversations, during drop off and pick up times, take the educator's attention from the children and program.



# Daily Rate and Hours of Operation

The daily rate for children under the age of **twenty-four months** is **\$21.00**, and the daily rate for children aged two years to **five years old** is **\$18.00**. Payments are through automatic withdrawal and are done bi-weekly, starting on your child's start date.

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## 01 Operating Hours

Hours of Operation: 7:30–5:30 Monday to Friday.

## 02 WOW Recognizes the following holidays and will be closed:

- New Year's Day
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- NB Day
- Labor Day
- Thanksgiving Day
- Remembrance Day
- Christmas Day
- Boxing Day

**Please Note:**  
WOW will be  
closed annually  
for 2 weeks at  
the end of  
August.

## 03 Storm Closure Policy

Families will be advised of stormrelated closures by **6:30 a.m.** through Brightwheel. If Codiac Transpo suspends bus service, the centre will close automatically. In making weatherrelated decisions, we also review the status of nearby daycares, schools, and offices, and consider guidance from MAGMA along with local authorities. While these factors help inform our choice, the final decision rests with World of Wonders Early Learning Centre, with the safety of our educators and families as our highest priority. Should conditions deteriorate after opening, families may be asked to collect children early, and staff will remain until all children have been safely picked up.

## 04 Late Pick-Up Policy

Families are expected to arrive before **5:30 p.m.** to allow time to connect with educators, view artwork, and dress children before closing. A fee of **\$5.00** will be charged for pick-up after **5:30**, with an additional **\$5.00** for every **15 minutes** thereafter (**e.g., 5:45 = \$10, 6:00 = \$15**). Fees will be applied through Bright Wheel Billing the following morning. Please note that frequent lateness may result in the loss of your child's spot.

We appreciate your cooperation in helping us maintain smooth end-of-day routines.



# Enrolment

Once you have visited our center, met with our director and decided to place your child in our care, there are procedures that need to be followed. Licensed centers in this region are mandated by the Department of Education and Early Childhood Development to provide the following information.

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## **The following forms need to be completed and returned before your child begins at our center:**

1. Child Profile – GNB
2. Consent for Outings – GNB
3. Emergency care and transportation – GNB
4. Administration of medication & of Acetaminophen – GNB
5. Acknowledgement of Parent Handbook and acceptance of terms
6. Acknowledgement of Inclusion Policy and acceptance of terms
7. Acknowledgement of Video Monitoring Policy and acceptance of terms
8. Media waiver

A copy of your child's immunization record is required by law and must be updated as immunizations are given by your health care professional. If you choose not to immunize your child, a waiver must be signed.

This documentation goes directly into your child's file and it is the responsibility of the parent to keep these records updated. These records could be crucial should a medical emergency arise.

# Personal belongings

Each child will be provided with space to keep his or her personal belongings in during his/her attendance at WOW.

Clothing guidelines are in place to respect the health, hygiene, personal and cultural beliefs of all families using our centre. The Daycare Facilities Operating Standards require all children in attendance to be provided with outdoor play each day the weather is pleasant. Consequently, we play outside in all weather conditions. (Except extreme cold/heat).

1. It is recommended that children be dressed in comfortable casual clothing that allows freedom of movement and freedom to explore paint, glue and outdoor projects that may at times be messy.
2. In case the soiling of clothing occurs, each child requires a full change of clothing each day.
3. Suitable footwear is required to be worn in the playgrounds at all times. Flip flops or open backed sandals are not recommended.



# Items Required

Your child will need to have the following items clearly marked with the child's name and left at the center at all times. Soiled items need to be replaced immediately.

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1. Non-marking soled sneakers for indoor use.
2. Box/package of diapers, wipes, cream (if required)
3. Appropriate outdoor clothing (according to season) i.e.: Splash pants, snow pants, swimsuits, etc.
4. Weather appropriate footwear (i.e. sneakers, rubber boots, winter boots, etc.)
5. Two healthy snacks and a well-balanced lunch
6. Water bottle

Please ensure your child's personal belongings are labeled to prevent loss. In addition, we ask that you please leave your child's toys at home. The only time toys from home are allowed at the centre are on "Show and Share" days. Furthermore, guns, fighting toys, or any toys promoting violence and/or destruction will not be permitted at WOW (not even for Show & Share).

