Sundre Daycare Centre
& Valley Kidlets Preschool
Parent Handbook

Revised: July 2020

Welcome to the Sundre Daycare Centre

We are pleased that you have chosen the Sundre Daycare Centre (SDC) for your family's childcare needs. The SDC strives to create a standard of excellence in child care with a focus on quality, affordable, accessible care. The SDC aims to provide a safe, nurturing and stimulating environment to help children grow into healthy, independent individuals. It is our wish and purpose to facilitate learning through play for all children in our program.

The SDC was established in May 2008 and is a non-profit organization run by a Board of Directors. We are located in the Sundre Community Centre Complex, above Greenwood Neighbourhood Place.

The SDC provides care for up to 45 children ages 0 - 5 years. Any infants under 12 months will be subject to Board approval. The SDC Preschool program is licensed for 24 children ages 3 to 5 years old and is operated in our Daycare Centre space. However, children MUST be potty trained before being accepted into the program.

In this handbook you will find important information including: what to do if your child is sick (Sick Child Policy, page 8), if you need to cancel care (Cancellation Policy, see below), and what our fees are (Program Fees & Invoicing, page 7). Please take time to read through this handbook as well as keep it on hand for future reference.

Contact Information

Sundre Daycare Centre:	403-636-1088
Website:	www.sundredaycare.ca
Email:	sundredaycare@gmail.com
Board of Directors:	sdcvkbod@gmail.com
After Hours Emergency:	587-580-7442 (Leah, Program Director)
	403-636-0638 (Rhonda, Assistant Program Director)

Arrival & Departure

A parent or guardian is required to accompany the child into the SDC and remain with the child until a staff member has received him/her. The SDC is not responsible for the welfare of a child who enters the centre unaccompanied. A parent or other authorized adult (per the registration form) of at least 18 years of age must receive the child upon departure. If you require an individual under the age of 18 be allowed to pick up the child, there is a consent form in the office that must be filled out and signed by you BEFORE the child can be released to any individual under the age of 18.

Staff are responsible to fill out child timesheets and the parent or guardian can request a copy if they wish.

Staff have the right to refuse any individual, whether it is the legal parent or authorized person, to pick up any child if they feel that the child's safety is at risk.

Cancellation Policy

The SDC requires that a parent give a dated notification (email or text) to the Program Director at least 48 hours in advance of cancelling or adjust hours of care. This will prevent financial penalty for hours booked.

Change of Information

Parents must notify the centre immediately of any changes to name, address, phone number, emergency contact information or any other factors that may affect the child's care. Parents will be asked to review this information up to twice a year to ensure accuracy.

Consent Forms

Field Trips

Parents or guardians are required to sign a field trip consent form prior to the child's participation in any trips off premises. Walking field trips will be covered under an ongoing consent form to be signed at the time of registration. These will allow us to bring the children to the neighbourhood parks, on nature walks and so on. Any time we will be transporting children by any means other than walking, we will require a special form to be signed.

Photographing/Video Taping:

We would like to capture some of your child's great moments on film/digital device. For us to respect your requests, you will be required to complete a photo release form. Pictures will be used for a variety of purposes from art activities, to decorations at the centre, and for use on our website or social media pages.

Our daycare facility is monitored by closed circuit cameras. The footage is reviewed regularly by the Program Director and the Board of Directors. Parents may also view footage if a concern arises that needs attention.

Emergency Evacuation and Fire Drill Procedures

Unannounced fire drills will take place monthly at various times during the day to ensure that all staff and children are familiar with the evacuation procedures. A Fire Safety Checklist is posted at the main entrance. The checklist is used to record dates and times of fire drills conducted. Fire inspections are conducted annually by the fire chief of the Sundre Fire Department. All Fire extinguishers are inspected annually. Copies of the floor plan indicating the correct exit route(s) are posted in every room. In the event of an emergency, the children will be safely transported by staff to one of the emergency shelter locations listed below.

