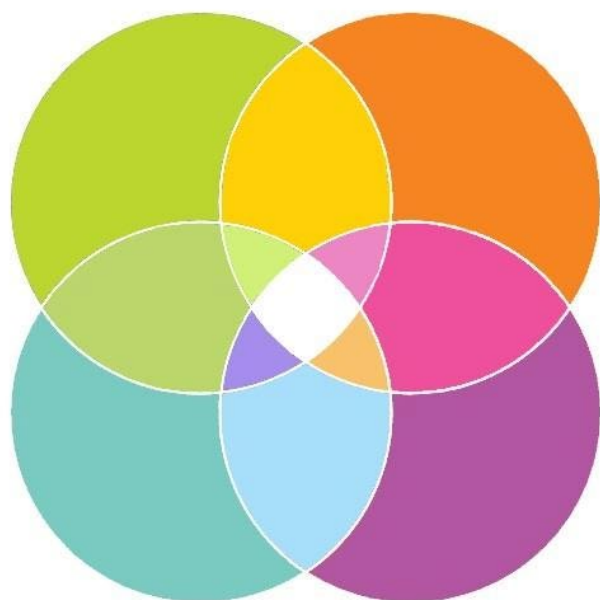




SGI
Neighbourhood
House

**The Epicentre
Childcare
Centre**

Parent Handbook 2025 - 2026

WELCOME!

The Board of Directors and staff of the Southern Gulf Islands Neighbourhood House welcome the children and families who use our Centre. We strive to provide an environment where children are happy, staff are valued, and families feel both included and supported.

In this Handbook, you will find information about the Epicentre Childcare Centre and its parent society, the Southern Gulf Islands Neighbourhood House (SGINH). Please read this registration package carefully and fill in all the required information.

The care and safety of children is our top priority. Our policies comply with the Licensing Regulations and are based on standards designed to protect children attending childcare in B.C. If you have any questions about the information in this Handbook, or about items not covered, our manager will be happy to provide you with more information.

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CONTACTS, BOARD AND STAFF

Physical Location:	4409 Bedwell Harbour Road Pender Island BC V0N 2M1
Mailing Address:	PO Box 95 Pender Island, BC V0N 2M0
Phone:	250-629-3665 (office); 250-629-3116 (Epicentre)
Email:	daycareadmin@sginh.ca (Daycare administration) mcowan@sginh.ca (Daycare Manager)
Website:	https://sginh.ca/programs/epicentre/
Daycare Manager and Managing Director SGINH	Michael Cowan (BA, MAGL)
SGINH Board Chair:	Terry Shepherd
Child Care Providers:	Karen Parker, ECE Emily Thierry-Gray, ECE-A Sitka Salal, ECE-A
Office Administrator:	Cathie Leavins

The Manager is responsible for the overall programming at the SGINH Epicentre Childcare Centre. Please feel free to call the office at 250-629-3665. If you are interested in volunteering, please contact Michael.

The Board of Directors holds an executive meeting once a month. You are welcome to approach any of us with your ideas or comments and to attend monthly meetings. The current directors are Chair-Terry Shepherd, Pender Island; Tina Christensen – Vice Chair, Pender Island; Kat Ferneyhough – Secretary, Mayne Island; Eve Pollard – Treasurer, Pender Island.

The SGINH and the Epicentre are committed to creating a positive work environment that reflects trust in the staff's abilities. Professional development is highly valued; staff members are encouraged to attend workshops, seminars, and conferences that will further their professional growth. Continued learning benefits both the staff and children. Staff members have varied and diverse interests within the field of child development and care, which are often incorporated into programs.

SOCIETY

The Southern Gulf Islands Neighbourhood House Society (SGINH) is a non-profit society administered by a Board of Directors. The Board of the SGINH consists of community members and may also include volunteer parents. The Board is responsible for the Epicentre Childcare Centre and in turn is responsible to the Community Care Facilities Licensing Board of the Vancouver Island Health Authority. The purpose of the Board in relation to the Epicentre Childcare Centre is to make decisions regarding policies and to support the Manager and staff in the day-to-day running of the daycare.