# Payments and Fees

## Tuition Rates (Per Child)

| Class Level    | Age         | Plan         |
|----------------|-------------|--------------|
| Infant class 1 | 6-24 months | \$21 per day |
| Infant class 2 | 2-5 years   | \$18 per day |

Fees are subject to change, based on an annual review. Parents will be given no less than four weeks notice of intent to increase fees.

Since our fee schedule is a weekly one, holidays, summer vacation closure and necessary storm days are not exempt from payment. Fees will be reviewed annually and are therefore, subject to change with sufficient notice.



# Payment

Payments follow a bi-weekly schedule and first payment is due on your child's start date.

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- The method of payment will be by automatic withdrawal on a bi-weekly basis. If this is not something that is possible for your family, please let the Director know and we will try to work with you.
- Please ensure the funds are in your account on the scheduled withdrawal dates to avoid any NSF fees. Parents will be responsible for NSF fees for missed payments. You have 10 days from the time your payment bounces to provide payment, or you may lose your space.
- After two consecutive missed payments (NSF) with no payment arrangement will result in your forfeiting your childcare space.

## Receipts for income TAX purposes will be given annually.

Outstanding balances owed upon termination of services will be sent to collection and/or filed with small claims court, should arrangements not be made for payment of said outstanding balance.

All families are required to provide four weeks notice before removing their child from the program. Should notice not be provided, payment shall be made in lieu of notice. However, due to long waiting lists please give as much notice as possible. NSF to be paid by parent, 10 days from bounce back.

# Financial Assistance

If you require financial assistance through the Government of NB, you can apply through the following link:

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

Information about this program can be found on the Parent Portal on the GNB Website. If you require assistance in filling out the form, please let the Director know.



# Vacation and Absences

WOW is licensed through the Department of Education and Early Childhood. Based on regulations, as defined in the operator standards, each licensed facility is registered for a given number of child spaces. Essentially, when you register your child at WOW, you are renting a space. That space belongs to your child and may not be given to another until your child is no longer attending the center. You are, therefore, financially responsible for that space for every day/week of your child's registration, regardless of his/her attendance.

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If your child is unable to attend the centre due to illness or vacation, you are still responsible to pay regular weekly childcare fees.

When the centre closes for holidays, weather, vacations, cleaning and professional development, you are still responsible to pay regular weekly childcare fees.

# Health & Wellness

## Child Illness

Your child's health is important to us. It is necessary that parents have alternative plans for the care of their child if their child is ill.

Children must be kept home if they present the following symptoms:

1. Fever
2. Persistent dry cough
3. Heavy nasal discharge
4. Symptoms of a contagious disease
5. See Health – Contagious Diseases, below

Parents are required to inform the center if their child's absence and symptoms so that all documentation may be completed.

Should your child need to be picked up due to illness, you will be required to do so within an hour of the Center contacting you.

### Please Note:

we are scent free, peanut free and seafood free centre.



# Please Note

The Department of Education and Early Childhood and Public Health have issued the guide for managing illness (see attachments) in childcare facilities in New Brunswick. This guide has preventative procedures to ensure the health of all children and educators. Please see the attached Guidelines for Prevention and Control of Communicable Diseases in Early Learning and Childcare Facilities.

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## Contagious Disease

To help us maintain a healthy environment for all children, you must keep your child home if they show any of the following symptoms:

1. **Diarrhea** – Your child should not return to the childcare until free of watery loose stools for 24 hours.
2. **Vomiting** – Your child should not return until vomiting has stopped for 24 hours.
3. **Fever/Temperature** – When your child's temperature is above 38.5 degrees he/she is considered to have a fever. We require children stay home when they present with a fever in combination with another symptom.
4. **Head Lice** – Your child must be absent until 1st treatment is complete and no evidence of live lice.
5. **Pink Eye** – Your child must see a doctor for prescribed medication and be absent until 24 hours after treatment has commenced and discharge ceased.

