

*Revised on March 2024*

## **RED APPLE DAYCARE CENTRE AND OUT-OF-SCHOOL CARE**

#100-101, 8944-182 St NW

Edmonton, AB T5T 2E3

(780) 443-2789 <http://redappledaycareedmonton.com>

### **Policies and Procedures Handbook**

To all new parents, we extend a warm welcome. We are happy to offer you quality services where the happiness and welfare of your child are our major concern. To carry out our efforts most efficiently, please read and adhere to the following policies. Thank you.

#### **Hours of Operation**

We are open from 7:00 am to 5:30 pm, Monday to Friday. Please discuss with the Director or Owner if you require an earlier drop off/a later pick up time on a regular basis. The center is closed on all Statutory Holidays.

Parent initial \_\_\_\_\_

#### **Fees**

- All fees are due by the 5<sup>th</sup> of every month.
- There will be a one-time, non-refundable \$50 registration fee per family.
- There will be a \$50 charge for late payments.
- A \$200 cash deposit, or e-transfer([redapple.edmonton@gmail.com](mailto:redapple.edmonton@gmail.com)) is required to guarantee your child's enrollment in the center. It is non-refundable and will be credited to your first month's fee.
- Fees **remain the same regardless of absence** due to holidays, vacations, and/or illness.
- Receipts for income tax purposes will be issued at the **end of the year**.

Parent initial \_\_\_\_\_

#### **Subsidies**

- Subsidies are the responsibility of the parent/guardian. In the event your subsidy is refused or expired, you are responsible to pay the full amount of childcare fees.
- The Government of Alberta requires minimum hours of care to qualify for full subsidies as listed below:

	Baby/Toddler/Preschooler	Kindergarten	School-age
Minimum hours of care per month	100	80	50

If your child does not have enough hours of care and the subsidy has been cut, you are responsible to pay the difference.

- Parents are asked to sign in/out attendance sheets daily as required by the childcare subsidy office.

Parent initial \_\_\_\_\_

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### **Drop-off/Pick-ups**

- Parents/Guardians are requested to phone the centre whenever the child is late or absent. **If your child is sick and will not be attending, you must let us know so that we can plan accordingly.**
- When alternative arrangements have been made for the child to be picked up by someone else, permission slips must be signed by the parent/guardian. We require photo identification of the person picking up the child if we have not met them before.
- We cannot refuse any parent access to their child. In case of parental separation or custody disputation, we require legal custody documents.
- Please pick up your child no later than 5:30 pm. If special arrangements are required, please notify the director and prepare an emergency pick-up person in case of traffic jam, weather delays, etc. **Late pick-ups will result in a \$1.00 surcharge per child per minutes portion thereof.** Late fees will be applied to your balance due.
  - Drop off is between **7:00 am and 9:30 am.** We do not like to accept children after 9:30 am because it upsets the routine in the group. Drop off is between 7:00 am and 9:30 am. We do not like to accept children after 9:30 am because it upsets the routine in the group. Parent initial \_\_\_\_\_

### **Illness & Medication**

- **Any child who is ill must be kept at home.** You must make other arrangements for the care of your child if your child is ill. A child who is brought to the centre ill or with symptoms that indicate illness cannot be admitted and will have to be taken home by the parent. If any symptoms that indicate illness develop after a child has been admitted to the centre, you will be called and informed of their child's symptoms and will need to decide to bring the child home. Children who are no longer contagious and are healthy enough to play actively with other children may return. In addition, to that, the parent will monitor his/her child 24hrs before sending again to the center, its for the safety of our staff and for the children.
- It will be the parent/guardian responsibility to ensure proper medical care and the centre may require a doctor's note before your child is allowed to return to the centre.
- Medication must be in original container with medication form completed and signed by a parent/guardian before staff will be allowed to administer medication.  
Parent initial \_\_\_\_\_

### **Required Supplies and Equipment**

- One pair of inside shoes – rubber soles.
- A spare set of clothes in case of any accidents, messy play, etc.
- In winter: labeled boots, hats, mittens, scarves, and snowsuits.
- In summer: labeled bottle of sunscreen, insect repellent, and hats.
- Please ensure your child is dressed for all seasonal weather conditions.
- For children who bring their own lunches, please label lunch boxes, bags, drinks, containers, etc. Refrigerated goods should be labeled clearly and put in appropriate container for refrigeration. Heat-ups may be put in microwavable containers.
- Any articles the child may bring should be labeled.  
Parent initial \_\_\_\_\_

**Termination**

We reserve the right to dismiss your child from the centre due to any of the following:

- No payments or consistent late payment of fees
- Consistent, aggressive, and harming behaviors
- Non-compliance of Red Apple’s policies and procedures
- Inappropriate placement of a child

If a serious problem develops with a child within the center, several steps will be taken to remedy the situation. These are as follows:

- Staff will talk to the child’s parent(s)/guardian to discuss ways of solving the problem
- If the above step fails, the parents will receive a written warning that the situation still exists and suggesting ways to solve the problem. The parents will also be informed in writing that continuation of the problem will result in termination of care.
- A suspension of 2 days from the centre will be given to the child after the parent receives the written warning
- If the problem continues after the above steps have been taken, the child will receive 1 month written notice of termination of care.

