



SUNDRE DAYCARE
CENTRE

PARENT HANDBOOK

2023-2024

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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

We are pleased that you have chosen the Sundre Daycare Centre (SDC) for your family's childcare needs. The SDC was established in May 2008 and is a non-profit organization run by a Board of Directors. The SDC Daycare and Preschool programs are located in the Sundre Community Centre Complex, above Greenwood Neighbourhood Place.

The SDC Out of School Care Program (OSC) is located in classroom 301 inside River Valley Elementary School. The OSC classroom faces the round-about circle at the front of the school (second set of school doors) by the flagpole. Look for a SDC decal sign on the window of our OSC location.

The SDC is licensed to provide care for over 80 children. The toddler room, for children ages 0 to 3, is licensed for up to 12 children. The Preschool program is licensed for up to 24 children, ages 3 to 5 years old. Both the toddler room and Preschool program are operated in the Sundre Community Centre Complex. Children MUST be potty trained before being accepted into the Preschool program. The OSC Program is licensed to provide care for up to 45 children ages 5 to 12 years old. The OSC Program also provides full-day care for any non-school days and scheduled school breaks as well as full-time summer care.

Please take time to read this handbook as well as 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 provide 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 to also build an exceptional reputation as a leader in childcare.

Hours of Operation

The SDC is open from 6:30 am to 5:30 pm Monday through Friday. If you require care at 6:30 am, please contact SDC 24 hours prior so we can accommodate this request. The SDC is closed on all

Statutory Holidays as well as 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.

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

If an unauthorized (not on pick up list per registration form) person is picking up a child, the guardian of the child being picked up 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 confirmation of permission is given or authorized pick-up person arrives. The unauthorized person may also be asked to provide photo identification at pick up time.

Staff are responsible to fill out child timesheets for daily attendance. The parent or guardian can request a copy of these timesheets if they wish.

Registration Policy

The SDC offers full time, part time and drop-in 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 an online registration form for each child entering the program, once accepted. There will be a \$50 registration fee per family who is wanting to enter the programs. All information must be completed prior to acceptance of the registration.

Orientation Policy

Prior to enrollment, parents are required to attend an orientation meeting with a SDC Director to discuss the care needed for your child(ren). This orientation will allow for a tour of our facility, time to complete the registration process as well as an opportunity for yourself and your child(ren) to meet the staff. Orientation meetings must be schedule with the SDC in advance and are conducted Monday to Friday between 9:00 am and 11:00 am. Meetings typically takes 30 minutes to complete with time for discussion.

Scheduling Childcare

Parents are responsible to submit their child(ren)'s monthly schedule to the SDC by email (sundredaycare@gmail.com). This request must be given monthly no later than the last Friday of the given month by 3:00 pm. This schedule MUST include each date that care is required and the drop off/pick-up times for each of these dates. Please estimate travel time for work as this helps us better predict staffing schedule for the purpose of childcare ratios. Failure to provide a schedule on

time for your child(ren) may result in childcare not being secured. Last-minute requests may not be granted.

Infants

Acceptance of infant enrollment under 1 year of age is subject to approval by a Director and the Board of Directors.

With respect to infant care, 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. If parents do not provide these items, they will be 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 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 first calling to speak with the staff member most responsible for your child and then to come in and observe.

Sick Child 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 to play outside, they are expected to stay at 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 child struggles to breath
- 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.

It is the parents' 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 also 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 there is no parent available, a staff member will accompany the child in the ambulance during transportation to the closest Emergency Department and stay with them until a parent or other caregiver arrives.

Cancellation Policy

When cancelling care SDC requires that a parent give a dated notification at least 24 hours in advance. This is accepted only by email to sundredaycare@gmail.com. This includes any in advance of cancelling or adjusted hours of care that are needed. Failure to provide 24 hours' notice for a cancellation or change in hours of care will result in parent's paying for the time their child is scheduled.

If picking-up early or arriving late from the time of requested care, the parent is responsible to pay for the portion their child is absent from care. No credit will be applied to invoices regarding these circumstances. If children are arriving/picked-up late from the time of scheduled care on a consistent basis, a Director will be contacting the parent(s) for schedule adjustment requests and the family may be subject to an additional invoice charge. This will prevent financial penalty for hours booked.