**Please refer to Exclusion chart for more detailed lists of contagious infections and symptoms in the attachments.**

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## Administering of Medication

WOW will administer both prescription and non-prescription drugs to children in accordance with provincial legislation. Parents are expected to provide the following:

### Child Prescription Medication

1. Signed authorization on the Admin of Medication Record including the dosage and times a prescription drug is to be administered. (Kept in lock box in kitchen)
2. Medication must be in the original container, clearly labeled with the child's name, name of the drug, the dosage, the date of purchase and instructions for storage and administration.



Parents must fill out, sign and date the Medication authorization forms each time medication is given.

All medications must be given to a educator and NOT left in back packs or cubbies.

## Acetaminophen

1. WOW is not permitted to diagnosis a fever or any illness requiring Acetaminophen. Parents of children attending government licensed Centers are not permitted to request the centre educators to administer medication in advance of an actual illness. i.e.: The child is teething and may or may not require acetaminophen to manage pain after being left at the Daycare Center.
2. If, during the course of the day the educators notice the child is not feeling well and may or may not have a fever or excess discomfort, parents will receive a telephone call advising them of the situation and asking the parent what course of action they wish the educators to take. The parent must, over the telephone, give verbal permission for the administration of medication (Acetaminophen) including the dosage. The acetaminophen is not provided by the center and must have been left with educators by the parents. At this time, the educators will complete an administration of medication record which the contacted parent will sign when the child is picked up from the Center.

## Sun and Bug Protection

To protect children from skin damage, caused by harmful ultraviolet rays, you must provide a hat for your child. Children are required to wear their hats during outside play. Children are encouraged to use available shade during outdoor activities and are always provided with water.

Parents are required to provide sunscreen protection for their children. The expiry date must be visible to ensure your child is being protected properly.



# Transportation/Outings

Parents will be notified in advance of the planned outing(s) and the possible cost(s) associated with that outing. Parents also must sign an authorization form permitting the child to participate in the excursion. If for some reason your child can not attend the outing/fieldtrip, WoW will make other arrangements for your child to stay at the centre.

WOW will use Codiac Tranpo for outings away from the center. Parents will be required to sign a permission slip for each outing requiring the use of Codiac Transpo.

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## Evacuation/Emergency Procedures

All educators must be trained on Evacuation/Emergency procedures. Evacuation procedures/Fire drills are practiced monthly with all educators and children. Monthly inspections and maintenance of building facilities are completed to ensure safety is maintained.

This Evacuation/Emergency plan is reviewed monthly after drills and every 12 months to consider any changes in physical location or evacuation procedures.

The following steps will be taken in case of an Evacuation/Emergency at the center:

1. A staff member will sound the alarm ( if 2nd staff is available -call 911)
2. Each Educator is responsible for the children in their group.
3. When the alarm sounds each educator will gather the children, carry an attendance sheet & emergency contact list and any special provisions.
4. Educators members will exit the building and proceed to our designated safe area as outlined.
5. Our primary safety zone is Oak Lane.
6. If our primary safety zone is required to evacuate we will then go to the lobby of Delta Beausejour.
7. When all children and educators are accounted for, call 911 if not called yet.
8. The Director or Supervisor will do a check of all washrooms/offices/closets etc. to ensure no one is in the building before exiting. This person should be the last one to leave.
9. Under the direction of the Director or Supervisor, call parents to arrange pick up of children. Parents must sign the attendance sheet when receiving their child.



# Child Guidance

Positive guidance techniques are used to reduce frustration and boredom that leads to disruptive, inappropriate behavior.

Children are encouraged to participate and cooperate with each other. They are encouraged to share, practice good manners and are assisted in developing a positive attitude.

All interactions between Educators and children, including, matters of discipline in nature will provide a learning experience and opportunity to understand moral values.

Inappropriate behavior will be minimized by:

1. Providing enough interesting and stimulating activities.
2. Being aware of interactions occurring in the classroom and redirecting inappropriate behaviors.
3. Providing positive reinforcement for positive behaviors to promote children's recognition of expected behaviors
4. Giving advance notice of transition times.
5. Allowing children to make valid choices.
6. Setting clear and consistent limits for appropriate behavior.

