



Parent Handbook



Childcare Programs

Welcome!

We're excited that you'll be joining us for a very fun-filled year!

You can be confident, knowing that your child is spending their day playing, learning, socializing - and getting ready for their next big steps. You want the best care possible - and we deliver it.

Preschool Programs

Our preschool programs for kids ages 3 & 4 years old include Ready For School and Forest School. Programs run from September to June each year.

Essential skills

A qualified & trained facilitator plans each day of the program with activities that follow the New Brunswick Early Learning and Childcare Curriculum Framework. Your child will gain the skills essential for success in kindergarten.

Learn more about the [New Brunswick Early Learning and Childcare Curriculum Framework](#).

Nutrition

Good nutrition is essential for healthy growth and development. We will have a daily snack time please send a nutritious snack and beverage for your child.



Make a day of it

Sometimes families need flexibility, so we make it easy for you to structure your days. Our preschool programs are half-day programs - but you have the option of adding full-day care to the days your child is with us.

There will be a scheduled 30-minute lunch period, snack time, & resting period in the afternoon. The curriculum will continue to be play-based, and will include free choice, structured activities, and daily outdoor play when weather permits. Parents provide lunch and snacks (morning and afternoon for full day children).

Come prepared for fun!

To help your child make the most of their learning experiences, you'll need to send the following items with them each day (applies to all of our preschool & full-time care programs):



- bookbag
- change of clothes (including underwear & socks)
- indoor shoes
- plastic bag for wet or soiled clothes
- weather-appropriate attire (hat, sunblock, snowpants, mittens, scarf, boots, etc.)



Ready for School

A play-based learning program for kids ages 3 and 4. This half-day program is a fun, hands-on learning experience that will have your child participating in field trips, science experiments, and more.

Ready for School incorporates a variety of activities to meet children's physical, creative, intellectual, and emotional needs. Our stimulating learning environment and curriculum focus on gross and fine motor skills, socialization, rhyming, alphabet, and more.

Enrollment

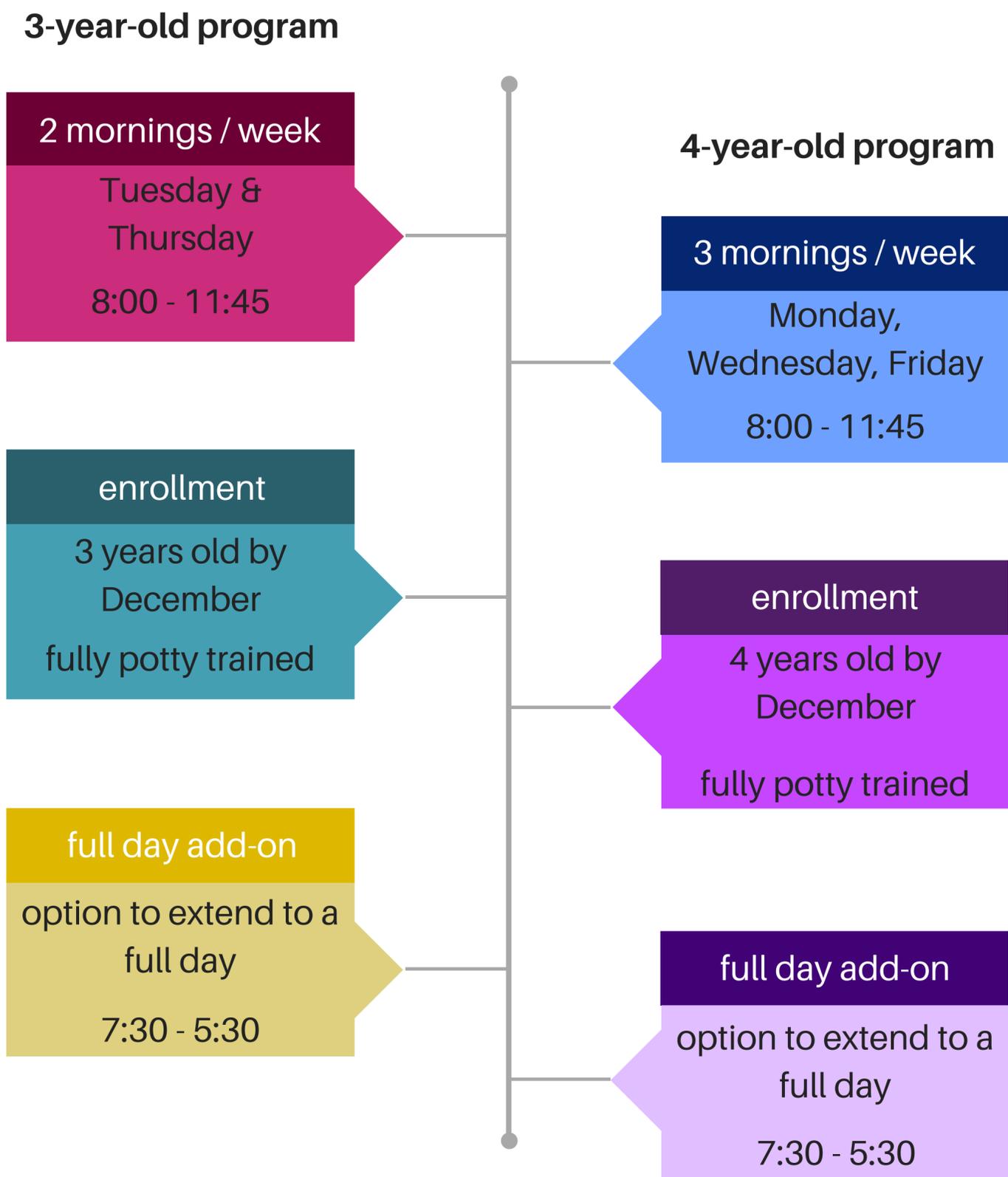
Eligibility is based on a child turning the required age by December of the enrollment year (for example: for the 3-year-old program starting in September 2018 - children must be 3 years old by December 2018). Children must be fully potty trained before they begin the program.

