SUNDRE
DAYCARE CENTRE

Parent Handbook

2026-2027

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Contact Information

Sundre Daycare Centre: 403-636-1088
SDC email: sundredaycare@gmail.com
Invoicing email: sdcvkinvoicing@gmail.com
Website: www.sundredaycare.ca
Board of Directors: sdcvkbod@gmail.com

Welcome

Welcome to the Sundre Daycare Centre (SDC)! We are delighted you have chosen us for your family's childcare needs. Established in May 2008, SDC is a non-profit organization governed by a Board of Directors. Our Daycare and Preschool programs are located in the Sundre Community Centre Complex, above Greenwood Neighbourhood Place.

Our **Out of School Care (OSC)** program is located in **classroom 301** at **River Valley Elementary School**, near the front roundabout by the **second set of school doors** and the **flagpole**. Look for the **SDC decal sign** on the window.

SDC is licensed to care for **69 children** across our programs. The **Toddler Room** welcomes children ages **0–3 years**, while our **Preschool Program** serves children ages **3–5 years** (children must be potty trained before joining). The **OSC Program** provides care for children ages **5–12 years**, offering **before- and after-school care**, **full-day care on non-school days**, and **summer care**.

Please read this handbook and keep it on hand for future reference.

Mission Statement

Sundre Daycare Centre is proud to provide a high standard of excellence in childcare and early childhood education. We do this through professional and certified staff. Our staff provides a safe, nurturing, and stimulating environment to help children grow into healthy, independent, and unique individuals. It is our wish and purpose to facilitate learning through play for all children in our program.

Vision Statement

Our vision is to continue to be a financially strong and stable non-profit organization. We aim to maintain a welcoming facility that projects a safe, nurturing, and stimulating environment and build an exceptional reputation as a leader in childcare.

Hours of Operation

The Sundre Daycare Centre (SDC) is open Monday to Friday, from 7:00 a.m. to 5:30 p.m.

We can accommodate **early drop-offs starting at 6:30 a.m.** if requested at least **24 hours in advance** and approved by the Director. Please note that scheduling early care and not notifying us if your child will be absent may affect approval for future early drop-offs.

SDC is **closed on all Statutory Holidays, Easter Monday, and the week between Christmas Day and New Year's Day**. Families will be notified in advance of any **additional closures or early shutdowns**.

Arrival and Departure

A parent or guardian **must accompany** the child into the SDC and remain with the child until a staff member has received him/her. Parents of SDC must drop their child off at the centre before 10 am each day unless contact has been made with a director to discuss an alternative time for drop off. This ensures that all children's routines are not disrupted and allows us to provide optimal care for each child. If consistent non-communicated drop-offs persist, parents may be subject to additional fees, or enrollment status can be reviewed.

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 18 to 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 18. Staff have the right to refuse any individual, whether the legal parent/guardian or another authorized person, the request to collect or pick up any child if they feel the child's safety is at risk.

If an unauthorized person (not on the pick-up list per registration form) is picking up a child, the guardian must provide verbal or written consent before the staff can let the child leave with that person. If permission is not granted before pick-up time, the staff member will attempt to contact the guardian before releasing the child. However, if staff cannot contact the parent, the child will remain at the SDC until permission is confirmed or an authorized pick-up person arrives. The unauthorized person may also be asked to provide photo identification at pick-up time.
Staff are responsible for completing child timesheets for daily attendance. The parent or guardian can request a copy of these timesheets if they wish.

Extracurricular Drop Offs

Sundre Daycare Centre will provide drop-off services exclusively for afterschool extracurricular activities at establishments within walking distance of Sundre Daycare Centre. A single, scheduled drop-off time will be established each day (Monday to Thursday) for all children attending extracurricular activities; this time will be based on the number of children participating in each activity, and all parents/guardians will be notified at the start of the activity. SDC will not be walking children to extra circular activities as per

our weather policy, if it is -25 or below parents are obligated to find their children a way to activities.