The use of corporal punishment, verbal, emotional or physical punishment is not permitted by the Child Day Care Facilities Operator Standards. Withholding food or special activities as punishment will not be permitted.

## Discharge

Childcare personnel are trained to address numerous behavioral issues common among young children. Occasionally situations arise that are out of the ordinary.

This can be a very unpleasant situation to deal with for both parents and educators. The following procedure should be adhered to as closely as possible.

If you are withdrawing your child from our center on a positive note such as change of job, relocation, child entering school, etc., we require a two-week written notice that our services will no longer be required. (Detailed information on how payments of any fees due are to be handled is in the section entitled Payments & Fees).

If your child's discharge is initiated by the center, the following action will already have been followed.

After the first incident, the parents will be contacted, and the problem discussed and a course of action decided upon. The child will be spoken to by the educators of the center at the time the incident occurs, and discipline administered. The parents will be asked to review the behavior with the child at home. Documentation will be placed in the child's file.



After the second incident, the parents will be contacted immediately by the educators to discuss the situation and the child will be redirected according to center policy.

Documentation will be placed in the child's file along with a written summary of the discussion held with the parents of the child. The parent will be advised at this time that if the inappropriate behavior continues there will be grounds for immediate dismissal and the child is placed on probation.

If a third incident occurs, the parents will be contacted and asked to come to the center and remove the child from our care. Documentation will be placed in the child's file once again and payment would be due only for services rendered to the point of discharge.

All measures will be taken to ensure this does not happen. We will provide adequate supervision and intervention so that situations are not permitted to escalate to the point that discharge would be necessary.

**\*Examples of serious misbehavior may include, but not be restricted to, the following:** biting, hitting, kicking, bullying, name calling, pushing and shoving, rude and aggressive behavior, consistent failure to follow center rules of expected behavior.

Because not all conflicts involve just the children in our care, we have found it necessary to include a section in this manual strictly relating to the relationship between the center and parents of the children in our care.

A child will also be discharged under the following circumstances:

Failure on the parent's part to pay for childcare at the agreed upon time will result in the parents being told to make alternate arrangements. Parents will be given one opportunity to correct the payment issue and if it becomes an issue again, the parents will be given immediate notice to remove the child and a payment of two weeks will be required.

It is the responsibility of the parent to communicate all situations that may affect their child at the center. This would include but not be limited to the following:

- child's personality and behavior,
- past negative experiences with other day cares,
- parent's intention to seek government subsidy as this impacts cash flow schedules of the center,
- length of time the parent intends to have the child remain in the centers care.

This is important as most centers have lengthy waiting lists. Most children do much better in a long-term placement situation.

Parents need to take into consideration that some smaller centers may have a harder time replacing children after a short period of time. Parents who know they require only short term care or have their name on a waitlist at other centers, are required to disclose this fact to the center before placing their child. This disclosure works to benefit both the child and the center.



# Educators Babysitting

At WOW, our educators are dedicated to maintaining professional boundaries with all families. To ensure fairness, safety, and a professional environment:

- Educators do not provide private babysitting or childcare outside of daycare hours.
- This helps prevent conflicts of interest, favoritism, or misunderstandings.
- We appreciate your understanding and cooperation in keeping our daycare a safe and professional space for everyone.

## Complaint/Grievance

It is our goal to strive for quality and excellence in the care of your child. Therefore, any positive comments or suggestions are greatly appreciated and can be made to the Director of the facility.

We always welcome your input and feedback toward the care of your child. The Director appreciates questions, or discussions of any kind that affect a positive outcome for your child. However, if you feel that there is a problem concerning the facility or a educators member, please follow the steps as listed:

1. Speak with the educator involved with your child.
2. Allow follow up from the educator to you.
3. If you are still not satisfied with the results of your concerns, please make an appointment to personally talk to the Director.

All comments made to educators are relayed to the Director, so that the Director is aware of any problems or issues. If a complaint is made, the Director will listen carefully to the issue that the parent has and will attempt to work with the parent(s) to rectify the problem.