Emergency Shelters

River Valley School
1, 96 2 Ave NW
Sundre, AB
403-638-3939

Sundre Arts Centre
100, 2 Ave NW
Sundre, AB
403-638-4355

Registration Policy

The SDC offers full and part time care. Registration into our program is open to any child. We will work with the families to discuss any accommodations that may be needed for the child and strive to find the resources necessary to meet these accommodations.

Parents will be required to complete a registration package for each child entering the program. All information must be completed prior to acceptance of the registration by SDC. Parents are responsible to update their information as any changes occur to ensure that all information is kept current.

Fundraising Policy

As the SDC is a non-profit organization, we require fundraising to supplement our operational budget. We require parent involvement with this portion of operations. We will be doing two mandatory fundraisers per year and sometimes an additional non-mandatory fundraiser. The SDC will indicate at the beginning of every fundraiser what the minimum participation requirements are. If a family decides that they are unable or unwilling to participate in the fundraiser or if they fail to meet the minimum requirements, a charge of $100 will be added to the family's next invoice. Fundraising helps keep the SDC open and helps keep parent costs down.

For those families that are using the SDC for casual care only, the fundraising requirement will be waived. Casual care (in this instance) is defined as a family that average less than 20 hours of care per month over the period of the fundraiser.

Grievances or Concerns

The Grievance Policy is an umbrella policy that covers all members of the SDC community and provides a way for parents as well as community members to bring forward problems, complaints, or grievances. All complaints are investigated in confidence. If you, as a parent, guardian or community member, have any concerns, we encourage you to discuss them with the Program Director.

Please note, we will not tolerate abusive or disrespectful behavior. We understand that you may be upset or disagree with us, but the only way that we can move forward and remedy the situation is if we correspond rationally and respectfully.

If your concern is not met satisfactorily, please contact:
Board of Directors: sdcvkbod@gmail.com
Or by mail:

Sundre Daycare Centre Board of Directors
Box 1498
Sundre, AB
T0M 1X0

If the Board of Directors is unable to resolve your concern, you may contact the regional licensing officer:

Central Alberta Child & Family Services Authority
Attn: Tammy Hawryszko
3rd floor, 4826 Ross Street
Red Deer, Alberta
T4N 1X4
Phone: 403-755-1483

Child Guidance Policy

The SDC provides an environment where each child develops independence, where each child's self-esteem is enhanced and where each child is encouraged to care for others. We want children to like themselves for who they are, to feel safe and confident and to experience successes every day. We recognize children's developmental abilities and boundaries and we accept them for who they are. We understand that children are growing and learning about their world daily and how they interact in it.

The SDC will never use any form of physical punishment or neglect. We will not accept the use of any harsh, belittling or degrading statements. We do not condone the withdrawing of needs or comforts (food, clothing, shelter, or security items) to modify behavior. We also will not remove or isolate the child form the group (i.e. time out) as punishment. We believe in positive reinforcement of accepted behaviors to foster improvements.

Hours of Operation

The SDC is open from 6:00 a.m. to 6:30 p.m. Monday through Friday. We will be closed on the following holidays: New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, August Civic Holiday, Labor Day, Thanksgiving Day, Remembrance Day, Christmas Day and Boxing Day. **Please note:** The SDC will also be closed the week between Christmas Day and New Year's Day. If there are any other closures or early shut down, you will be notified as soon as possible.

Immunization

The SDC will not refuse care if your child does not have all his/her immunizations. The SDC must be aware of any immunizations that your child has not received, so staff can take proper precautions to protect your child in the case of an outbreak. In the case of an outbreak or suspected outbreak, the affected child as well as any un-

immunized children will be not allowed to attend SDC until it is considered safe by Health Care Professionals. The return date of all children affected will be subject to approval by the Program Director.

Infants

Parents are required to provide all diapers, wipes and infant food. Please ensure that your infant arrives at the centre with enough diapers and wipes daily. Alternately, a supply of diapers and wipes may be left at the centre. Parents will be notified when the supply is low and will be asked to re-supply promptly. Please label all items to be left at the SDC clearly with your child's name. If parents do not provide these items, they will be charged on their next invoice.