Parents/Guardians must inform the organizers of their child's activities and the drop-off arrangements in advance. The parents/guardians are responsible for ensuring that their child is permitted to be dropped off and remains unsupervised until the commencement of their activity. All children are required to dress, groom, and prepare themselves for their independently respective activities.

Non-compliance with this policy may result in discontinuing drop-off services for the child involved. This policy will be reviewed annually or as needed to ensure its effectiveness and relevance.

Registration Policy

The Sundre Daycare Centre (SDC) offers both **full-time and part-time care**. Registration is open to **all children**, and we work closely with families to discuss any **special accommodations** your child may need, ensuring we provide the necessary support and resources.
Once your child is accepted into the program, parents are required to complete an **online registration form** for each child. All information must be provided **before the registration is considered complete**.

Non-Compliance with Agreed Enrollment Hours

To maintain active enrollment at Sundre Daycare Centre (SDC), families are expected to meet the minimum monthly attendance requirements for their enrolled program. If a child does not meet the required monthly hours for three (3) consecutive months, SDC will review the child's enrollment status and determine whether continued enrollment is appropriate.

Monthly attendance requirements are as follows:

- Part-Time Toddler/Preschool: 50–100 hours per month.
- Full-Time Toddlers/Preschool: More than 100 hours per month.
- KinderCare: 50–100 hours per month.
- Out-of-School Care (OSC): A minimum of 15 hours per month to maintain active enrollment.

Families are encouraged to communicate with the Executive Director regarding extended absences or circumstances that may affect their child's attendance.

Orientation Policy

Before enrollment, parents **must** attend an orientation meeting with an SDC director to discuss the care needed for their child(ren). This orientation will allow for a tour of our facility, time to complete the registration process and an opportunity for you and your child(ren) to meet the staff. Orientation meetings must be scheduled with the SDC in advance and are conducted Monday to Friday between 9:00 am and 11:00 am. Meetings typically take 30 minutes to complete, with time for discussion.

Sundre Daycare Centre has a mandatory two-week trial period for all new families enrolling at the centre. The trial period begins on the child's first day of attendance. During this two-week trial period, either Sundre Daycare Centre or the family may terminate care at any time, without notice and without providing a reason.

If Sundre Daycare Centre determines that the placement is not an appropriate fit during the trial period, the family will receive written notification by email from the Board of Directors advising them that care will not continue. Following the successful completion of the two-week trial period, the Centre's standard withdrawal and termination policies will apply.

Scheduling

Childcare Parents are responsible for marking their children absent on our Lillio app before **10 am** on the day of absence. If multiple-day absences occur (vacation, prolonged illness, etc.), please communicate those to a director, who will input the multi-day absence into Lillio.

- Upon registration, please provide your child's approximate drop-off/pick-up time.
- All schedule changes must be communicated to the centre **via email or through the Lillio app**.
- Verbal communication with staff regarding schedule changes will **not** be considered valid and will be treated as void. This ensures that all changes are properly documented and helps us maintain accurate scheduling and staffing.

Infants

Acceptance of infant enrollment under 1 year of age is subject to approval by a Director and the Board of Directors. Parents must provide all diapers, wipes, and infant food for infant care. Please ensure your infant arrives at the centre with enough diapers and wipes daily. Alternatively, a supply of diapers and wipes may be left at the centre. Parents will be notified when the supply is low and asked to re-supply. Parents must provide these items to avoid being charged on their next invoice. Please clearly label your child's name on all items that are to be left at the SDC.

Open Door Policy

Parents are welcome to drop in anytime during the day to see how their child is doing. No appointment is necessary. However, we recommend that this be done discreetly, as it can be upsetting to a child who sees their parents and then sees their parents walk away without them. If you wish to know how your child is doing, we recommend first calling to speak with the staff member most responsible for your child, reaching out through Lillio, and then coming in to observe in person.

Employee and Parent/Guardian Fraternization

Employees are prohibited from engaging in romantic or dating relationships with parents of children currently enrolled in our daycare centre.

This policy applies to all employees, including educators, administrative staff, and support personnel. Romantic relationships between employees and daycare parents may create conflicts of interest, compromising the professionalism and integrity of our services. Such relationships can influence decision-making, treatment of children, and perceptions of fairness and impartiality.