Rates

Ready for School rates vary depending on the program and whether you choose to add full-day care.

	3-year-old program	4-year-old program
regular 1/2 day program	\$125 / month	\$165 / month
with full-day care add-on	\$245 / month	\$345 / month

Ready For School - snapshot



Drop-off for the programs is 8:00 - 9:00. The program curriculum runs from 9:00 - 11:30, and pick-up time is from 11:30 - 11:45.

With full-day care, the drop-off time is 7:30 - 9:00, and the pick-up must be done by 5:30.

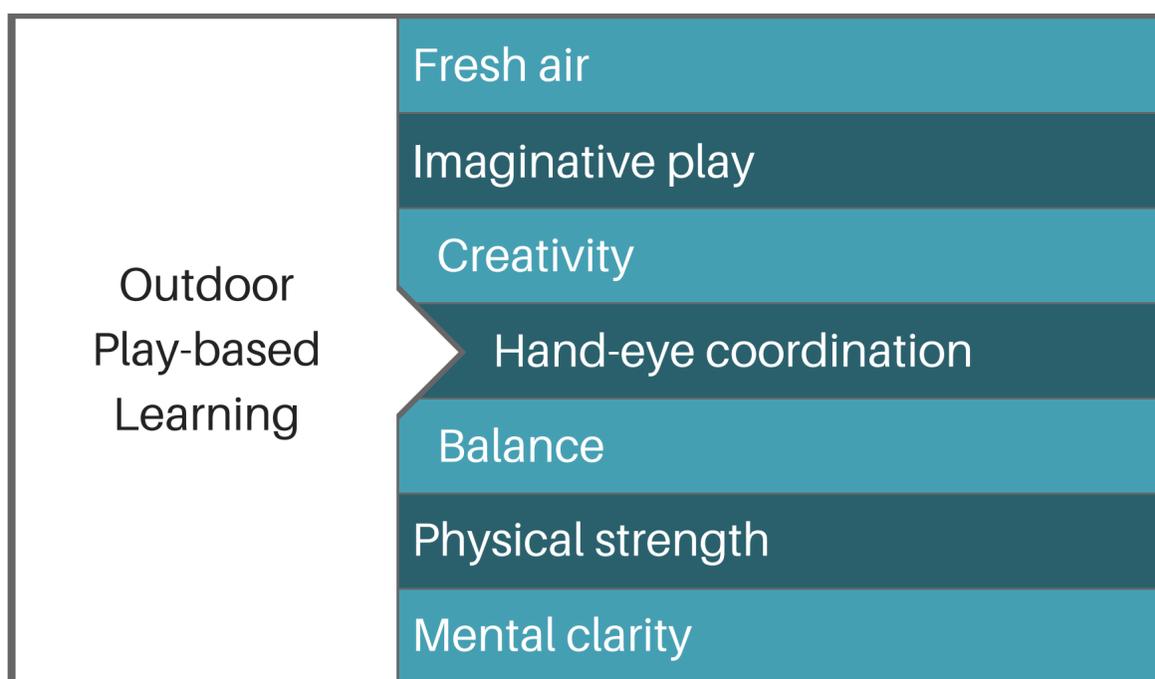


Forest School

Enrich the preschool experience with nature! Forest School is an outdoor-based program that encourages children to explore nature and the objects found within it. Your child will connect with nature and nurture a love of the outdoors.

Forest School operates from the belief that children need to spend a large portion of their day outdoors to be stimulated and have natural learning experiences. Your child will continue to grow to respect nature and others.

All the benefits of outdoor play



Safety is our priority

Your child will enjoy our outdoor classroom, large yard, and the forest located directly behind our centre. Your child will spend a minimum of 75% of their day outside. Your child will have access to our centre facilities and an indoor classroom when appropriate.

We will not go outside if conditions are dangerous, (for example, thunder storms and extreme temperatures). In the case of extreme cold (-25C or below) or extreme heat (30C or above), exposure will be limited based on age and outerwear. We will continually assess your child's comfort and safety and watch for signs of frostbite, hypothermia, heat exhaustion, etc.

Forest School is closed on Anglophone West School District weather cancellation days, and PD days.

Preparation is key

We believe there's no bad weather - only bad clothing! It is mandatory for all children registered in Forest School to be fully prepared each day with weather-appropriate clothing.

Children can enjoy being outdoors regardless of weather as long as they are dressed appropriately. Learning how to dress for different weather situations is part of the learning experience.