At this time, it may be appropriate to discuss any other issues that the Director may feel is important concerning the child in the context of the complaint.

We feel that communication is essential to the success of your child's care. We must make sure that we can share openly any concerns or questions that may arise. We believe in an open-door policy and encourage parents to feel free to call and check on your child's day if you have any concerns. We understand that, to you, the most important person in the entire center is your child and we respect that fact and in turn treat your child with just as much respect. We try to put ourselves in the parent's place and, we recognize that you have a right to expect the best care possible for your child.

Communication between parents and educators is very important. We encourage daily interaction between parents and educators to ensure that as parents you are kept abreast of how your child's day was and that you are made aware of any specific incidents.

Also, it is equally important that educators are kept informed of any concerns parents may have about your child at WOW and/or at home that may assist in the care of your child.



All comments are taken very seriously, and we will all do our best to ensure your complete satisfaction. We aim to keep parents stress-free and self-assured knowing that their children are in our loving care.

# Child Abuse and Neglect

Child abuse is a serious problem. Children have the right to live a life free from violence and have the same rights and freedoms as adults and are not responsible for the violence perpetrated against them. The protection and safety of children is everyone's concern. We are committed to protecting children and helping them grow. All children have a right to live free from abuse and neglect and depend on others for their safety and well-being.

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The primary responsibility for ensuring the safety and well-being of children lies with each child's parent(s)/guardian(s)/caretaker(s). Children depend on their parents to love, nurture and protect them. Parents have a duty to provide for the children's emotional and physical well-being while also being responsible for controlling and supervising their children. Others too have a special duty to help keep children safe. This includes professionals who care for children. Therefore it is our legal obligation to report any suspected cases of abuse while respecting the fact that families have a right to the smallest invasion of their privacy. It is not our responsibility or intention to offer interpretation or explanation of our observations.

## Types of Child Abuse

Child abuse happens when somebody or certain situation threatens the development, security and survival of a child. According to the protocols in the "Child Victims of Abuse and Neglect", many forms of abuse are criminal in nature. Child abuse can include Sexual Abuse, Physical Abuse, Physical Neglect, Emotional Maltreatment and Verbal Abuse.

**Sexual Abuse:** refers to any sexual act involving a child and a parent, caretaker, any person in a position of trust, and/or any other person.

**Physical Abuse:** refers to all actions resulting in non-accidental physical injury or harm.

**Physical Neglect:** refers to acts of omission by the parent/guardian/caretaker. This includes failure to provide for the child's basic needs and appropriate level of care with respect to food, clothing, shelter, health, hygiene, and safety.

**Emotional Maltreatment:** refers to both emotional abuse and emotional neglect of the child.

**Verbal Abuse:** is a kind of battering which doesn't leave evidence, and is often difficult to see because it doesn't leave visible scars. It involves name calling, yelling at or ignoring, put downs, blaming, criticizing, belittling, insulting, rejecting or threatening with abandonment.



## Reporting Child Abuse

The protection and best interests of children prevail over the interests of parent(s)/guardian(s)/caretaker(s) or families when cases of child abuse are reported or investigated. The first concern of both the police and Child Protection Services is the protection of the child.

As an Educator, we may find ourselves in a position where a child shows some indication of abuse or neglect. Legally, the Director and educators have a responsibility of reporting any suspected cases of abuse. No proof of abuse is needed, only a suspicion based on observations that have been made. When it is suspected by any educators that a child may have been neglected or abused, the matter shall be referred immediately to Child Protection Services (CPS) of the Department of Social Development.