Program Fees & Invoicing

Full-time care: \$975 per month (100+ hours per month)

Part-time care: \$550 per month (50+ hours per month)

Daily Drop-In Care: \$62 per day for SDC, \$45 per day for OSC (summer days, non-school days, school breaks - no limit on hours)

The SDC prioritizes full-time enrollment over daily drop-in care spaces. As such, availability of drop-in spaces is subject to change weekly.

Invoicing & Payment Policy

Bookings for the next month need to be emailed to SDC by the last Friday of the current month (no later than 3:00 pm) for the following months of care.

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 25th for care used in the previous month (i.e.: September payment is due by October 25th). **Overdue invoices are subject to a \$25 late charge on your next bill.**

Invoices 1 to 30 days overdue will receive an overdue payment charge of \$25 and a payment arrangement email outlining stricter repayment term. Payment arrangements are made to cover the amounts outstanding, but parents still need to pay their current charges in addition to back charges.

Parents with invoices over 30 days overdue, without an acceptable payment arrangement agreement, will not be able to use our services. Parents with invoices 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 at a different time.

Payment by e-transfer must be sent to **sdcvkinvoicing@gmail.com**. E-transfers sent to the incorrect email address will be returned, and it will be the customer's responsibility to correct any errors and resend by the 25th to avoid the \$25 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 fee that subsidy does not cover each month as per the Program Fees Policy. A Director can help assist you in obtaining 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 as well as 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 information regarding subsidy can be accessed at:
<http://humanservices.alberta.ca/financial-support/15104.html>

Late Pick-Up

The late pick-up fee is \$1.00 per minute past closing time. This fee will be added to your monthly bill. If parents/caregivers are late more than three times, they may be asked to make other childcare arrangements.

If an emergency should occur, parents are responsible to notify SDC as soon as possible. Parents are also responsible to arrange 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 contacts on authorized pick-up list if parent cannot be reached
- If a parent/guardian or alternate cannot be reached, a Director or Staff member will call the RCMP stating 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 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 case of emergencies, but it is the parent's responsibility to ensure their child comes with spare clothing each day. SDC is not responsible for providing spare clothes to your child. If SDC items are needed to be used on your child due to not providing these items, a charge may result if clothing is not returned to the SDC.

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 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 sunhat, closed toed shoes or sandals (no flip flops) and summer shorts.

Children must have a pair of indoor shoes for the centre that are closed toed. These shoes will remain at the centre in your child's cubby/locker. Slippers are acceptable for indoor wear. Crocs are unacceptable for Preschool and Daycare programs as these shoes 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 as a comfort/security during naptime, etc. Toys will be accepted from home on designated show and tell days which are outlined via our monthly newsletters. If a child brings their own toys to the centre, please label them prior to arriving at the SDC.

Notice of Termination

Families must provide at least two weeks' notice when they withdraw their child from care completely. One full 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 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 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/or behavior is an issue.
- If a family is unwilling to get proper support for the child (if needed) or uncooperative with SDC to find a solution regarding behavioral problems or development delays.

Emergency Evacuation and Fire Drill Procedures

Unannounced fire drills will take place once a month to ensure that 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:

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

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

Fundraising Policy

As the SDC is a non-profit organization, we require fundraising to supplement our operational budget. Fundraising helps keep the SDC open and helps keep parent costs down. The SDC requires parent involvement with this portion of our operations. The SDC completes a minimum of one mandatory fundraiser per year and sometimes additional fundraisers will be added. The SDC will indicate at the beginning of every fundraiser what the minimum participation requirements are and if the fundraiser is mandatory or optional. If a family decides that they are unable or unwilling to participate in the fundraiser or if they fail to meet the minimum fundraising requirements, additional charges may be added to a family's invoice to cover the cost of fundraising-funded activities.

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 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.

Incident Reporting

All injuries are reported by Staff in a confidential manner on an Incident Report and a Director is notified of all injuries as soon as possible. Incident Reports are recorded with the date and time of incident and are signed off by the Staff and a Director. The severity of the injury will dictate if the parent needs to be notified immediately or if it can wait until the child is picked up. When reviewing an Incident Report, Staff are available to answer any questions you may have about the incident. A Director will notify Licensing if it is necessary to do so in the case of any severe incident.