Seasonal clothing lists

Your child will need to have clothing to suit each season. These items are required to protect your child from weather, scratches, insects, sun, and temperatures. For safety reasons, opened-toe shoes (such as flip flops and sandals) are not permitted.

Spring & fall clothing

	Early Fall & Late Spring	Late Fall & Early Spring
Closed-toe supportive shoes (sneakers)	✓	✓
Warm sweater or jacket for cool mornings	✓	✓
Long pants & long sleeves	✓	✓
Waterproof rain gear - pants, jacket, rain boots	✓	✓
Sun hat	✓	✓
Sunscreen & bug spray (optional)	✓	✓
Long john top & bottom		✓
Warm layer & pants that fit under rain gear (thick fleece is ideal)		✓

Winter clothing

It is important to dress in layers during the cold months. We recommend using a 3-layer system that includes an insulating layer, middle layer, and outer shell.

The insulating layer is the one closest to the skin. It wicks moisture away from the skin and is breathable - this prevents your child from getting cold. Since cotton absorbs moisture, and can make your child cold, the insulating layer should NEVER be made of cotton.

The middle layer creates space between your child's skin and the weather/elements. Synthetic fabrics are the most affordable and effective option for this layer. The outer shell should be waterproof, wind proof, and breathable.

Winter clothing - at a glance

1

Insulating Layer

Natural fabrics like wool & silk, or synthetics
NEVER COTTON

Thermal underwear (top & bottom)

2

Middle Layer

Wool or fleece works well

Fleece pants

Fleece jacket or pull-over

3

Outer Shell

Waterproof, windproof, breathable

Water-resistant snow suit

Winter boots

2 non-cotton winter hats / tuques
must cover ears and stay on the head

Neckwarmer or balaclava (fleece)
No scarves (strangulation risk in the woods)

2 pairs insulated, water-resistant mittens
No gloves (don't keep body heat in)

Schedule

2 mornings / week (Tuesday & Thursday). Drop-off is 8:00 -9:00. Programming is 9:00 - 11:30. Pick-up is 11:30 - 11:45. With full-day care, the schedule is 7:30 - 5:30.