THE PURPOSES OF THE SOCIETY ARE

- a) To provide support to low-income families to help relieve poverty by providing immediate services that meet food and clothing needs and by providing family support services including trauma services, community justice programs, counselling, and financial and life skills programs.
- b) To support the personal development of youth and youth-at-risk by providing low-barrier social programs including counselling, employment skills and mechanisms for ongoing youth input and leadership opportunities in the community.
- c) To connect older adults with individual health, social and financial supports and services and provide social and recreational classes, workshops and training programs including exercise, technology and home and garden programs and volunteer opportunities to support their mental and physical wellbeing.
- d) To provide services for children and youth including affordable childcare, after-school programs and camps and offer resources, education and training for parents and caregivers to promote children's healthy development and learning.
- e) To improve the lives of children, youth, adults, and seniors in the long term through education and advocacy to help reduce poverty, empower youth, and assist disadvantaged populations to achieve their full potential.

MISSION STATEMENT OF THE EPICENTRE

To provide high-quality, affordable childcare and to offer Family Resource programs and services that foster the emotional, social, cognitive, and physical development of children, and involve and support parents. These programs enhance the lives of children and families and provide a vital community service.

PHILOSOPHY STATEMENT

The philosophy of the Epicentre is that children learn best in a nurturing environment where there is time for both planned and child-directed activities, indoor and outdoor play, and active and quiet

times. Children are entitled to be respected as unique individuals, to have their feelings heard and acknowledged, and to be provided with opportunities to develop and be happy together.

Parents benefit from being involved in a meaningful way in their family's child care experience, and rely on quality care for their children while they are involved in work, educational, or other commitments or personal fulfilment.

Southern Gulf Islands Neighbourhood House Society employees and volunteers benefit from a working environment that values their training, skills, and commitment to childcare. The Southern Gulf Islands Neighbourhood House Society demonstrates this respect in communications and policies.

CONFIDENTIALITY

All personal records and information concerning your child is kept in secure, confidential files following the Southern Gulf Islands Neighbourhood House Society policy, and all Southern Gulf Islands Neighbourhood House employees are expected to follow our Policy.

ETHICS

At the Southern Gulf Islands Neighbourhood House, we are dedicated to creating a supportive, inclusive and respectful workplace for all our staff, volunteers and community members. We expect all team members to embody these values in their interactions with one another as well as with parents, children and the wider community.

We are committed to upholding a zero-tolerance policy toward any form of abusive behaviour including bullying, derogatory language, discriminatory remarks (such as racism, sexism, homophobia or misogyny), and negative or harmful social media comments. Maintaining a respectful environment is essential to our work in providing safe and nurturing care for the families we serve.

If you encounter any behaviour that compromises these principles, we encourage you to speak with our Managing Director or Executive Director or report it through our established channels. We all share responsibility in ensuring that our workplace remains positive and supportive, and we are grateful for your commitment to these values. Thank you for helping us create a safe, respectful and inclusive space for everyone at our Daycare.

We also expect parents and guardians to uphold these same values by treating our staff and volunteers with courtesy and respect. Any form of abusive behaviour, including bullying, negative social media comments, shouting, derogatory language or discriminatory remarks (such as racism, sexism, homophobia or misogyny) will not be tolerated. Failure to adhere to these expectations may result in the cancellation of your childcare services. Our staff and volunteers are here to support your family, and we ask for your cooperation in maintaining a positive, respectful environment.

GENERAL OPERATING INFORMATION

LICENSING

The Epicentre Childcare Centre holds a variety of Licenses that enable us to serve the changing needs of our community. Our licence and details are posted in our entryway. Licenses are issued by the Community Care Facilities Licensing Board of the Vancouver Island Health Authority and as such we are subject to their standards and regular inspections. Our most recent inspection report is available on request.

REGISTRATION & PAYMENT

The Board of SGINH makes every effort to keep fees at a reasonable rate. These policies are in place to help us manage costs so we can keep fees reasonable for our families.

CHILDCARE FEES

Childcare fees are based on age ranges and calculated at a daily rate as per provincial guidelines. The Epicentre Childcare Centre has not yet been accepted as a Universal Childcare Prototype Site. However, we are approved for the Provincial Childcare Fee Reduction Initiative (CCFRI) which lowers the daily rate for our Childcare Centre through a grant from the provincial government. The following rates are in effect from **April 1, 2025 until March 31, 2026**.

- 18–36 months: \$39.47/day
(Daily rate of \$84.47 - \$45 CCFRI)
- 36+ months: \$28.46/day
(Daily rate of \$55.71 - \$27.25 CCFRI)

Childcare has designated times, and it is expected that the full day will be paid for.