Behavioural Reporting

Children are redirected in a positive manner at a level that is appropriate to their actions and their ages. This will help promote self-discipline, ensure health and safety, respect towards others and respect towards SDC property. Challenging behaviours include, but are not limited to: biting, hitting, pushing, verbal abuse and damage to SDC property.

In some situations of challenging behaviour, where a child is endangering him/herself or others, Staff may have to respond to the incident by defusing and/or de-escalating the child. In such cases, the child will be removed from the classroom by a Staff member. This behaviour will be documented for discussion with the parent/guardian upon pick-up. Staff will stay with the child and use age-appropriate conversation and guidance to help deal with the situation at hand and to help calm the child down. Once calm, Staff will redirect the child back into daily activities.

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

The three-strike system is as follows:

1. The child's behaviour deems them unsafe to be in the room with other children and therefore, the child needs to be removed for safety reasons. This behaviour will be documented and placed upon the child's file after parental discussion of the incident.
2. The child's behaviour continues to be violent towards him/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 behaviour will be documented, and a letter will be presented to the parents to arrange a meeting for discussion of behaviour and to explore strategies that staff/parents can work on together for the well-being of the child.
3. The child's behaviour continues to be deemed unsafe towards him/herself and or others in the classroom. Parents will be contacted for immediate pick-up and a letter of dismissal will be issued by a Director.

Meals

Parents are required to provide all food for their child(ren). This includes 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 that parents check the Canada's Food Guide website for healthy food suggestions. Should you require additional resources regarding children 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. A Staff will let parents know that lunches / snacks were supplemented, and that more food is required. If SDC is continuously (more than once per week) supplementing a child's lunch / snacks, an additional lunch fee of \$25 may be added to a parent's monthly invoice.

Please note that the SDC is a nut aware facility. This means that the disclosed allergies of the children in our care are closely monitored, and nuts are currently permitted in our programs. However, should a life-threatening nut allergy come forward, nuts may be banned.

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, 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 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 dosage to be given.
- If for whatever reason you give your child medication of any form prior to them attending daycare, please let the staff know 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, out of reach of other children, yet easily accessible to staff to administer if needed.

Immunization

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 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 Executive Director.

Change of Information

It is the parent(s)'s responsibility to 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.

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 is not liable for any loss or damage to clothing or other personal belongings 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 at the bottom of the stairs in the Daycare / Preschool boot room or by going online at: 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 or what you want to see more of or have 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 contact our Board of Directors via email. We also occasionally send email surveys to help us 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. 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 Board of Directors meet 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. For more information, and list of our current Board of Director members, please visit: <https://www.sundredaycare.ca/copy-of-our-team>

Privacy Policy

It is necessary for the SDC to obtain personal information from families to properly run our program. Information required will be obtained by filling out 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 and confidential in a locked cabinet within a private office, as well as secured on our online data base. 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 of 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 cancelling care. This MUST be done via email and approval of a Director.

Technology & Social Media Policy

Technology is a large part of our day-to-day life. We feel that while it can be worthwhile and educational, children do not always need to be using these items. We do not permit children use of personal electronics while in our care, with the exception of field trips. During field trips, personal electronics may be brought to occupy the child on the bus. Note SDC is not liable for any personal electronic 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, 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 respectfully.

If your concern is not resolved satisfactorily by a Director, please contact 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: tammy.hawryszko@gov.ab.ca

Phone: 403-755-1483

Mail: Central Alberta Child & Family Services Authority

Attn: Tammy Hawryszko
Third floor, 4826 Ross Street
Red Deer, AB T4N 1X4

Consent Forms

Field Trips

Parents or guardians are required to sign a field trip consent form prior to the child's participation in any field 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, etc. Any time we will be transporting children by any means other than walking, we will require a special consent form to be signed involving details of that specific request.

Photographing/Videotaping

We would like to capture some of your child's greatest moments on camera. For us to respect you and your child's privacy, you either accept or deny your consent on the parent sign off page/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 platforms.

The SDC is monitored by closed circuit cameras. The footage is reviewed regularly by a Director weekly and occasionally by a Board of Directors member. Parents may also view footage if a concern arises that needs attention via discussion and meeting with a Director. Parents are NOT to view the cameras alone and will be assisted in doing so for confidentiality and privacy reasons.