Services and informed that a report of abuse has been filed. The following information will be provided to the Child Protection Worker:

- Services and informed that a report of abuse has been filed. The following information will be provided to the Child Protection Worker:
- Child's complete name, birth date and address
- Parent(s)/guardian/caretaker(s) name(s) and address
- Details of the suspected abuse or neglect
- The name of the person who identified the suspected abuse/neglect, their address and phone number
- The name and address of the facility and the name of the Director

**\*\*We can not interview a child or contact the parent(s)/guardian(s)/caretaker(s).**

## Inclusion

At World of Wonders, we are committed to creating a welcoming and inclusive environment for all children and families. We celebrate diversity and respect individuality of each child, recognizing that our differences enrich the fabric of our community. Our daycare embraces children of all abilities, backgrounds, and cultures, fostering an atmosphere of acceptance and understanding. We strive to provide equal opportunities for every child to participate fully in our programs, activities, and interactions. Our dedicated staff is trained to accommodate diverse needs and ensure that every child feels valued, supported, and included. We encourage open communication with parents and caregivers to address specific requirements and collaborate on creating a positive and inclusive experience of each child entrusted to our care. Together, we are committed to building a daycare community where everyone belongs and thrives.

## Access

Every child is able to attend typical activities in our center with the same hours and days of attendance. WOW, along with all of our educators and staff, will make all reasonable efforts to enroll and support children with additional needs. In order to optimize each family's experience we reserve the right to ensure that all necessary supports are in place prior to each child's start date (examples include but are not limited to: access to enhanced support worker, occupational therapist, speech therapist, program modifications)



An inventory of the child's needs will be completed and supplied prior to the child's enrollment. WOW will work in collaboration with all families to pursue and obtain supports and items necessary for each child's enrollment.

Educators will work in collaboration with families to set up classroom environments so that the needs of all children are being considered in order to provide meaningful participation. Planned activities will be modified so that each child is successful in their participation with observation and documentation to support all modifications and accommodations. Modifications and accommodations are implemented according to the needs of each child on an ongoing basis.

### **Please Note:**

We are scent free, peanut free and seafood free centre.



# Participation

The development of real relationships and friendships can encourage meaningful participation and foster a sense of belonging, respect, dignity and equality. In order for all children to have the opportunity to develop these relationships, opportunities will be provided to learn and play together through planned activities that all children can attend and participate in fully and in a way that is meaningful. As much as possible, supports will be provided in a natural environment with peers where goals and documented plans are developed after observation during daily activities.

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Observation and documentation will be used to identify not only needs but also strengths of all children. This information will be used to focus on children's strengths to develop a plan with goals for success and to help them reach their full potential.

Provisions for full inclusion of children who require additional support to participate in a meaningful way may include, but are not limited to, the addition of sensory items, making activity times shorter or longer and offering quite/alone space and time.

## Support

Support involves a positive collaboration of community partners. With their experiences and knowledge of child development, this Support can be helpful in the successful development of goals and outcomes for a child. They can also provide and identify helpful resources in the community to reach these goals and outcomes. When the right supports are in place, Educators are able to more effectively include all children while meeting individual needs.

The priorities that families have for their children are acknowledged and respected while they are being encouraged and supported during making decisions regarding referral decisions. Families will be supported while working out what their needs are and how to best meet those needs. Families are encouraged to meet with their child's educators and the Centre Director if they have concerns, questions, or while strategizing how to best support their child.

**Collaboration with Community Partners:** WOW staff will work in collaboration with parents, community professionals and school staff to ensure that supports for the child are coordinated and complementary of one another. There will be positive, open communication to ensure each partner is respected for their knowledge and expertise.

**Staff Supports:** When necessary, staff will engage in professional development and some specialized training to support the child. Professional development



and in-service training is supported by the Director, and arrangements will be made to shifts and schedules to ensure that staff are able to attend PD days and training. Educators keep and maintain their professional development portfolios, and will be shared with parents at their request.

**Supportive Approaches for Behavior:** Every possible attempt is made to maintain a child's enrollment within our Centre. Educators support self-regulation through modelling appropriate behavior. Educators provide numerous opportunities with choice of selection and completion time for children who require this support. Group size during planned activities is also taken into consideration. As different positive guidance techniques work for different children, your child's educator may ask you to take the time to collaborate with them on which strategies work best for your child. To ensure that discharge is not a last resort, there is a three step policy in place which consists of a verbal discussion, a written statement, and, as a last resort, discharge from the program.