Employees with a pre-existing relationship with a daycare parent must promptly disclose this information to their supervisor or the H.R. department. Depending on the severity and impact of the relationship on our daycare operations, violation of this policy may result in disciplinary action, up to and including termination of employment.

Sickness Policy

In the best interest of your child and the health and safety of others, children cannot be at SDC if there is any question of illness. If a child is too ill to participate in activities or play outside, they are expected to stay home.

If a child arrives at the centre with any of the following symptoms, or if these symptoms present throughout the day, they will be sent home:

- Temperature above 38.0°C (taken by forehead thermometer)
- Vomiting
- Two or more instances of diarrhea
- Red, watery eyes with and/or thick, yellowish discharge (conjunctivitis)
- Runny nose with thick yellowy discharge accompanied by one other positive symptom
- Inability to participate in activities with one other positive symptom
- Violent and uncontrolled coughing where the child struggles to breathe
- Productive cough that produces discharge
- Live lice on the scalp or nits attached to the hair shafts
- Open lesions on the hands or mouth (hand, foot, and mouth, /cold sores)

If your child becomes ill at the centre, you will be notified to arrange immediate pick-up. Children must be symptom-free for at least 48 hours, **without the aid of medication**, before returning to the SDC. 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. We kindly ask that if your child has a contagious illness, and their sibling also attends the centre, please keep both children home until they are fully recovered.

It is the parent's full responsibility to inform staff of any allergies or medications that impact the daily care of a child. This information is collected at registration and must be directly communicated with the staff caring for the child. If the parent/guardian of a child fails to inform the SDC of allergies or medications of a child, the SDC is not liable.

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

Should SDC go into an AHS-appointed outbreak, any children with undocumented vaccination statuses or nonvaccinated children will be required to stay home until our outbreak status has ended.

Program Fees

Our regular fees are as follows:

- **Full-Time Care:** $326.25/month (100+ hours per month)
- **Part-Time Care:** $220.00/month (50+ hours per month)
- **KinderCare:** $326.25/month (For non-kinder days during school hours)
- **KinderCare + OSC:** $376.25 (For non-kinder days, before and after-school care, non-school days)
- **Out of School Care (OSC):** $300/month (before- and after-school care, including non-school days)
- **Summer Program:** $275/week or $825/month

Invoicing and Payment Policy

If parents have any questions or concerns regarding their invoice, they can email SDC at sundredaycare@gmail.com. Payments are due in full each month by the 20th for care used in the previous month (i.e., September payment is due by October 20th).

Overdue invoices are subject to a $50 late charge on your next bill, and 25$ every 7 days the payment is late without a preapproved payment arrangement.

Accounts that are **three (3) weeks past due** without an approved payment arrangement **will** have childcare services suspended until the balance is paid in full.

Accounts that remain **60 days past due** may be sent to a collection's agency, and the child's space will be terminated.

Any family that fails to pay their account on time or fails to communicate regarding overdue payments for three (3) consecutive months, or for three (3) months within a twelve (12) month period, will have their childcare services terminated. Re-enrollment will not be guaranteed and will be subject to space availability, approval by management, and payment of any outstanding balance.

Sundre Daycare Centre only accepts e-transfers as payment for invoices. Please send them to sdcvkinvoicing@gmail.com and include your invoice number.

E-transfers sent to the incorrect SDC email address will be returned. The parent must correct any errors and resend by the 20th to avoid the $50 late charge.

Subsidy

To those families that qualify, the Government of Alberta will provide subsidy for a portion of your childcare fees.
Parents are still required to pay their portion of the cost that the subsidy does not cover each month as per the Program Fees Policy. A director can help you obtain the documentation needed to complete the online application form (if eligible). However, it is the parent/guardian's responsibility to complete and submit the subsidy application and keep their subsidy status current and up to date.