Enrollment

Eligibility is based on a child turning 3 or 4 years of age by December of the enrollment year (for example: a child starting in September 2018 must be 3 or 4 years old by December 2018). Children must be fully potty trained before they begin the program.

Rates

	Forest School
regular 1/2 day program	\$150 / month
with full-day care add-on	\$270 / month



Full-time Childcare

Every family has different circumstances, and therefore has different childcare needs. So we give families the option of full-time childcare at our centre.

The curriculum and activities involved in the full-time care is an extension of what we offer in our preschool programs described above. Your child will play, learn, and grow in a stimulating and caring environment.

Enrollment

Eligibility is based on a child turning at least 3 years old by December of the enrollment year (for example: a child starting in September 2018 must be 3 years old by December 2018). Children must be fully potty trained before they can attend our full-time childcare.

Schedule & rates

Full-time childcare is available year-round, 7:30 - 5:30, Monday - Friday. The rate for this service is \$575 / month.

Afterschool Childcare

Our afterschool program provides a positive, safe, and educational, place for your child after their school day. A qualified and trained caregiver plans the program to incorporate a variety of supervised activities in leisure arts, physical activity, science, creative expression, and homework time.

The program schedule is planned around different themes. A copy of the schedule will be sent home with your child at the beginning of each month. We strongly encourage you to discuss each day's activities with your child, as it will enhance the experience for her.

There will be a scheduled 30-minute lunch period, snack time, & resting period in the afternoon. The curriculum will continue to be play-based, and will include free choice, structured activities, and daily outdoor play when weather permits. Parents provide lunch.

Enrollment

Afterschool care is open to children ages 5 - 12 years old on a first-come, first-served basis.

Schedule

Afterschool care operates Monday - Friday, and for full days during professional development days, storm days, holidays, and summer vacation.

	Hours
Mon, Tues, Thurs, Fri	1:30 - 5:30
Wed	11:30 - 5:30
PD, Storm, Holiday, Summer	7:30 - 5:30

Rates

	Rate
September - June	\$300/month
July & August	\$575/month

Policies

We like to be transparent - and we have guidelines and mandates to follow. Our policies keep things fair, consistent, and safe! All parents that register their children in our programs should review our policies (& we think they'll help you decide that we're the right people for the important job of caring for your children).

So please - take a read!

Registration

In order for a child to be registered in one of our childcare programs, the required registration forms must be completed in their entirety and the \$100 non-refundable registration fee must be paid in full.

The registration fee includes the administrative fee, craft supplies fee, and part of the September fee). If your child begins their program after the due date of the registration fees, you will still be required to pay the full fee when you register.

All families on the class list will be contacted and will have until April 30 to return the completed registrations forms and the non-refundable registration fee to the program coordinator.

Preschool Programs Coordinator

Jill Chenard
 Email: jill.chenard@frc-crf.com
 Phone: 474-0252 ext. 203

Afterschool Program Coordinator

Amanda Judd
 Email: Amanda.judd@frc-crf.com
 Phone: 474-0252 ext:205

Wait list

If all of the registration requirements are not met by April 30, then the space will be forfeited.

Starting April 30, families on the waiting list will be contacted for any available spaces. Any remaining registration forms and fees must be returned to the Ready for School Coordinator within 3 weeks of being contacted. After 3 weeks, if the registration requirements are not met, the space will be forfeited and it will be given to the next person on the waiting list.

Fees

The fees we collect for our childcare programs are used to hire staff, help purchase learning resource books, teaching curriculum material, theme material, art supplies, healthy snacks, children's books, season-appropriate toys, etc.

You may receive a family discount when you have two or more siblings attending our childcare programs. The Program Coordinator will be happy to provide you with details about this option - please ask!

Payments

Fees must be paid on the 20th of the previous month or the 1st of the current month. (EX: October's monthly fee is due September 20th or October 1st).

We have two payment options:

1

Post-dated cheques from September - June; cheques are made payable to: FRFRC

2

Pre-authorized debit (requires a form to be completed for the bank). In certain circumstances, other payment arrangements can be made in conjunction with the Ready for School Coordinator.