**Supportive Approaches for Administration of Inclusive Services:** The Director is aware of the Enhanced Support Worker (ESW) program and the criteria for eligibility and will make all apply for an ESW where there is need. The Director spends time in each of the classrooms on a regular basis, ensuring that inclusive practices are in place and effective. The Director works in collaboration with Educators and families to determine which additional supports are needed and the best ways to implement those supports.

# Communication

WoW uses Bright Wheel Daycare Management App for all communications. You will be able to speak to your child's educator through the messaging portion of the app. Your child's educator will be able to share photos, videos and updates throughout the day.

## Entry System

WoW uses an automatic entry system to gain access to the daycare. Each parent will have an individual code. Please keep this code private as it is your personal code and can be used to access the daycare anytime between 7:30am to 5:30pm Monday- Friday.

## Video Monitoring

The primary purpose of video monitoring is to enhance the safety and security of children and staff. Video monitoring systems are installed in all classrooms, common areas and playground of the daycare facility. These systems capture both audio and video footage.



## Data Collection and Storage

- Video footage is stored on-site at 22 Church Street in Moncton NB, Canada.
- Footage is retained for a period of 90 days.
- Access to the video footage is restricted to the Daycare Director, Supervisor and Director of Technology.

## Privacy and Consent

World of Wonders is committed to protecting the privacy of children, staff, and visitors. Video monitoring is conducted in accordance with applicable federal and provincial privacy laws.

- **Parental Consent:** To enroll a child in our centre, parents or guardians must review and sign this policy before the child's start date.
- **Incident Reporting:** In the event of an incident, video footage may be used as evidence in an investigation
- **Access Restrictions:** Only authorized personnel may access video footage, and any unauthorized access or disclosure of footage is strictly prohibited.

## Access and Use of Footage

Video footage may be accessed and used for the following purposes:

- Ensuring the safety and security of children and staff.
- Investigating incidents or complaints
- Staff training and development
- Compliance with legal and regulatory requirements.

## Monitoring and Supervision

The Daycare Director, Supervisor and Director of Technology are responsible for monitoring the video surveillance system. Regular reviews of the system and its footage will be conducted to ensure its proper functioning and compliance with this policy.

## Incident Reporting and Investigation

In the event of an incident, the following procedures will be followed:

- Secure the relevant video footage
- Initiate an investigation in accordance with daycare policies and procedures.
- Cooperate with law enforcement as required

## Security Measures

WOW implements the following security measures to protect video data:

- Secure storage of video recordings
- Access controls to limit access to the video system
- Regular system monitoring and maintenance
- Backup of video footage



# Family Involvement

Wondering how you can get involved? Below you will see some ideas on how you can play a part in your child's early years journey!!

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- 1. Donation of toys and craft supplies**
- 2. Financial donation ( receipts issued )**
- 3. Contributions towards special events**
- 4. Help with fundraising**
- 5. Serving on Board of Director**
- 6. Suggestions for overall improvements**
- 7. Attending special events**
- 8. Helping with supervision on special outings away from the center**





## Parent Contract

I \_\_\_\_\_ have read and understood the enclosed handbook information as well as the Supporting All Children Document and agree to abide by all aspects in regard to my child.

**Date** \_\_\_\_\_

**Parent/Guardian Signature** \_\_\_\_\_

**Director Signature** \_\_\_\_\_

**All policies and rates are subject to change and will be given to the parents in writing with as much notice as possible.**

WOW is a scent free environment

## ADMINISTRATIVE STRUCTURE

Non-profit organization with a Board of Directors affiliated with MAGMA

World of Wonders Director - Jamee Densmore

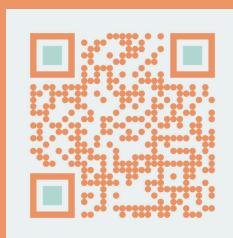
World of Wonders Supervisor - Sierra Byram





# World of Wonders ELC

Where a world of wonders awaits!



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(506) 857 - 9430  
[www.wowelc.ca](http://www.wowelc.ca)

**World of Wonders ELC**  
**22 Church Street \* Moncton, NB E1C0P7**  
Entry on Seymour Street, Capital Theatre Parking Lot\*