Late Pick up

The late pick up fee is $1.00 per minute past closing time without notice. The late pick up fee is to be paid to the staff member on duty when you pick up your child. If parents/caregivers are late more than three times, they may be asked to make other child care arrangements. If an emergency should occur, parents should notify the centre as soon as possible before closing time so we may be aware of the problem. If a parent/caregiver fails to pick up a child by closing time without making prior contact with the centre, the following actions will be taken:

- Staff will attempt to contact parent/guardian or alternate care contacts on authorized pick up list if parent cannot be reached.
- Program Director will make appropriate arrangements for the child and a message will be left with the RCMP stating where the child can be picked up.
- The centre will notify Child and Family services.

Liability

The SDC shall not be liable for any illness, injury, disease or accident that may occur to any child while in the care of the centre. Also, the SDC shall not be liable for any loss or damage to the clothing or other personal belongs of the child.

Licensing and Monitoring

The SDC is licensed and monitored by Central Alberta Child and Family services. Recent inspection reports are available for your review and are located on the Parent Board or by going online: www.child.alberta.ca/home/childcarelookup.cfm.

Meals

Fees at the SDC include one afternoon snack. The afternoon snack will be nutritionally balanced and include two food groups. Parents are required to provide all other food, which includes morning snack and lunch, for their children. Food brought into the facility should be healthy. The SDC recommends that parents check the Health Canada website for healthy food suggestions. **Please note that the SDC is a peanut free facility – please leave all nuts at home.**

Medications

The SDC will administer medication to children in accordance with child care regulations. Parents are expected to provide the following:

- Written, signed authorization including dosage and times a drug is to be administered.
- Medication must be in its original container, clearly labeled with the child's name, name of drug, dosage, date of purchase and instructions for storage and administration.

Medications will be stored in a locked container that is not accessible to any child. Medication that requires refrigeration will be stored in a locked container in the refrigerator.

If a child requires nonprescription medication, it can be given but only if the product comes in its original container with strict instructions on when to give it and the amount to be given. Herbal medications will be administered following the above noted guidelines.

If, for whatever reason, you give your child medication of any form prior to them attending daycare, please let the staff know in writing when you drop your child off. This will ensure that in an emergency your child is cared for in the best possible way.

Emergency medications (e.g. epi-pens, inhalers) will be in the child's room on a shelf no less than 5 feet in height.

Notice of Termination

Families must provide at least two weeks' notice when they withdraw their child. One month's payment can be used in lieu of notice.
The SDC can terminate its services to a family under the following circumstances:

- If a family member harasses, threatens or commits a violent act towards staff, children, or other families in the program;
- If a family picks up their child late more than 3 times without notice;
- If fees are not paid in full and on time;
- If the centre is unable to satisfactorily resolve a problem/issue with a family;
- If a child is absent from the program without the parent advising the centre of the situation for an extended period (two weeks);
- If a child is unable to manage safely in a group of children and behavior is an issue and the family is unwilling to get proper support for the child (the centre will help in any way it can).

Open Door Policy

Parents are welcome to drop in at any time during the day to see how their child is doing. There is no appointment necessary for this. However, we recommend that this is done discreetly as it can be upsetting to a child who sees their parent and then sees their parent walk away without them. If you wish to know how your child is doing, we recommend calling to speak with the staff member responsible for your child first and then if you feel it is necessary, come in and observe.

Prior to enrollment, we recommend that you visit at least once without making an appointment as this will guarantee that you are able to observe how the program operates daily. If you are wishing to visit the daycare, it is recommended that you do it in the morning (prior to 11:30 a.m.) or in the afternoon (after 2:30 p.m.).