PAYMENT

Payment is due on the 1st of the month for all days your child is scheduled to attend unless your child becomes ill long term. Maintaining regular payments guarantees your child a space and allows us to plan a consistent schedule and age-appropriate activities. This applies even if circumstances come up that mean your child will not attend (e.g., holidays, visiting relatives, etc.). If you require a payment plan, arrangements must be made in advance. Please contact the Manager if this is necessary as soon as possible.

Two weeks' written notice must be given for an extended absence. To keep your child's space after any absence of more than two weeks, payment must be made for any weeks beyond the first two.

To withdraw your child from the Epicentre Childcare Centre, you are required to give one month's written notice or pay one month's fees in lieu of notice. To avoid any misunderstanding, all notices of withdrawal (temporary or permanent) must be submitted in writing.

Each family will sign a payment contract as part of the registration process prior to beginning childcare. Please approach the Manager if you find yourself unable to pay on time.

If the Epicentre Childcare centre closes due to power outage, inclement weather, strike, or health closures, families will receive a credit applied towards the following month's fees. In cases of extended illness or emergency after payment, the parent may appeal for a credit to the Manager or Board of Directors. Cases will be examined on an individual basis and a doctor's certificate may be requested.

FAILURE TO PAY

While no one wants to institute a failure to pay policy, late payments take up valuable administrative time and impact our staff. We are a small (but mighty) nonprofit with limited resources and late payments can undermine the hard work we do to support and strengthen our Island community. If you are experiencing financial challenges, we understand and are happy to work with you. Please contact our Manager to collaboratively create a payment plan that works for your circumstances.

FAILURE TO PAY PROCESS:

- If a monthly fee is not paid by the fifth (5th) day of the month, you will receive a written notice requesting payment by the fifteenth (15th) of the month or the forfeiture of your child's space.
- If fees remain unpaid by the fifteenth (15th) of the month, and no acceptable repayment plan has been arranged, the family will be considered in default. At that point, parents/guardians will receive a notice to withdraw their child from the Epicentre Childcare Centre.
- In the case of default, the Society reserves the right to assign a collection agency, initiate proceedings in Small Claims Court, or take other measures to recover the outstanding fees. All associated collection costs will be the responsibility of the parent(s) / guardian(s).
- If a repayment plan is agreed upon but subsequently not adhered to, parents/guardians will be considered in default of payment and their child's enrollment will be terminated immediately. The Society may then proceed with collection measures as outlined above.

We appreciate your understanding and cooperation in ensuring timely payments so that we can continue providing quality care and services to our community. If you have any questions or concerns about this policy, please reach out to the manager. Thank you for your support.

LATE PICK-UP POLICY

Please arrive early enough to pack up and check in with your child's caregiver before the end of the day. We ask that you keep in mind that late pick-ups impact both our licensing ratio and the closing of the Childcare Centre. If a guardian has not picked up a child or called by the end of session to say they will be unavoidably late, the Caregiver will try to contact the family and then the alternative person/s from the authorized pick-up list. If that person is unavailable and the parent has not contacted the Caregiver by 30 minutes after the end of the session, the Caregiver is required by law to notify the Ministry of Children and Families.

A late fee of \$25 per half hour will be charged after the pick-up time. If late pick-up is an ongoing problem and a reasonable effort has not been made to solve it, notice of termination of services may be given.

DROP-IN BOOKING

Currently we are unable to offer drop-in bookings.

CHILD CARE SUBSIDY – AFFORDABLE CHILDCARE BENEFIT

<https://www2.gov.bc.ca/gov/content/family-social-supports/caring-for-young-children/child-care-funding/child-care-benefit/qualify>

For more information or assistance filling out the forms please speak with the Manager.

ARRIVAL AND DEPARTURE SAFETY

Please ensure the door and gates are closed securely when you enter and exit the Epicentre.

Staff will only allow a child to leave the Epicentre with that child's parent(s) or individuals on the child's list of "people authorized to pick up", which you as the parent / guardian are responsible for providing and keeping up to date.

PARKING AND BUS INFORMATION

Please drive slowly as there are often children playing nearby.

DO NOT PARK IN THE DESIGNATED BUS ZONE.

Please reserve handicap spots for those who require them.

