



SUNDRE DAYCARE CENTRE

Sundre Daycare Centre and Valley Kids

Parent Handbook

Revised: September 2021

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 ONLY: 587-580-7442 (Leah, Executive Director)
587-444-4117 (Soleil, Assistant Executive Director)

Hours of Operation

The SDCVK is open from 6:30 a.m. to 5:30 p.m. Monday through Friday. We will be closed on all STAT Holidays as well as the week between Christmas Day and New Years Day.

Program Fees & Invoicing

Full-time care: \$950/month (5 days a week)
Daily Drop-In Care: \$60/day for SDC, \$45/day for VK (summer days, non-school days, school breaks - no limit on hours)
Hourly Care: \$8.00/hr for SDC and VK

SDCVK prioritizes full-time enrollment over daily drop-in care. Availability of drop-in spaces is subject to change on a monthly basis.

Payments are due in full each month by the 15th for care used in the previous month (i.e.: September payment is due by October 15th). Please make payment by e-transfers to: sdcvkinvoicing@gmail.com.

Overdue invoices are subject to a \$25 late charge on your next bill.

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Welcome

We are pleased that you have chosen the Sundre Daycare Centre and Valley Kids Out of School Care (SDCVK) for your family's childcare needs.

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

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

The SDCVK 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 SDC Preschool program is licensed for up to 24 children, ages 3 to 5 years old, and is operated in our Daycare Centre space. Children **MUST** be potty trained before being accepted into the Preschool program. The Valley Kids Out of School Care program (VK) is licensed to provide care for up to 45 children ages 5 to 12 years old. The VK program also provides full-day care for any non-school days and scheduled school breaks as well as full-time summer care.

In this handbook you will find important information, such as what to do if your child is sick (Sick Child Policy), if you need to cancel care (Cancellation Policy), and what our fees are and when they are due (Program Fees & Invoicing). **Please take time to read through 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 SDCVK is open from 6:30 a.m. to 5:30 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, Boxing Day and New Year's Day.

The SDVVC is closed the week between Christmas Day and New Year's Day. If there are any other closures or early shut down, you will be notified as soon as possible.

Arrival & Departure

A parent or guardian is required to accompany the child into the SDCVK and remain with the child until a staff member has received him/her. The SDCVK 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 for daily attendance. The parent or guardian can request a copy if they wish.

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

Registration Policy

The SDCVK 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 (effective September 1, 2021). All information must be completed prior to acceptance of the registration.

Registration & Orientation Policy

Prior to enrollment we highly suggest you arrange an orientation meeting with our ED/AED to discuss the care needed for your child(ren). This 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.

If you are wishing to visit the daycare it is recommended that you do it in the morning (prior to 11:30 a.m.) or in the afternoon (after 2:30 p.m.). We want to ensure we are a good fit for your childcare needs and will do all we can to assist you. Tours and meetings are typically done Monday to Friday between 9:00 am and 11:00 am. The tour typically takes 30 minutes to complete with time for discussion.

Orientation Policy

The SDCVK 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 as to help your child adjust to their new setting. Parents will be given a list of available times for orientation by the Executive Director. We ask that parents remain available by phone during this time to ensure it is a positive experience for everyone.

Scheduling Child Care

Parents are responsible to submit their child(ren)'s monthly schedule to ED/AED by email (sundredaycare@gmail.com). This request must be given on a monthly basis 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

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 SDCVK.

Acceptance of infant enrollment(s) under 1 year of age is subject to approval by the Executive Director/Assistant Director and the Board of Directors.

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 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 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)
- Inability to participate in activities with one other positive symptom
- Persistent coughing or shortness of breath
- Live lice on the scalp or nits attached to the hair shafts

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

If your child contracts a communicable disease, please notify the centre immediately. Any child believed to be suffering from a communicable illness will require a parent or guardian to remove them from the premises immediately.

Should staff see any evidence of lice (e.g., child scratching head excessively), children may have their hair checked a staff member.

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.

COVID-19 Policy

If your child begins to develop two or more symptoms of COVID-19, including: cough, fever, chills, shortness of breath, difficulty breathing, sore throat, runny nose, vomiting, diarrhea, muscle pain, joint pain, fatigue or extreme exhaustion, loss of or change to sense of smell and/or taste, conjunctivitis or red eyes, parents will be notified to pick up their child immediately.