Orientation Policy

The SDC is pleased to offer a free orientation time to new parents registering with our daycare program. Each child will be offered up to 2 hours of care at no cost to the parents, to help them adjust to their new settings. Parents will be given a list of available times for orientation by the Program Director. We ask that parents remain available by phone during this time and to be within 5 minutes of the daycare to ensure it is a positive experience for everyone.

Parent Feedback

We believe that you, the parent, know your child the best; therefore, we encourage and appreciate your feedback and ideas on what you like, what you want to see more of and what you don't like. These comments and suggestions are what make our program truly exceptional. You can let us know your thoughts in a number of ways: speak with any of our staff; email us at sundredaycare@gmail.com; attend a board meeting; email our board at sdcvkbod@gmail.com; or join our Board of Directors. We also occasionally send anonymous surveys via email. These surveys help us to evaluate our programs and staff.

Parent Involvement & Volunteer Policy

Parent involvement is strongly encouraged and appreciated. Parents are encouraged to share their knowledge, culture and skills with the program and children in any way they feel comfortable. We encourage any interested parents to join our Board of Directors. If you have something you would like to share with the children, please let any of the staff know. To volunteer with our program, you must provide us with a current Criminal Record Check (less than 6 months), Vulnerable Sector Check, as well as a copy of your First Aid certification if you have one.

Personal Belongings

Each child is required to have a complete change of clothes (marked with the child's name) to be left at the centre. Children must come appropriately dressed for the changing weather conditions, as we strive to have outdoor time every day. Children are required to wear indoor footwear while in the centre; these can be clean shoes or slippers (please no flip flops).

If a child brings their own toys to the centre, please label them prior to arriving at the SDC. We are not liable for any lost toys.

Privacy Policy

It is necessary for the SDC to obtain personal information from families to properly run our program. Information required will be obtained via a registration form prior to the commencement of care. The SDC is committed to the appropriate and responsible use of all such information. Each child's file is kept secured in a locked cabinet within a private office. Following a child's withdrawal from the program, their information will be kept, locked and secured for up to ten years at which time it will be destroyed. No personal information will be shared without prior written consent. The only exception is in the case of an emergency where required information may be released to the authorities (RCMP, hospital, paramedics, Child Protection Services, etc.) without prior permission.

Program Fees & Invoicing

Full Time Daycare (ages 11 months to 5 years) :
100 - 125 hours/month $800/month
Each additional 25 hours = $50
Part Time:
Hourly: $7.50
Daily (up to 8 hours): $60.00

Preschool (ages 3 to 5)*:
Age 3 and up, 2 days per week, 8:30-12:30
1 day: $100/month (same day)

2 days: $200 /month

Bookings / Invoicing / Payment Policy

- All customers must be on a prebill system.
- Bookings for the next month need to be in to the daycare by the last day of the current month (i.e. April's bookings are due by March 31). If you cancel within the cancellation policy, your actual charges will be adjusted based on actual usage.
- If your bookings are not in on time, we will create them based on your average booking (i.e. February and March, you used Monday – Friday 8-5 that is what we will enter for April and it will be your responsibility to cancel any unrequired care within the cancelation policy to avoid being charged).
- If customers have not received their invoice by the 9th, it will be their responsibility to send an email inquiry to sdcvkinvoicing@gmail.com.
- If customers have any questions or concerns regarding their invoice, they can email sdcvkinvoicing@gmail.com, however, rudeness and disrespect will not be tolerated. We all do our best to ensure accuracy but sometimes mistakes can happen. We will work as quickly as possible to resolve any issues.
- Payments are due by the 22nd .
- Overdue invoices are subject to a $25 late charge.

- Invoices 1-30 days overdue will receive a payment arrangement email outlining stricter repayment terms. Payment arrangement is to cover amounts outstanding, but customers still need to pay their current charges in addition to back charges.
- Customers with invoices over 30 days overdue, without an acceptable payment arrangement agreement, will not be able to use the daycare.
- Customers over 60 days will go to collections.
- If you pay with cash at the SDC, please be sure to get a receipt. If staff cannot issue a receipt you will be asked to make your payment and a different time.