Bank deposits

Bank deposits are done on the 1st and 20th of each month (or the closest day following the 1st or 20th if they fall on a weekend or holiday). If payment is made after the 1st of the month, the next bank deposit will be made on the 20th of the month.

All fees for your child are to be covered whether your child is in attendance or not. If a cheque for payment is returned NSF, you will be charged a \$25.00 handling fee.

Receipts

Childcare payments will be totaled at the end of the year and a receipt for income tax purposes will be provided to each family.

Schedule & Attendance

Drop off

A staff member will be present in the classroom for children to be dropped off at the designated time for their program. Parents are welcome to drop off their child any time within the designated time frame.

Parents are not permitted to leave any child unattended at the Centre or in the classroom – one of the Ready for School staff members must be present in the classroom.

Preschool Programs	Drop off 8:00 - 9:00 am
Full-day Care	Drop off 7:30 - 9:00 am
Afterschool	Drop off 7:30 - 9:00 am

Pick up

To prevent distractions during end-of-day procedures, we ask that parents do not come into the classroom to pick up their child before the designated program time (unless it is pre-arranged for a special reason).

If someone other than the parent of the child is picking the child up from the program, then signed permission from the parent, and a photo ID are required.

Preschool Programs	Pick up 11:30 - 11:45 am
Full-day Care	Pick up by 5:30
Afterschool	Pick up by 5:30

Late penalties

If a parent is absolutely unable to pick up their child/children by the designated time, we ask that s/he please notify the staff to make arrangements.

The staff reserves the right to enforce penalties for late pick-ups, as follows:

- 1st time** The parent will be notified by verbal reference to the time
- 2nd time** The parent will be notified in writing
- 3rd time** And any time thereafter – the parent will incur late fees of \$10 for every fifteen minutes past the pick-up time and be required to pay at the time of pick-up.

School cancellation days

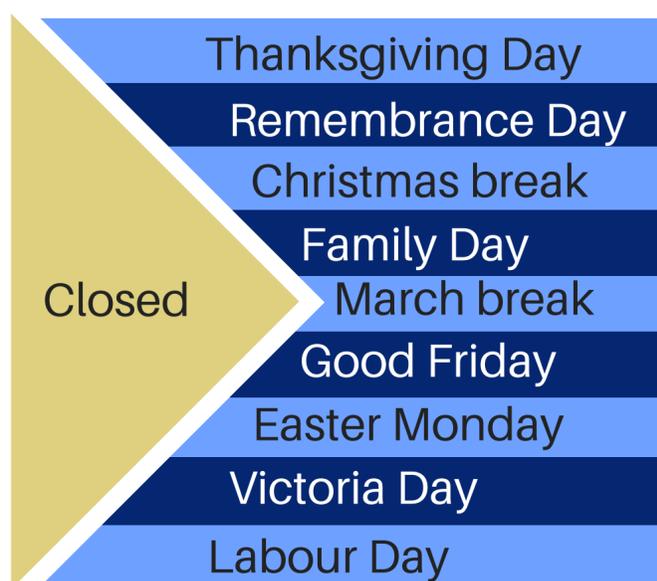
When the Anglophone West School District cancels due to weather, our programs will operate as follows:

- ✘ Morning Preschool and Forest School are cancelled
- ✔ Full-day care will be open. It will be at each parent's discretion if his/her child will be in attendance.

Staff reserves the right to cancel the program at any time due to weather conditions.

Holidays

All of our childcare programs will be closed during the following required employee holidays in the school year - if they fall on a school day:



Sick policy

We want to do everything possible to ensure that all children under our care will be in a safe and healthy environment. Our sickness policy put in place to help the wellness of your children.

If your child is too ill to attend the program, you must phone or email to inform our staff.

“Too ill,” means vomiting, diarrhea or a high temperature. As per provincial daycare standards, parents are required to pick up their child within an hour of notification. If you don’t feel your child is well enough to go outside, then s/he is not well enough to come to our centre.

Please note that your child must stay home if they have had diarrhea, fever or vomiting within the 24 hours prior to his/her program.

