

Sundre Daycare

Valley Kids Out of School Care

Sundre Daycare Centre
Parent Handbook

Revised: February 2019

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Welcome to the Sundre Daycare Centre

The Sundre Daycare Centre (SDC) is a non-profit organization run by a Board of Directors. The SDC was established as a Society in May 2008. The SDC will provide care for up to 45 children ages 0-6 years. We are in the Sundre Community Centre Complex, above Greenwood Neighbourhood Place.

The SDC was the first accredited daycare in Sundre. What accreditation means to you, the parent, is that we go above and beyond what provincial licensing regulations require. It also grants us access to more funding opportunities as well as requires our staff to take part in more professional development. All of this translates into a better standard of care for your child.

The SDC is also a member of the Sundre Chamber of Commerce as well as the Sundre Interagency Committee.

We are pleased that you have chosen the SDC for your family's childcare needs. It is our wish and purpose to facilitate learning through play for all children in our program. While your child is at the SDC, they will be cared for by a qualified team of child care staff.

If at any time you have any questions or concerns, please feel free to speak with our Program Director who can clarify the issue or resolve the problem with you. We always welcome suggestions for improvements or changes to our programming and welcome parental involvement in any way possible. We want all our families to enjoy their time at the SDC!

Important 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

Operating Policies and Procedures

Accreditation

Our programs are proudly maintaining our accreditation status. This process ensures that our staff has access to continuing their education as well ensuring a competitive wage. It also ensures that we uphold an excellent standard of care.

Age

The SDC is currently licensed for children from birth to the commencement of grade 1 (0-6 years). Any infants under 12 months will be subject to Board approval.

Arrival & Departure

A parent or guardian is required to accompany the child into the centre 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.

Please note that we have the right to refuse any individual, whether it is the legal parent or authorized person, to pick up any child if we feel that the child's safety is at risk. Examples of this would be if the individual was under the influence of alcohol or drugs or if the child will not be properly secured in a vehicle.

Cancellation Policy

The SDC requires that a parent give the Program Director or designated alternate two days' notice to cancel or adjust hours of care without financial penalty for hours booked. It is recommended that the parent provide dated notification to the SDC to avoid discrepancies; this can be in form of an email or text.

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, please fill out the attached photo release form. Please note, there will never be any indication as to who is in the picture. 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. You have the options of denying all pictures, just having pictures for classroom use or having pictures used in all the above-mentioned ways.

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

Emergency Evacuation and Fire Drill Procedures

Monthly, unannounced fire drills will take place at various times during the day to ensure that all staff and children are familiar with the correct 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 or a designated alternate. All Fire extinguishers are inspected annually. Copies of the floor plan indicating the correct exit route(s) are posted in every room.

Emergency Shelters

River Valley School
1, 96 2 Ave NW
Sundre, AB
T0M 1X0
403-638-3939

Sundre Arts Centre
100, 2 Ave NW
Sundre, AB
T0M 1X0
403-638-4355

Enrolment Policy

Enrolment into our program is open to any child regardless of gender, race, creed, religion, political belief or ability. 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. The SDC will offer full and part time care. The SDC requires the following for enrollment into our programs:

- Return a completed registration form to our Program Director. Please note: All fields are mandatory.
- Parents are recommended to come into the SDC prior to their child's first day to pick up a copy of their handbook and registration form, as well as to meet staff and tour the centre.
- Subsidy information, including applications, can be picked up at the centre.
- Registration forms, handbooks and subsidy applications can also be found on our website.

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 to three fundraisers

annually. 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. If you, as a parent, guardian or community member, have any concerns, we encourage you to discuss them with your child care provider or with the Program Director. There is also a form on the bulletin board outside the Program Director's office you can fill out the form and give it to any staff member. These envelopes are not to be opened by anyone, besides administration. If your concern is not met satisfactorily, please contact:

Program Director: sundredaycare@gmail.com

Board of Directors: sdcvkbod@gmail.com

Or by mail:

Sundre Daycare Centre
Box 1498
Sundre, AB
T0M 1X0

If the Program is unable to resolve your concern, you may contact the regional licensing officer at:

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

All complaints are investigated in confidence.

Guidance Policy/Child Discipline 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 spends time with each family to learn about the child and explore their favorite things, their fears, joys, hopes as well as their culture and traditions. Our goal is to blend the family's beliefs and values with the philosophy of the SDC. Families must work together to explore and celebrate each child's individuality.

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 from 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:** we are also closed the week between Christmas Day and New Year's Day. If there are any other closures or early shut down, we will give you as much notice as possible.

Immunization

At the SDC, we understand that immunization is completely the parents' choice. We will not refuse care if your child does not have all his/her immunizations. We must be aware of any immunizations that your child has not received, so we 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.

Inclusion Policy

All children between the ages of birth to the completion of kindergarten are welcome into our program. However, any infants under 12 months are subject to Board approval. No child shall be refused care based on race, creed, sex, ability or family circumstance. We encourage all families to share their culture and beliefs with us, so we can incorporate them into our program. We will assist families, to the best of our ability, to access resources to make their daycare experience the best possible.

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.

Leave of Absence

The SDC may grant employees leaves of absence (with or without pay) to participate in or attend to personal and/or educational obligations. A leave request must be approved before a leave commences. The Program Director will balance an individual's needs with the centre's staffing and operational requirements when considering whether to approve leave requests.

Liability

The SDC provides a safe and secure facility for the children. We shall not be liable for any loss or damage to the clothing or other effects of the child nor any illness, injury, disease or accident that may occur to any child while in the care of the centre.