Childcare Subsidy
P.O. Box 1641 Edmonton, AB T5J 2N9
Email: hs.childcaresubsidy@gov.ab.ca
Fax: 1-780-422-5692
Phone: 1-877-644-9992
Application forms and subsidy information can be accessed at:
http://humanservices.alberta.ca/financial-support/15104.html

Late Pick-Up

SDC closes promptly at 5:30 p.m. Families must arrive with sufficient time to collect their child, gather their belongings, and exit the building before 5:30 p.m. Arriving at the Centre at 5:30 p.m. is not considered an on-time pick-up**.**

The late pick-up fee is **$50.00 plus $5.00 per minute past closing time** and will be added to your monthly bill. Parents or caregivers may be asked to make other childcare arrangements if they are late more than three times.

If an emergency should occur, parents are responsible for contacting SDC as soon as possible and arranging for an alternative pick-up person for their child(ren).
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:

- After SDC has closed, staff will attempt to contact the parent/guardian or alternate care contact on the authorized pick-up list if the parent cannot be reached.
- If a parent/guardian or alternate cannot be reached, a director or staff member will call the RCMP and state that the child can be picked up from the SDC at 6:30 pm.
- The SDC will notify Child and Family Services, our Licensing Officer, and our Board of Directors of the incident. Continuation of childcare is subject to approval.

Personal Belongings Policy

Each child is required to have and bring the following items each day. These items are to be left at the centre and/or kept inside your child's backpack. SDC is not liable for any personal belongings that are lost or those that have gone missing.

Please provide your child with a spare change of clothes for each day. This includes a shirt, pants/shorts, underwear, socks, and other items needed if your child is potty training. Accidents happen even when a child is potty trained, so please pack enough items if more than one accident is prone to occur. We do have some spare clothing we can use in emergencies, but the parent/guardian must ensure their child comes with spare clothing each day.

Children must come appropriately dressed each day for the current weather conditions. We strive to have outdoor time every morning and afternoon (weather permitting). Fall and winter items include a weather-appropriate coat, outdoor hat or toque, mittens (weather-appropriate and waterproof), snow pants and splash pants (snow, rain, and wind), and winter boots. Summer items include a sunhat, closed-toed shoes or sandals (no flip-flops), and summer shorts.
Children must wear closed-toed indoor shoes to the centre. These shoes will remain in your child's cubby or locker. Slippers are acceptable for indoor wear. **Crocs are unacceptable for Preschool and Toddler programs as they stick to the floors and have resulted in injuries in the past.**

Please keep all toys belonging to your child(ren) at home unless the item is used for comfort or security during naptime, etc. Toys will be accepted from home on designated show-and-tell days outlined in our monthly newsletters. If a child brings their own toys to the centre, please label them prior to arriving at the SDC.

Sundre Daycare Centre is not responsible for any lost or stolen items.

Notice of Termination

Families must provide at least two weeks' notice when withdrawing their child from care. One entire month's payment can be used in place 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 toward staff, children, or other families in the program.
- If a family fails to adhere to outlined policies in the Parent Handbook.
- If a family picks up their child late more than 3 times without notice.
- If childcare fees are not paid in full and on time each month.
- If the centre cannot 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 cannot manage safely in a group of children and/or behavior is an issue.
- If a family is unwilling to get proper support for the child (if needed) or uncooperative with SDC in finding a solution regarding behavioral problems or developmental delays.

Emergency Evacuation and Fire Drill Procedures

Unannounced fire drills will occur once a month to ensure all staff and children are familiar with the evacuation procedures. Fire inspections are conducted annually by the fire chief of the Sundre Fire Department. All fire extinguishers are also 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/muster point locations listed below:

Classroom 301,
River Valley
School 1 96 2 Ave
N.W.
Sundre, AB
403-638-3939

Sundre Arena
101 2nd Ave NW
Sundre AB

Fundraising Policy

As a non-profit organization, Sundre Daycare Centre relies on fundraising efforts to supplement our operational budget. These efforts play a crucial role in supporting our center's daily operations and providing children with the best possible resources for their learning and development.

We deeply appreciate and acknowledge all contributions made through our fundraising initiatives, recognizing that each contribution helps us continue to offer quality care and education to the children we serve.