Please refer to the “Guide for Managing Potential Illness in Child Day Care Facilities in New Brunswick” for questions on “too ill”.

If your child becomes sick while under our care, we will make every attempt to contact you at the phone numbers you have provided. Please note that our staff will not administer medication to any child under their care.

It is not the policy of the centre to administer patent medicines (over the counter drugs). We are allowed to administer prescription medication from a pharmacist-labeled bottle with your written permission for each prescription.

In order to protect the health of all children participating in childcare programs we will not be able to care for any child who:

Child may not attend if:	Has a fever, or has had a fever during the past 24 hours	Has been vomiting or has had diarrhea during the last 24 hours
	Has an unexplained rash or severe itching	Has shown symptoms of a communicable disease
	Has live lice or nits – children will not be permitted to return to the Centre until they are completely nit free.	Has a heavy nasal discharge, coughing or sneezing (with the exception of a clear nasal discharge due to allergies), or eye discharge

In each case it is up to the discretion of the staff to make the final judgment of a child's condition. This will not be in any way a diagnosis, and it will err on the side of caution.

If a staff considers a child too ill to be at our childcare program then the parent(s) will be notified. The child will be isolated from the rest of the children until they are able to leave with the parents or caregivers. The parents will have one hour to make arrangements for the child to be picked up.

We will post a notice of illness to ensure all parents are aware of the illness in the program.

A Working Relationship

About our staff

All staff members of our childcare programs are required to have a criminal record check prior to their employment. They are also required to maintain current first aid and CPR training, and to sign an Oath of Confidentiality.

Our Program Coordinators and staff work as a team to provide a stimulating, nurturing environment for the children attending our programs. The Coordinators are your initial point of contact if you have questions or concerns.

Parent participation

Parents are encouraged to volunteer with our childcare programs every month. This may include participation during a session, attending field trips, helping with program preparation (crafts, photocopying etc...), planning parent sessions, organizing fundraisers for the program, or making phone calls. We are also open to any suggestions as parents often have talents that are beneficial to the group.



The FRFRC will offer parent sessions throughout the school year. These sessions will be a time for parents to see the classroom and their child's work in progress, meet other parents, talk with the teacher or attend a guest speaker discussion time. The topics for guest speakers will be decided by you, the parents, through a short needs assessment.

Parents are also encouraged to simply stop by to say "Hi" at anytime during the program. Please try to take a few minutes at the end of the day to find out exactly what your child did while you were away from him/her. We have a parent communication board in the hallway outside of our classroom that is updated daily to let you know some of the activities and opportunities the children had during the day.

Each preschool child has a "homework" folder that is sent home each night and then returns to school. This will consist of notes of communication between the teachers and parents on what activities are going on, programming calendars, and "homework" for you and your child to complete together.

Food

Since good nutrition is essential for healthy growth and development, it is an important and intrinsic part of our childcare programs.

Children will be provided with a healthy snack. Our childcare programs menu will always be posted - feel free to make snack suggestions!

Due to allergy concerns, we ask that you do not send any other snacks with the children during their time with us as we provide a healthy and nutritious snack each day.

We understand that on special occasions (ie: birthdays), children may want to share something special with their classmates. Please let staff know in advance if you would like to send something in to share with the class. Please note that anything brought in must be bought from a reputable source; we are unable to share homemade items.

Full-day care families are required to provide a healthy lunch from home. We are more than happy to heat up anything that is sent. Please ensure that you send utensils from home and keep in mind that we are a peanut free facility.

Personal belongings

Your child must be dressed in clothing that is appropriate for daily activities, physical activities, the season, and the weather. A second set of clothing should be kept in your child's bookbag at all times in case of accidents. Soiled clothing will be rinsed only and placed in a plastic bag with the child's other belongings.

Parents are responsible for taking home wet/soiled clothing. We do not accept responsibility for lost or damaged clothing. All clothing and personal belongings must be labeled with the child's name.

Our staff appreciate that children often want to bring items and toys from home to play with. As we want to ensure that toys are not damaged or lost, we ask that you please have all personal toys/items remain at home or in your child's backpack during their stay at the Centre.