If parents book their child(ren) for COVID-19 testing, the centre must be notified of the date/time of test and any positive or negative result. Any positive test confirmed by AHS must be reported to the Executive Director/Assistant Executive Director immediately by phone call. Please call the emergency after hours phone line. If your child is COVID-19 positive, your child will be required to self isolate at home as per AHS guidelines. If your child receives a negative COVID-19 result, they may return to the centre if their symptoms have improved, and if they are able to participate in regular activities.

Positive COVID-19 test results from any staff or child at SDCVK may result in a 14-day facility closure and isolation. Current COVID-19 protocols will be followed accordingly.

Cancellation Policy

When cancelling care SDCVK requires that a parent give a dated notification at least 24 hours in advance. This is accepted by email or text only to the Executive Director or Assistant Executive Director. 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, the ED/AED 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: \$950/month (5 days a week).

Daily Drop-In Care: \$60/day for SDC, \$45/day for VK (summer days, non-school days, school breaks - no limit on hours).

Hourly Care: \$8.00/hr for SDC and VK.

The SDCVK prioritizes full-time enrollment over daily drop-in care spaces. As such, availability of drop-in spaces is subject to change on a monthly basis.

Invoicing & Payment Policy

Bookings for the next month need to be emailed to SDCVK 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 SDCVK at: sdcvkinvoicing@gmail.com. We all do our best to ensure accuracy, but sometimes mistakes can happen. We will work as quickly as possible to resolve any issues. Rude and disrespectful behaviour will not be tolerated.

Payments are due in full each month by the 15th for care used in the previous month (i.e.: September payment is due by October 15th). **Overdue invoices are subject to a \$25 late charge on your next bill.**

Invoices 1 to 30 days overdue will receive a late payment charge of \$25 and a payment arrangement email outlining stricter repayment terms. Payment arrangement is to cover 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 programs. Parents with invoices over 60 days will go to collections.

If you pay with cash at the SDCVK, 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 wrong email address will be returned and it will be the customer's responsibility to correct any errors and resend by the 15th 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. The Executive Director can help assist you in obtaining the documentation needed in order 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 without notice. 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 SDCVK 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:

- Staff will attempt to contact parent/guardian or alternate care contacts on authorized (pick-up list) if parent cannot be reached.
- ED/AED 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 of the incident.
- Continuation of childcare is subject for 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. SDCVK 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. SDCVK is not responsible for providing spare clothes to your child. If SDCVK clothing is needed to be used on your child due to not providing these items, a charge may result if clothing is not returned to the SDCVK.

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.

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 via our monthly newsletters. 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.

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 SDCVK 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 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.
- The family is unwilling to get proper support for the child (if needed) or uncooperative with SDCVK staff to find a solution re. 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. A Fire Safety Checklist is posted at the main entrance. The checklist is used to record dates and times of fire drills conducted. Fire inspections are conducted annually by the fire chief of the Sundre Fire Department. All fire extinguishers are inspected annually. Copies of the floor plan indicating the correct exit route(s) are posted in every room. In the event of an emergency, the children will be safely transported by staff to one of the emergency shelter/muster point locations listed below:

Emergency Shelters/Muster Points

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

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

Fundraising Policy

As the SDCVK is a non-profit organization, we require fundraising to supplement our operational budget. We require parent involvement with this portion of operations. We will be doing two mandatory fundraisers per year and sometimes an additional non-mandatory fundraiser. The SDCVK 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 monthly invoice. Fundraising helps keep the SDCVK open and helps keep parent costs down.

The fundraising requirement will be waived or those families that are using the SDCVK for drop-in care only and if a family has an average of less than 20 hours of care per month, per child, over the period of the fundraiser.

Child Guidance Policy

The SDCVK 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 SDCVK 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 the ED/AED is notified of all injuries as soon as possible.

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. The Executive Director will notify Licensing if it is necessary to do so in the case of any severe injuries that require EMS personnel.

Incident reports are recorded with the date and time of incident and are signed off by the Staff and the ED/AED prior to pick-up of your child(ren). Staff will answer any questions you may have about the 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 maintain equipment. Challenging behaviours include (but are not limited to): biting, hitting, pushing, verbal brutality and breaking/damaging toys or SDCVK property.

In some situations of challenging behaviour, where a child is endangering him/herself or others, staff may have to respond to the crisis by defusing and/or de-escalating the child. In such cases, the child will be removed from the classroom by a senior 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. Staff can always ask for assistance from the ED/AED. Once the child has been isolated from the group and calmed down, staff can then redirect them back into daily activities.