Child Guidance Policy

The SDC provides an environment where each child develops independence, their self-esteem is enhanced, and they are each encouraged to care for others. We want children to like themselves for who they are, feel safe and confident, and experience daily successes. We recognize children's developmental abilities and boundaries and accept them for who they are. We understand that children grow and learn 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. To modify behavior, we do not

condone the withdrawal of needs or comforts (food, clothing, shelter, or security items). We also will not remove or isolate the child from the group (i.e., time out) unless said child is a physical harm to others, themselves, or staff members. A child will be removed from others if needed in these circumstances for the safety and well-being of others. Staff will stay with the child until they are calm enough to return to the group. We believe in positive reinforcement of accepted behaviors to foster improvements.

Supervision Policy

Ensuring the safety and well-being of every child in our care is our highest priority. Active and consistent supervision is always the responsibility of every staff member. Staff are expected to remain attentive, aware, and engaged with the children in their care and to follow the procedures below.

General Supervision Expectations

- Never leave children unattended. Children must always remain within the staff member's line of sight and active supervision. If a staff member needs to leave the program area, another staff member must take over supervision before they leave.
- Sign children in and out of the room. Staff are responsible for knowing which children are in their care and ensuring children's movements into and out of the classroom are accurately recorded.
- Complete frequent headcounts and roll calls. Headcounts must be completed regularly throughout the day and before and after every transition, including moving between classrooms, the playground, gym, field trips, walks, bathrooms, and other locations.
- Complete visual and physical sweeps. The last staff member leaving any area, including classrooms, bathrooms, gyms, playgrounds, hallways, or other spaces must complete a physical and visual sweep to confirm that no child has been left behind.
- Bathroom supervision. Children aged three and under must be accompanied by a staff member when using the bathroom until they are able to use the bathroom independently and effectively. Staff should provide support while also encouraging age-appropriate independence and privacy. Children who take longer than expected should be checked on to ensure they are safe and do not require assistance. More than one child may not be in the bathroom at the same time without appropriate staff supervision.
- Address hazards immediately. Staff must remain aware of potential hazards, including slips, trips, falls, unsafe equipment, or other environmental concerns. Hazards must be addressed or reported immediately rather than left for another staff member to handle.
- Stay focused on the children. Staff's primary responsibility while on the floor is the supervision, safety, and engagement of the children. Staff must remain attentive and avoid distractions that interfere with active supervision.

Incident Reporting

At Sundre Daycare (SDC), the safety and well-being of children is our top priority. All incidents involving injury or illness must be documented and communicated in a timely and transparent manner. Staff are required to record any injury or illness in Lillio, either in the daily report section or through a direct message to the parent or guardian. Any situation requiring minor first aid, such as an ice pack or bandage, must be documented regardless of severity so parents and guardians are fully informed.

The severity of the incident will determine the method and timing of parent notification. Minor incidents may be communicated through notes on Lillio or verbally at pick up, while moderate to severe incidents require parents or guardians to be contacted by phone immediately. If a parent or guardian has questions regarding an undocumented injury or illness, they are expected to contact Sundre Daycare within 24 hours for clarification.

In the case of a severe incident, Sundre Daycare will follow all Licensing requirements and will contact Child Care Connect if further reporting is required.

Behavioral Reporting

Children are redirected positively at a level appropriate to their actions and age. This will help promote self-discipline, ensure health and safety, and encourage respect for others and SDC property.

Challenging behaviors may include, but are not limited to, biting, hitting, pushing, verbal abuse, and damage to SDC property. In situations where a child is endangering themselves or others, staff may need to respond by defusing and/or de-escalating the behavior. If necessary, a staff member will remove the child from the classroom to ensure safety.

This behavior will be documented and discussed with the parent or guardian upon pick-up. During the incident, staff will stay with the child, using age-appropriate conversation and guidance to address the situation and help the child calm down. Once the child is calm, staff will redirect them back to daily activities.

In extreme situations, such as a child being physically violent or throwing or breaking toys, parents may be required to immediately collect and pick up the child if the situation cannot be resolved. In these cases, staff will document the behavior and use a three-strike system.