YOUR CHILD'S DAY AT THE EPICENTRE CHILDCARE CENTRE

TO BRING: CLOTHING AND SHOES

- At least one change of **clean clothes** that you aren't worried about getting dirty. This should include a complete change: pants, socks, shirt, sweatshirt, and underwear.
- A sufficient supply of **diapers** and wipes.
- Enough pull-ups or underwear to last the day if your child is toilet training, along with extra clothing.
- **Outdoor clothes** which are appropriate for the weather (e.g.: coats, rain pants, boots, sun hats etc.).
- **Indoor shoes** suitable for play area
- Sunscreen and diaper cream

We encourage children to enjoy the toys and activities at the Epicentre Childcare Centre and ask that they not bring toys to the Epicentre as it can be challenging to share. Of course, everyone is welcome to bring their 'special' stuffy, toy, or blanket.

TO BRING: SNACKS AND LUNCHES

Snack time is a big part of your child's day. It is a time to socialize, practice good manners, and of course compare snacks. We encourage you all to send healthy and varied snacks. Because of allergy issues we do not let children share their snacks, though on occasion a parent will bring a plate of something to share after checking in with the staff and any parents of children with allergies.

We are a nut-aware facility: nuts are allowed unless a child with an allergy is present.

Please check the labels of 'bars' carefully. We ask that you **do not send candy or "junk food."** Please feel free to use our fridge to keep your child's lunch cool.

UPON ARRIVAL...

Put your child's coat and footwear, spare clothes, and snack in their spot. Wash your child's hands for 20 seconds.

Speak with your child's Caregiver to pass along information and receive news from them. It is important to include a few minutes to communicate with staff at both ends of your day. These conversations not only build positive relationships, but also provide opportunities to discuss your child's day and their growth and development in general. If you feel you would like extra time for these discussions or would prefer to hold them in a more private setting, then please book some time with your ECE.

Be sure to keep us updated on important changes in your child's life: new words, toilet training, special friends, new pet, upcoming holidays, a sleepless night, or a sensitive day.

DEPARTING FOR THE DAY...

Take home all notices, invoices, and artwork daily. This makes it easier for your child to find and store things in their spot without clutter.

Check your child's spot and backpack daily for wet or soiled clothes to be taken home and replaced with a fresh change.

Speak with your child's Caregiver for an update on their day. We are happy to support you in any way we can, just let us know.

COMMUNICATION

For day-to-day concerns or information, please speak with the ECE that will be or has been with your child for that day. Feel free to speak with the Manager about any special needs, concerns, or information.

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ACTIVE PLAY

At the Epicentre Childcare Centre, children spend part of their day outside in the fenced yard or in the surrounding forest. The Epicentre Childcare Centre complies with the provincial standard of practice that states a minimum of 60 minutes per day of active outdoor play. By being a healthy role model, motivating and promoting confidence and competence we believe children will develop and value physical activities for life.

Child care providers will practice with the children fundamental movement skills during their indoor and outdoor routines.

Injury prevention strategies are in place in our Centre with a conscious effort to prevent and reduce injuries before they occur.

The Epicentre Childcare Centre providers will incorporate frequent bursts of activities to ensure there is no prolonged sitting.

ALLEGED IMPAIRED PERSON PICK UP

It is the staff's responsibility, to the extent that it is possible, not to release a child to an authorized person who is unable to provide adequate care for the child. If the staff believes that a child will be at risk, the staff will offer to call a relative or friend to pick up the person and child, or offer to call a taxi to pick them up. If the person is driving a vehicle, the staff will explain that driving under the influence of drugs or alcohol is against the law, and that the staff is obligated to ensure the safety and well-being of the child. If the staff believes the child is in need of protection, they will call the Ministry of Children and Families.

BEHAVIOUR GUIDANCE

We base our actions on the desire to help children develop self-control, self-confidence, and ultimately self-discipline and sensitivity in their interactions with others. We use a variety of strategies of prevention and intervention. Children will be given positive, clear, simple, and consistent limits regarding appropriate behavior. Verbal directions and redirection will be the main means of guidance. At all times children will be treated with respect, their feelings will be acknowledged, and they will be encouraged to express themselves in a non-threatening and supportive environment.

CUSTODY AND RELATED COURT ORDERS

The child care staff will respect the custody orders of the families that we serve. If a custody or court order exists, a copy of the order needs to be placed in the child's file. The parent/guardian is responsible for providing accurate and up-to-date information concerning the legal guardianship of the child. Without a custody or court order on file, the staff cannot deny access to the non-enrolling parent.