Violent Behavior Policy

In extreme challenging behavioral situations, such as a child being physically violent to other children or staff, throwing or breaking toys and SDCVK, parents may be required to immediately pick up the child if the situation cannot be resolved. In these cases, SDCVK will document the behaviour of said child 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, said child needs to be removed for safety reasons. This behaviour will be documented and placed upon the children'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 via phone call for immediate pick-up if necessary. Behaviour report will be documented, to be signed by the parent as a strike 2 form, 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 in the presence of other children's safety and well-being. Parents will be contacted for immediate pick-up of their child and a letter of dismissal will be issued by the Executive 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 that snacks and meals should follow the Canada's Food Guide. The SDCVK recommends that parents check the Canada's Food Guide website for healthy food suggestions - <https://food-guide.canada.ca/en/>.

Please note that the SDCVK is a peanut free facility – please leave all nuts at home.

Medications

The SDCVK 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. 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, out of reach of other children, yet easily accessible to staff to administer if needed.

Immunization

The SDCVK will not refuse care if your child does not have all his/her immunizations. The SDCVK must 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 SDCVK 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 will be asked to review this information once annually to ensure accuracy.

Liability

The SDCVK 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 SDCVK shall not be liable for any loss or damage to clothing or other personal belongings of the child (this includes toys).

Licensing and Monitoring

The SDCVK is licensed and monitored by Central Alberta Child and Family Services. Recent inspection reports are available for your review and are located on the bulletin board located near the Executive Director's office 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 SDCVK 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 with our programs, 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. The BODs meet approximately once a month, or once every 4-6 weeks and our board meetings typically last 1 to 1.5 hours. Depending on your board role, you also can volunteer in other ways. For example, you may be helping with fundraising, board member recruitment, or budget or policy review. Board member training can also take some time... and that looks great on the resume! By volunteering a minimum of 5 hours per month, you will be eligible for the 10% monthly childcare discount.

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 SDCVK 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 SDCVK 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.

SDCVK also protects the confidentiality and privacy of those we employ and will never give out private 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 the ED/AED.

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. Therefore, we enforce a 30-minute limit when using computers. This is enforced by the children being required to sign in to use the

equipment. The signup sheet allows the child to write his/her own name and what they wish to use, the time they start and the time they are finished. The sheet is to be monitored by staff to ensure that it is completed and that the children obey the rules of use.

We do not allow children to log into any social media accounts while in our care. We believe that a child's actions on social media should be monitored by the child's parent/guardian only. Social media is not something that the staff or administration are qualified to monitor. What we find appropriate may not be the same as what you find appropriate. When using the internet, the children are to be monitored to ensure that they are not accessing inappropriate sites or activities. Social networking sites such as Facebook, Twitter and Instagram and all chatrooms are forbidden. All electronic games are rated E and reviewed by the administration to ensure that they are appropriate for the children in our care.

DS, DSi, PSP, tablets, and all other handheld computers or gaming devices are not to be used during our regular VK days but may be brought to occupy the child on the bus during a field trip. Children are also discouraged from bringing in cell phones, iPods, and MP3 players to regular scheduled attendance of VK programming. Movies are allowed on special occasions and are also watched when the weather outdoors is too hot (25 degrees or warmer) or too cold to go outside. In these cases, we do this sparingly and not every day.

Grievances or Concerns

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

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

If your concern is not met satisfactorily, please contact the SDCVK 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 is unable to resolve your concern, you may contact the regional licensing officer:

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

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 film/digital device. 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.

Our daycare facility is monitored by closed circuit cameras. The footage is reviewed regularly by the Executive Director and Assistant Executive Director on a weekly basis (and on occasion the Board of Directors). Parents may also view footage if a concern arises that needs attention via discussion and meeting with the ED/AED. Parents are NOT to view the cameras alone and will be assisted in doing so via ED/AED for confidentiality and privacy reasons.

Parent Sign-Off

I have read and understood the policies and procedures in the SDCVK Parent Handbook (September 2021 version) and agree to abide by them, including but not limited to:

- Sick Child Policy
- Covid-19 Policy
- Program Fees & Invoicing Policy
- Guidance Policy
- Cancellation Policy
- Fundraising Policy

Signed: _____

Print Name: _____

Date: _____

Orientation Sign-Off

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

- A tour of the centre
- Receiving a copy of the Parent Handbook and Registration form
- Meeting of the staff who will be caring for my child
- Instructions on who to call with questions or concerns
- Signing Photo Release Form

Signed: _____

Date of orientation: _____

Staff who completed orientation: _____