The three-strike system is as follows:

1. The child's behavior deems them unsafe to be in the room with other children, and therefore, the child needs to be removed for safety reasons. After parental discussion of the incident, this behavior will be documented and placed on the child's file.

2. If the child's behavior continues to be violent towards himself/herself and/or others in the classroom, the same steps will be taken as in Step 1. The child's parents will be contacted for immediate pick-up if necessary. The behavior will be documented, and a letter will be presented to the parents to arrange a meeting to discuss the behavior and explore strategies that staff and parents can work on together for the child's well-being.

3. The child's behavior continues to be deemed unsafe towards himself/herself and/or others in the classroom. Parents will be contacted for immediate pick-up, and a director will issue a dismissal letter.

Meals

Parents are required to provide all food for their child(ren). This includes a morning snack, lunch, and an afternoon snack. Food brought into the facility should be healthy, and snacks and meals should follow Canada's Food Guide. The SDC recommends parents check Canada's Food Guide website for healthy food suggestions. Should you require additional resources regarding children's nutrition, please speak to a director who would be happy to assist you and provide additional resources.

The SDC will supplement a child's lunch snacks if necessary. Staff will inform parents that food was supplemented, and that more food is required. If the SDC continuously supplements a child's lunch snacks, an email will be sent with a request for extra food items and if after two additional times of supplementation a lunch fee of $25 may be added to a parent's monthly invoice. This fee is not in relation to the yearly fee and will only be applied should supplementation of food becomes a regular concern.

If for any reason a SDC parent/guardian is unable to provide proper food for their child/children, please reach out to a Director for assistance.

Please note that the SDC is a peanut free facility, and our Out of School Care classroom is Nut Aware. This means that the disclosed allergies of the children in our care are closely monitored, and nuts are currently permitted in our Out of School Care programs. However, nuts may be banned if a life-threatening nut allergy comes forward.

Medications

The SDC will administer medication to children in accordance with childcare 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, the drug's name, 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 non-prescription medication, it can be given, but only if the product comes in its original container with strict instructions on when to administer and the dosage to be given.
- If, for whatever reason, you give your child medication in any form prior to them attending daycare, please let the staff know when you drop your child off. This will ensure that your child is cared for as best as possible in an emergency.
- Emergency medications (e.g., epi-pens and inhalers) will be kept in the child's classroom, out of reach of other children, yet easily accessible to staff to administer if needed.
- Medications are **not permitted** to be kept in a child's backpack, lunch bag, or personal belongings under any circumstances. All medications must be formally signed in following daycare procedures. If a child arrives with medication that has not been properly signed in, an email notification will be sent to the parent/guardian. If this occurs on two or more occasions, the Board of Directors reserves the right to terminate care immediately.

Immunizations

The SDC will not refuse care if your child does not have all their immunizations. The SDC, be aware of any immunizations that your child has not received so that staff can take proper precautions to protect your child in the case of an outbreak. If an outbreak or suspected outbreak occurs, the affected child and any unimmunized children will not be allowed to attend SDC until it is considered safe by a healthcare professional. The return date of all children affected will be subject to approval by the Executive Director.

Change of Information

The parents must notify the centre immediately of any demographic changes (name, address, phone number, emergency contact information) or any other factors that may affect the child's care and personal file. Parents may be asked to review this information to ensure accuracy.

Sundre Daycare Centre will send a yearly update of information form to all families should any of their contact information change throughout the year.

Liability

The Sundre Daycare Centre shall not be liable for any illness, injury, disease, or accident that may occur to any child while in the center's care. Also, the SDC is not liable for any loss or damage to the child's clothing or other personal belongings.

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 at the bottom of the stairs in the Daycare / Preschool boot room or by going online:

www.child.alberta.ca/home/childcarelookup.cfm

Parent Feedback

We believe that you, the parent, know your child best. We encourage and appreciate your feedback and ideas on what you like/dislike about the centre, what you want to see more of, or what has changed. These comments and suggestions are what make our program truly exceptional. You can let us know your thoughts by speaking with any of our staff, contacting the SDC via email, or contacting our Board of Directors via email.