Payment by e-transfers must be sent to sdcvkinvoicing@gmail.com. E-transfers sent to the wrong email address will be returned and it will be the customer's responsibility to correct the errors and resend by the 22nd to avoid a late charge.

Program Policy Review

From January to March of each year we will be reviewing all policies and procedures in our handbooks. To do this we will invite all staff, board members and parents to review our existing policies and procedures and offer any input they have on any of these items. All suggestions will be reviewed by the Board of Directors and at least one staff member and the necessary changes will be made.

These reviews may happen more frequently or outside of this time frame if legislation changes or if research in Best Practices shows a different or possible better way of doing things. When changes are made to any policy or procedure, the necessary people will be notified via email and given the opportunity to offer any feedback they may have.

Sick Child Policy

In the best interest of your child and the health and safety of others, children cannot be at the centre if there is any question of illness. If a child is too ill to participate in activities or to play outside, they are expected to stay at home. If a child arrives at the centre with any of the following symptoms or these symptoms present through the day, they will be sent home:

- Temperature above 38.0°C (taken via a forehead thermometer);
- Vomiting;
- Two or more instances of diarrhea;
- Red, watery eyes with thick, yellowish discharge (conjunctivitis);
- Inability to participate, child complains of not feeling well or is unable to participate in daily activities with one other positive symptom;
- Persistent coughing that prevents them from participating OR causes loss of breath;
- Live lice on the scalp or nits attached to the hair shafts.

If your child becomes ill at the centre, you will be notified to arrange immediate pick up. Children must be free from symptoms for at least 24 hours, without the aid of medication, before returning to the centre. If they have a doctor's clearance, they may return even if symptoms persist and if the child is well enough to participate in all activities.

If your child contracts a communicable disease, please notify the centre immediately. Any child believed to be suffering from a communicable illness will require a parent or guardian to remove them from the premises immediately. Should staff see evidence of lice (e.g. child scratching head excessively), children may have their hair checked.

Should a child become seriously ill or injured, first aid will be administered and if necessary an ambulance will be called. If there is no parent available, a staff member will accompany the child in the ambulance and stay with them until a parent or other caregiver arrives.

Subsidy

To those families that qualify, the Government of Alberta will provide subsidy for a portion of your child care fees. Parents are still required to pay their portion of the fee as per the Program Fees policy.

Childcare Subsidy
Box 1641
Edmonton, AB T5J 2N9
Email: hs.childcaresubsidy@gov.ab.ca
Fax: 780-422-5692
Phone: 1-877-644-9992

Forms and information on subsidy can be accessed at: http://humanservices.alberta.ca/financial-support/15104.html This link works best in Firefox or Internet Explorer. The Program Director can assist you with your application but is not responsible for completing or submitting any documentation unless there is an arrangement made to do so. It is the parents' responsibility to keep their subsidy status current.

Transportation

The SDC will not transport children off site by means other than walking without prior consent from a parent/guardian. A walking field trip consent form will be provided at registration. This form will allow children to go to such places as the playground, library and so on.

Parent Sign-Off

I have read and understood the policies and procedures in the Sundre Daycare Centre Parent Handbook (July 2020 version) and agree to abide by them, including but not limited to:

- ❑ Sick Child Policy
- ❑ Program Fees Policy
- ❑ Guidance Policy
- ❑ Cancellation Policy
- ❑ Fundraising Policy
- ❑ Signed photo release form

Signed: _____

Print Name: _____

Date: _____

Orientation Sign-Off

Myself and my child(ren) have been oriented into the daycare. This orientation included:

- ❑ A tour of the centre
- ❑ Receiving this handbook and Registration form
- ❑ Meeting the staff who will be caring for my child
- ❑ Instructed on who to call with questions or concerns

Signed: _____

Date of Orientation: _____

Orientation conducted by: _____

Free Orientation time completed on: _____ Parent Initials: _____

Free Orientation time waived: _____ Parent Initials: _____