Field trips

Most field trips will be pre-arranged and special permission will be obtained from the caregiver prior to the field trip. During the school year you will be asked to cover the cost of any field trips we may go on.

Some trips may be "spur of the moment", and The Fredericton Regional Family Resource Centre Childcare Programs would like your general permission to take your children on these trips. Permission slip enclosed.

Health and Safety

Hand Washing

All persons entering our Centre must follow hand washing rules.

- Upon entering the Centre
- After use of toilet or helping a child with toileting or diaper changing
- After blowing nose, coughing, sneezing in hands
- Before and after touching food
- After touching garbage

Wash hands with soap and warm water and dry with disposable paper towel

Exclusion

When it is found that a child or staff member has (or had) a communicable disease or a concern or symptom of a communicable disease, the following measures will be taken:



Identify when symptoms or a medical diagnosis fit a condition with an exclusion period refer to the Management of Illness in Children and Staff in New Brunswick Child Care Facilities to maintain daycare standards for the recommended minimum periods of exclusion, and



Advise the parents or staff member when they may return to the centre. These are recommended MINIMUM periods of exclusion based on risk of infection, but a child or staff member may need to stay at home longer than the exclusion period to recover from an illness.

A doctor's note is required for re-entry into the program. Parents must complete the form "Return After Exclusion" before a child can re-enter the program. Directors shall not be influenced by letters from doctors which allow the child back into care, unless the child's condition fulfills the criteria for return to care.

Sometimes doctors make different diagnoses for children in the same centre with illnesses that appear similar.

THE NEED FOR EXCLUSION DEPENDS UPON: the ease with which infection can be spread, the ability of the infected person to follow hygiene precautions, and the severity of the disease.

If you don't feel your child is well enough to go outside, then s/he should not come to our centre.

If a child has had vomiting, fever, or diarrhea within the last 24 hours, they cannot attend the program. On occasion, based on the severity of the virus, this exclusion may be extended to 48 hours.

Medication policy

Our Centre will not administer medications. Under extenuating circumstances, exceptions can be made. In order to administer medication - either over the counter or prescribed - it must be brought to the Centre by the parent in advance. We must have a written consent on file to administer any type of medication (form 11.1.7)

All medications must: be in the original container with label, have child-proof caps, and be identified with the dosage and the name of the child for which it is intended.

Prescribed medications must: have the name of the doctor, instructions, and the time period of use.

Emergency evacuation plans

In the event of an emergency evacuation, staff and children will leave the premises and gather at either the shed or picnic tables next to the Centre (gathering spot will vary depending on the exit used during the evacuation and the time of year/weather).

Once all children and staff are accounted for they will reenter the Centre if circumstances allow; if they are not allowed to return to the Centre, they will walk to the Gibson Health Clinic/Pharmasave building and remain there until all parents have been contacted and children have been collected.

Fire exits and fire extinguishers are posted and easily accessible.

Security action plan

In the event of an issue with the security of the children or staff of our childcare programs the following procedure will be used:

- Upon notification of a security risk, the police would be called or the alarm sounded and all children would be directed to proceed outside via the Emergency Exit.
- A roll call would be done to ensure all are accounted for; if the security risk is high, all children will be taken to the Pharmasave to wait for their families who would be notified of the problem.
- If this were not possible, they would be directed to their assigned classroom and sit on the floor on the interior wall quietly. Staff would then do a count to ensure all children are accounted for.
- The staff would be in communication with the Main Office which has a security camera in the main hall. Staff would use the phone/intercom system if hallway communication was not possible.
- The situation would be reassessed; should there be any further problems, all staff and children would remain in the classroom until the proper authorities have handled the situation. No staff or child would be allowed to leave the room until given the ok by the authorities.

- When the situation is secure, staff will reassure the children and offer assistance to any who may need it.
- A call out will be done for all families to notify them of the incident and allow for them to pick up their children and be briefed on what occurred.
- The staff would have time to confer and document the incident.
- If a lock down were necessary, all exits would be locked and secured by staff. All staff and children would proceed to the room and wait for further instructions from authorities. During a lock down, no staff or child would be allowed to exit the building nor would anyone be permitted to enter the building until the situation was cleared and staff were given the ok by the proper authorities.