Because Red Apple Daycare & OSC provides only quality care, and we care deeply for all children, unfortunately there may be times that the care we provide is not suitable for certain children/families at which time we will **DECLINE** from providing that care.

Parent initial \_\_\_\_\_

**Notice of Withdrawal**

In the event you wish to withdraw your child from the centre, we require 30 days’ written notice in advance. Failure to do so will result in **payment of one month’s fee.**

Parent initial \_\_\_\_\_

**Regulations**

- It is your responsibility to keep your child’s information up to date.
- Please, no chewing gum, hard candies, jellybeans, caramels, snacks made with toothpicks and skewers.
- The registration form, a copy of your child’s up-to-date immunization records, daycare fees, or government subsidy approval notice and the first month’s parent portion, are required before your child may attend the center.
- In the event of emergency evacuation, emergency pick-up will be located at the Belmead Elementary School (9011 182 St.). Emergency contact phone: 780-945-1904.

Parent initial \_\_\_\_\_

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## **Parent/Guardian Permission**

**Release/Participation:** I am the parent or guardian of the participant. I give permission for my child to participate in daycare activities. I understand that accidents can sometimes happen. Therefore, in exchange for, Red Apple Daycare Centre, allowing my child to participate in Daycare activities, I understand and expressly acknowledge that I release, Red Apple Daycare Centre, its employees and volunteers or guests from all liability for any injury, loss or damage connected in any way whatsoever to participation in Daycare activities whether on or off, Red Apple Daycare Centre's premises and including transportation. I understand that this release includes any claims based on negligence, action or inaction of Red Apple Daycare, its employees and volunteers.

Parent initial \_\_\_\_\_

### **Permission for Neighborhood and School Walks/Transportation**

I give permission for my child to participate in neighborhood walks to Belmead Park and walks to and from the following schools with the daycare staff:

- Belmead Elementary
- St. Benedict Catholic Elementary School

Additionally, La Perle School will provide transportation for a fee of \$30 per month.

Parent initial \_\_\_\_\_

**Medical Treatment:** I give permission for **Red Apple Daycare Centre and out-of-school care** staff or volunteers to provide emergency medical treatment for my child, and to transport to an emergency center for treatment. Also, I consent to medical treatment for my child deemed immediately necessary or advisable by a physician.

Parent initial \_\_\_\_\_

**Insurance:** I understand that **Red Apple Daycare Centre and out-of-school care** does not provide any health insurance for daycare children and further understand it is my responsibility to provide such coverage.

Parent initial \_\_\_\_\_

**Property Loss:** **Red Apple Daycare Centre and out-of-school care** is not responsible for any items that may be lost, damage or stolen at the Centre, including in the parking lot, or while participating in Red Apple Daycare Centre programs.

Parent initial \_\_\_\_\_

**Photograph Permission:** I give permission for **Red Apple Daycare Centre and out-of-school care** to use, without limitation or obligation, photographs which may include my child's image for purposes of promoting or interpreting Daycare programs.

Parent initial \_\_\_\_\_

**Personal Information Consent:** I give permission for my child/children's personal information to be recorded and be shared in print or through electronic data gathering for proper documentation and interpretation purposes of the daycare program. I understand that it is my responsibility to update this form if I no longer wish to authorize the above uses. I agree that this permission will remain in effect during the term of my child/children's enrollment.

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I have provided actual information on my child's special needs (Allergies, Diet, Disabilities, and/or medical information) to the provider as may be necessary to assist the facility in properly caring for my child in case of an emergency.

I have agreed to review and update my child's registration information whenever a change occurs.

Parent/Guardian's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Open Door Policy**

Red Apple Daycare, strongly believe that child care must be a shared responsibility between parents and child care staff. While the children are in the center, parents can always be assured that the daycare door is open for you. We have implemented a policy where all parents are welcome to enter the daycare but are kindly asked to remove their outdoor shoes upon entry. This is not only for the cleanliness of our facility, but also for the health and safety of the children in our care. Additionally, we ask that parents only stay until the designated mat area to minimize disruptions and maintain a safe environment for all children. This means that parents are welcome to drop in and check on their child. Voluntary immersion in our program will also gladly be accepted. However, we would appreciate parents taking into consideration our schedule when visiting. Please give us a call or a notice before dropping in to minimize the exciting effect of visitors to children.

Parent initial \_\_\_\_\_

**Changes to Policies**

Changes may be made to these policies as needed with **1 month notice**. The policies, consents, and forms will be reviewed and updated regularly based on current research and best practices.

**We encourage parents to voice opinions about policies and procedures that affect you and/or your child(ren) and any other comments thru suggestion boxes, private talks, and/or email: [redapple.edmonton@gmail.com](mailto:redapple.edmonton@gmail.com)** Parent initial \_\_\_\_\_

To manage Red Apple Daycare & OSC Centre effectively, we ask for your support and compliance with the rules and regulations designed to make your relationship with this centre a happy and professional one. Thank you for your input and efforts!

This is to verify that I, \_\_\_\_\_ have read, fully understand, and agree to comply with the above Parent Policies and Procedures Handbook.

Parent/Guardian's Signature: \_\_\_\_\_ Date: \_\_\_\_\_