DUTY TO REPORT SUSPECTED ABUSE OR NEGLECT POLICY

The health and well-being of the child is our first concern. As citizens of British Columbia, Epicentre staff is required to report any suspicion of child neglect or abuse (physical, emotional, or sexual). Staff may report any abuse they suspect, that a child discloses, or that a third party discloses to the BC Ministry of Families and Children. The report of suspected abuse will be kept in confidence. It is the responsibility of the Ministry to investigate all reports of suspected abuse and inform all of those involved of their investigation.

ILLNESS

While children are ill, the active environment of the Epicentre Childcare Centre is not the place for them. They require a relaxed atmosphere and individual attention. The following points are intended to minimize the health risks inherent in caring for children in a group setting. Everyone benefits when they are followed.

Our policy for some of these conditions may differ from that of a public school because certain treatments are not suitable for all of the children who attend the Epicentre Child Care Centre. Parents are asked to notify the Epicentre of any illness their child has to prevent it from spreading. This is particularly important with communicable diseases.

COMMUNICABLE DISEASES (INCLUDING COVID-19) PARENT POLICY

The level of risk of certain communicable diseases, including Covid-19, may increase from time to time or on a seasonal basis. We will review and monitor this information issued by the regional medical health officer or provincial health officer. We ask that parents or caregivers keep their child at home when they have symptoms of communicable disease (e.g. fever or chills, coughing and diarrhea) until their symptoms have resolved. Parents and caregivers are expected to assess their child daily for symptoms of common cold, influenza, COVID-19 or other infectious disease before sending them for childcare. All parents, caregivers, children and staff who have symptoms of COVID-19 should stay home when they are sick and return when their symptoms have resolved. Please follow the guidance on the BCCDC website.

Children should not attend Childcare if they have any of the following conditions:

COVID-19 SYMPTOMS: fever, sore throat, worsening cough, cold or influenza symptoms.

ACUTE COLD: (Initially most contagious) with fever or runny nose and eyes, coughing and sore throat. Obvious infected nasal discharge (thick and/or yellow or green coloured). Return when symptoms have subsided.

COMMUNICABLE DISEASES: (chicken pox, etc.) Report any communicable diseases to the Epicentre as soon as possible. The Epicentre will guide you in observing Public Health standards for returning to care.

COUGH: Frequent bouts (3-5 times an hour). Return when symptoms have subsided.

DIARRHEA: (more than one abnormally loose bowel movement in 24 hours). Return when the child has had at least one normal bowel movement.

VOMITING: Return after 24 hours have passed without vomiting

FEVER: 38 degrees C. (101 F) or over, usually accompanied by general symptoms such as listlessness. Return when the fever has remained below 38 degrees for 24 hours without medication.

INFECTED SKIN OR EYES: Return when the child has been examined by a doctor and received medical clearance. Conjunctivitis (pinkeye) must be treated and eyes clear before the child returns.

MEDICATION: (Tylenol, etc.). Return when symptoms have subsided and the child no longer requires medication for pain or temperature.

PARASITIC INFESTATIONS: (Lice, Pinworms, Impetigo and Scabies) Report any of these to the Epicentre as soon as possible. Epicentre staff will guide you in observing Public Health standards for returning to care. All members of the household must be treated to prevent re-infestation. Our policy for this condition differs from that of a public school because the very young children who attend the Epicentre are not treatable with the same medications as are older children. Therefore, they are at greater risk from these infestations and contact must be avoided.

If any children are displaying symptoms of any of these conditions at the Epicentre Childcare Centre, their parents will be notified and required to pick them up immediately. If the parent cannot be reached we will contact the emergency pick-up person on your child's registration form.

INCLEMENT WEATHER POLICY

In the event of the Epicentres' closure due to unsuitable weather conditions during business hours, parents will be notified that they are required to pick up their children immediately. The Epicentre Childcare Centre will be closed:

- At the SGINH's board of director's discretion, when the safety of the staff or our clients is of concern due to bad weather; or
- If there is a power outage lasting longer than 15 minutes and the weather is very cold. Parents will be expected to pick up within 1 hour of the power going out. Every effort will be made to contact parents or authorized pick-up person.