We also send an annual email survey to help us evaluate our programs and staff; this is sent to families in January of each year.

Parent Involvement and 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. If you have something you would like to share with the children, please let the staff know. To volunteer within our programs or attend field trips, you must provide us with a current Criminal Record Check (less than 6 months) and Vulnerable Sector Check.

We also encourage any interested parents to join our Board of Directors. Our BOD meets approximately once a month, and board meetings typically last 1 to 2 hours. Depending on your background and experience, you also can volunteer in other ways.

Privacy Policy

The SDC must obtain personal information from families to properly run our program. The information required will be obtained by filling out a registration form prior to the commencement of care. The SDC is committed to appropriately and responsibly using all such information. Each child's file is kept secure and confidential in a locked cabinet within a private office and secured on our online database. Following a child's withdrawal from the program, their information will be kept, locked, and secured for up to two years, at which time the file will then 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.

The SDC also protects the confidentiality and privacy of those we employ and will never give out confidential information about any staff member. Parents may choose to seek this

information themselves, and staff must give their consent to be contacted outside of the workplace. This includes phone numbers, emails, and all personal social media accounts. Do NOT use any direct form of personal contact with staff members for reasons of adding or canceling care. This MUST be done via email and be approved by a director.

Technology and Social Media Policy

Technology is a large part of our daily lives. While it can be worthwhile and educational, children do not always need to use these items. We do not permit children to use personal electronics while in our care, except for field trips. Personal electronics may be brought to occupy the child on the bus during a field trip.

Note that SDC is not liable for any personal electronics brought on field trips.

Complaints or Concerns

All complaints or concerns are investigated in confidence. If you, as a parent/guardian or community member, have any concerns, we encourage you to discuss them with a director. Concerns can be sent via email (sundredaycare@gmail.com), and an in-person or telephone meeting call can be arranged if requested.

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

If a director does not resolve your concern satisfactorily, please get in touch with the SDC Board of Directors. They can be reached at the following:

Email: sdcvkbod@gmail.com
Mail: Sundre Daycare Centre
Attn: Board of Directors
Box 1498
Sundre, AB
T0M 1X0

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

Email: Kim.Surian@gov.ab.ca
Phone: 403-755-1483
Mail: Central Alberta Child & Family Services Authority
Third floor, 4826 Ross Street
Red Deer, AB
T4N 1X4

Consent Forms and Field Trips

All required consent forms will be provided to parents/guardians upon registration.
Parents/guardians must complete and sign the applicable forms, clearly indicating their permissions, before their child participates in the activities covered by those forms.
An ongoing walking field trip consent form will be provided during registration. This consent allows children to participate in walking excursions within the neighbourhood, including visits to local parks, nature walks, and other nearby destinations.
Any transportation of children by means other than walking requires a separate, specific consent form. This form will outline the details of the planned trip and must be completed and signed by the parent/guardian before the child participates.

Photographing/Videotaping

During your child's time at Sundre Daycare Centre (SDC), we enjoy capturing special moments, learning experiences, and milestones. To respect each child's privacy and family preferences, parents/guardians will be provided with a photo and video consent form during registration.
Parents/guardians must indicate their permissions on the form, including whether they consent to photographs and videos being used for purposes such as classroom activities, displays and decorations within the centre, and promotional materials on SDC's website or social media platforms. Children's images will only be used in accordance with the permissions granted by their parent/guardian.

Closed-Circuit Camera Monitoring

SDC uses closed-circuit cameras to support the safety and security of the centre. Camera footage is reviewed regularly by a Director and may occasionally be reviewed by the Board of Directors (BOD) when necessary.

If a concern arises that requires further attention, parents/guardians may request to review relevant footage through a discussion or meeting with a Director. To protect the privacy and confidentiality of all children, families, and staff, parents/guardians are not permitted to access or view camera footage independently. Any approved review must be facilitated by a Director and handled in accordance with SDC's confidentiality and privacy practices.