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 snack. The snack will be nutritionally balanced. Parents are required to provide all other food for their children. We recommend that parents check the Health Canada website for healthy food suggestions. Please note that the Sundre Daycare Centre is a Peanut Free Facility

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 5ft in height.

Mission Statement

The Sundre Daycare Centre strives to create a standard of excellence in child care with a focus on quality, affordable, accessible care benefitting the child, the parent and the community. A safe, nurturing, stimulating environment will provide the basis of an enriched assortment of activities that help the child grow into healthy, independent, unique individual.

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 into either of our programs 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 11:30am) or in the afternoon (after 2:30pm). If you wish to observe at Valley Kids, we recommend that you do it after 3:30pm on a school day or anytime on a non-school day. Please remember that we often travel (field trips) on the non-school days so you may want to check our website (sundredaycare.com) to see if there is an event scheduled for that day.

If you wish to speak with the Program Director or a member of our Board, please call the SDC at 403-636-1088 or email us at sundredaycare@gmail.com or sdcvkbod@gmail.com.

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. We also send anonymous surveys via email once a year. 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.

Partnership Policy

As a community run facility, we actively seek and encourage partnerships with various service groups, businesses and other organizations within our community. These partnerships are what ensure our programs are what our community want and need. These partnerships can be sought out by any member of our staff or any member of the Board, but the details of what these partnerships involve and what information is to be shared must be approved by BOTH the Program Director and the Executives of the Board of Directors to ensure that the best interest of the Program and the children in our care are being met. No child/family information is shared with those outside our program without prior written consent from those involved.

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 Evaluation

Periodically, throughout the year, we will issue a Program Evaluation Survey, to be completed by you the parent(s). This evaluation is like a report card for the daycare and its staff. We ask that you answer the questions honestly so that we can use the results to make appropriate changes.

Program Fees & Invoicing

Full Time:

100-125 hours/month \$800/month
Each additional 25 hours = \$50
Part Time:
Hourly: \$7.50
Daily: \$60.00
Weekly: \$250 (44 hour week, additional hours charged at \$6/hour)

Kindergarten:

Hourly: \$7.00
Daily: \$45.00
Monthly: School Year: \$650
Summer: \$750

Punch Pass: MUST BE PREPURCHASED

Daycare: 5 days for \$250
Kindergarten: 5 days for \$200

Preschool*:

3 Year Old Monday/Wednesday 8:30-12:30
1 day: \$75/month (same day)
Additional Class: \$20
2 days: \$150/month
Stay until 3:30 (Preschool Day only) + \$15
4 Year Old Tuesday/Thursday 8:30-12:30
1 day: \$75/month (same day)
Additional Class: \$20
2 days: \$150/month
Stay until 3:30 (Preschool Day only) + \$15

***Please note: Children must be potty trained before they can attend preschool.**

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 cancellation 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 sdckvinvoicing@gmail.com.
- If customers have any questions or concerns regarding their invoice, they can email sdckvinvoicing@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 2% per month late fee.
- Invoices 1-30 days overdue will receive an email reminder.
- Invoices 30-60 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 60 days overdue, without an acceptable payment arrangement agreement will not be able to use the daycare.
- Customers over 90 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-transfer's must be sent to sdcvkinvoicing@gmail.com and the answer must be "daycare". E-transfer's sent to the wrong email address or with the wrong password will be returned and will be the customers responsibility to correct the errors and resend by the 22nd to avoid a late fee.

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 and at least one staff member and the necessary changes will be made. To facilitate these reviews all people involved will be offered a feedback form to be filled out and returned.

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.

Registration

Parents will be required to complete a registration form for each child entering the program. All information must be completed prior to acceptance of the registration by SDC. At registration, parents are also asked to provide their driver's license to ensure correct contact information in case of an emergency and for payment collection purposes. Parents are responsible to update their information as any changes occur to ensure that all information is kept current. We will verify all contact information every August.

Sick Children

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:

- Persistent coughing or sneezing that prevents them from participating OR causes loss of breath
- Temperature above 38 C (100 F)
- Vomiting, diarrhea
- Any unexplained rash
- Any discharge from the eyes or ears
- Swollen neck glands
- Unusual paleness, irritability, tiredness or listlessness

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 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.

Social Media

Social Media is a large part of today's society. We must ensure that the children within our program remain safe; therefore we do not allow children to log into any social media accounts while in our care. We believe that children's actions on social media should be monitored by the child's parent or guardian and is not something that the staff/administration is qualified to monitor. What we find OK may not be the same as what you find appropriate.

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.

Waiting List

If the situation arises that the centre must create a waiting list, it will be maintained by the administration. Parents will be notified when a space becomes available in the age group they require. A space will be held for 48 hours before being offered to the next family on the list.

Appeal Process for Families

If we discontinue care for your child or implement a policy that you do not agree with, you have several options available to you to use to bring your concerns to the Program Administration. Due to the nature of this issue, we ask that you please submit these concerns/issues in writing, either digitally or handwritten.

Option One: Send/give your written concern to the Program Director sundredaycare@gmail.com

Option Two: Send/give your written concern to the Board of Directors sdcvkbod@gmail.com

Option Three: You can contact our Licensing Officer tammyhawryso@gov.ab.ca

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.

Parent Sign-Off

I have read and understood the policies and procedures in the Sundre Daycare Centre Parent Handbook (February 2019 version) and agree to abide by them, including but not limited to: Guidance Policy, Cancellation Policy, Sick Child Policy, Fundraising Policy and Program Fees Policy.

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, and meeting the staff who will be caring for my child. I was also 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: _____