MEDICATION

Medical consent is required to allow staff to administer prescription medication. Forms are available for parents to fill out and sign. Medication (in original container) will be administered only when accompanied by a written order from the child's doctor, clearly stating dosage, time of

administration, and instructions for storage (i.e. on the label of the medication). Children who may require the use of Epi Pens and Inhalers need a written medical plan provided by their doctor.

SCREEN USE

The Epicentre Childcare Centre does not include screen time activities in their daily routine. Employees will only use screen time on designated breaks. Children are not permitted to engage with screen time while at the Epicentre Childcare Centre.

RELEASE OF A CHILD POLICY

Parent(s) / guardians are required to indicate the name and phone number of all individuals who are authorized to pick up the child. Only persons designated to pick up a child will be allowed to do so. The parent/guardian is required to notify the caregiver in writing if someone else, other than the authorized persons, will pick up the child. Please provide the name, phone number, and description of the person. The person may be asked to show photo identification.

UNAUTHORIZED PICK UP

It is the staff's responsibility to **not** release a child to an unauthorized person. This includes anyone not listed on the child's registration form as a parent/guardian, alternate relative or friend, or other person authorized to pick up. These names can be changed, in writing, by the parent/guardian. The parent/guardian is required to notify the Manager in writing if someone else will be picking up his or her child.

In a rare emergency situation, alternate arrangements can be made by phone. If the person picking up the child is not known to the Caregiver, information about the person will need to be provided (physical description, phone number.) Upon arrival at the centre, the person will be asked to show photo identification.

If an unauthorized person arrives to pick up a child, the child will remain under the supervision of the Caregiver. The supervisor will speak to the individual and explain the policy that a child will not be released without written consent from the parent/guardian.

WELLNESS – “HEALTHY CHILDREN ARE HAPPY CHILDREN”

To promote health and well-being for all children, child care providers, and their families the Epicentre Childcare Centre will:

Ensure that all staff has their updated Child Care First Aid Certificate.

Maintain a clean, smoke-free, and scent free environment and regularly do a vigorous cleaning and sanitization of all surfaces, equipment, and toys.

Promote good hygiene through frequent hand washing at appropriate times, and by following the Universal Guidelines for dealing with bodily fluids.

Provide frequent opportunities for outside play and physical activity. To ensure your child is comfortable and prepared for a variety of weather please provide: rain gear, boots, sunscreen, sun hats, socks, and a change of clothes, warm hats, mitts, and sweaters.

In the event that it is not possible to go outside for physical activity, we will provide opportunities for indoor physical activity.

Provide opportunities for naps and or quiet times to allow the children to 'recharge' and enjoy the rest of their day.

Provide information to all parents about immunization and the benefit of regular medical and dental checkups.

EMERGENCY PROCEDURES

In the event of an emergency, the staff of the Epicentre Child Care Centre will follow these procedures:

ACCIDENT/MEDICAL EMERGENCY

The staff will, depending on the situation, take one of the following actions:

- Call the parent or alternate emergency contact person
- Call the local doctors
- Take the child to the Pender Island Medical Clinic
- Call an ambulance to take the child to the clinic/hospital

FIRE AND EARTHQUAKE

Staff and children will practice fire and earthquake drills to ensure that the building can be evacuated quickly if necessary. The drill plan is posted beside the exit doors. Please familiarize yourself with the plan so you know what we are doing and can answer any questions your child may have. Our alternate location in case of an emergency is the Pender Island Library. During emergency situations, children will be released only into the care of people on their authorized pick-up list.

Detailed Emergency Procedures are posted in the entryway of the Epicentre Childcare Centre.

PARENT INVOLVEMENT

Parents are encouraged to participate at the Epicentre Childcare Centre in a variety of ways:

SERVING ON THE BOARD

Please speak to the Manager or a Board member if you are willing to give your time in this way. Serving on the Board or a committee can be a stimulating and rewarding way to participate in your child's care.

PROGRAM ENHANCEMENT

The unique and diverse skills and talents of our community are one of Pender Island's greatest assets. Parents are encouraged to arrange a time with staff if they would like to talk about sharing their personal hobbies or family traditions within the Epicentre Childcare Program.

Any information you can give us about your child is helpful. You are the expert when it comes to your children's likes and dislikes; if they have a special way of doing things, please let us know. Our goal is to make the Epicentre a comfortable and familiar place for your child, so any tips you can share with us are very welcome.

Thank you for choosing the Epicentre Childcare Centre!