Child abuse neglect/release/suspected alcohol use policy

Release

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

Abuse/Neglect Protocols

Our childcare programs staff members are responsible to advise the Department of Social Development of any suspected case of child abuse or neglect. We reserve the right to contact the Fredericton City Police where, in the opinion of the centre's administration, there is a real and substantial risk of immediate harm to the child.

Our childcare programs personnel endorse the Protocols for Child Victims of Abuse. Parents/guardians can access this book at any time from our Childcare Programs Coordinators.

Suspected Alcohol Use Policy

Should our childcare programs staff suspect that a parent has been drinking before picking up their child, the following steps will be taken:

- a) The staff member will offer to call a taxi to take the parent and child home
- b) The staff member will offer to call one of the people listed as an emergency contact on the Child Profile to come to take the parent and child home

c) If these offers are refused and the parent leaves the Centre in a motor vehicle with the child, the staff is obligated to call the Fredericton City Police and report the incident

d) All such incidents shall be recorded and kept on file at the Fredericton Regional Family Resource Centre Childcare Programs.

Behaviour Management

When problematic situations arise, staff shall use positive techniques of guidance. Every attempt will be made to reinforce good behaviors. Should a child's behavior continue to be inappropriate, staff will employ the following procedures.

Time Away

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

Our childcare program staff members shall ensure that the following forms of discipline are not used and/or tolerated:

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

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

Parents will be informed of any unacceptable behavior and every attempt will be made to resolve the situation. Should a child's behavior cause continual disruption, we reserve the right to deny access to our programs.

Praise/encouragement of appropriate behavior is stressed at all times.

Aggressive and/or violent behaviours policy

Staff will follow the guidelines stated above as well as use the techniques described.

However, if the situation turns aggressive or violent by means of the child, the following procedures will be put into place.

First offence

First offence: child will receive a warning that his/her action was not appropriate behavior in the classroom and a timeout will occur; parents will be notified; written incident report will be placed in the child's file

Second offence

child will receive a warning that his/her action was not appropriate behavior in the classroom and a timeout in the Executive Director's office will occur; parents will be notified; written incident report will be placed in the child's file

Third offence

and any thereafter: child will receive a warning that his/her action was not appropriate behavior in the classroom and parents will be notified and asked to come pick up their child; written incident report will be placed in the child's file

*staff members reserve the right to call parents at any time based on the severity of the behavior to pick up their child and/or dismiss a child from the program (either temporarily or permanently) as the safety of all of the children and staff members present in the classroom are the primary concern.

In accordance with this policy, aggressive and/or violent behaviours are defined as, but are not limited to, when a child is being too aggressive, violent towards him/herself, another child or staff member where he/she intentionally tries to or succeeds in hurting another child or staff member. This includes, but is not limited to, inappropriate verbal comments (ex: cursing or threats); hitting, pushing, or pulling with any body parts or with a toy/object; or throwing fists or objects.

Discharge

Should it become necessary for a child to be discharged from the program at the request of staff we will follow the three-step procedure. Parents will be called in to discuss the situation and devise possible solutions, next occurrence a written notice will be issued and third incident the child will be discharged from the program.

Withdrawal

Parents are expected to give the Fredericton Regional Family Resource Centre Childcare Programs a minimum of one month's notice of withdrawal. There are NO REFUNDS.

For example if you choose to remove your children from the program at the end of the September you will be responsible to cover the full month of October whether your child is in attendance or not.

Complaint and Grievance

Should a parent wish to file a complaint, they may do so by contacting the Executive Director, Carla Hitchcock-Smythe, of the Fredericton Regional Family Resource Centre, during regular business hours.

Concerns may also be directed in writing to the Fredericton Regional Family Resource Centre's Board of directors either by email Fredericton@frc-crf.com or by mail to 60 Veteran's Drive, Fredericton NB E3A 4C3.

As well, a parent can contact Susan Dickeson, Child Care Services Coordinator, at the Dept. of Education and Early Childhood @ Two Nations Crossing, 460 Two Nations Crossing, Fredericton, New Brunswick, E3A 0X9 or by phone @ 453-3174.