

KIDZ IN THE PARK

DAYCARE & OSC

2051 Sherwood Drive
Sherwood Park, AB T8A 3W9
director@kidzinthepark.ca
(780) 464-2637



PARENT HANDBOOK

Parent Handbook

Welcome to Kidz In The Park Ltd. This handbook explains our programs, daily care and the responsibilities we share with families. Please read it with your signed Parent Agreement, fee schedule and separate permission forms, and ask the director about anything you would like clarified.

Our purpose

We provide a safe, caring environment where children feel they belong. Through play, exploration and supportive relationships, children build confidence, friendships, independence and the skills they need for their next stage of learning.

We introduce new ideas and challenges while respecting each child's interests, abilities and pace. Educators make time to listen, comfort and encourage children, and work with families to understand their emotional, social and developmental needs.

Learning through play and nature

Our program offers books and stories, creative art, music, movement, construction, sensory exploration, imaginative play and problem solving. Children have choices and opportunities to try new things with an educator's support.

Outdoor learning is an important part of our day. Our outdoor space includes trees, shade and a commercial playground structure. Children explore natural materials, notice seasonal changes and enjoy active and imaginative play outdoors.

A partnership with families

Children do best when families and educators share information. Tell us about changes at home, your child's interests, cultural preferences, routines and anything that may affect their day. We welcome family participation, questions and suggestions.

Finding information in this handbook

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PARENT HANDBOOK

Programs and daily routines

Our age groups

We offer daycare for young children and out-of-school care for school-age children. Placement and transitions consider age, development, available space and the centre's licensed program. Please confirm your child's room with the director.

Program	General age group	Room name
Infants	Under 19 months	Teddy Bears
Toddlers	19 months to under 3 years	Monkeys
Preschool	3 to approximately 4½ years	Ladybugs
Kindergarten care	Approximately 4½ to 6 years	Pandas
Out of School Care	School age to 12 years	Eagles

Educators supervise children and maintain the staff-to-child ratios and group sizes required for each licensed age group. Room activities, toys and learning spaces reflect children's developmental needs.

A typical daycare day

Time	Daily rhythm
6:30 a.m.	Arrival and free play
9:00 a.m.	Morning snack
9:30 a.m.	Learning activities and outdoor play
11:30 a.m.	Lunch
12:00 p.m.	Rest or quiet activities according to age and individual needs
2:30 p.m.	Afternoon snack
3:00 p.m.	Learning activities outdoor play music and movement
5:00–6:00 p.m.	Free play and departure

This is a flexible example. Infant feeding, diapering and rest follow individual needs. Educators share room routines and activity plans with families.

Out of School Care

During the school term, children have supervised morning play before departure for school. After school, the program includes snack, outdoor play and activity choices until pickup. School departure and arrival times depend on each school and route. School-break days include meals, creative activities, outdoor play and planned field trips.

Outdoor play

We plan outdoor play at least once daily and aim for two opportunities when conditions allow. Weather, air quality, children's comfort and safe use of the playground guide the day's plans. Please send clothing that allows your child to take part and keep a spare set at the centre.

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PARENT HANDBOOK

Starting care and daily attendance

Before the first day

Return your completed registration and Parent Agreement, provide your child's immunization record and any medical care plans, and complete the separate permissions that apply. Arrange medication authorizations and school transportation before they are needed. Use the First Day Checklist to prepare your child's belongings.

Share feeding and rest routines, interests, dislikes, communication needs and settling strategies. A familiar goodbye routine and clear communication with educators can help your child feel secure during the transition.

What to bring

Label all belongings. Bring indoor footwear, a complete change of clothing and suitable outdoor clothing for the season. For children who need them, supply diapers, wipes, bottles, breast milk or formula and other personal care items discussed with educators. Keep supplies replenished and replace wet or outgrown clothing promptly.

Arrival and departure

Our operating hours are Monday to Friday, 6:30 a.m. to 6:00 p.m. Sign your child in and out through the centre's attendance system. Bring your child to an educator and confirm they know your child has arrived. At pickup, let an educator know you are leaving with your child.

Tell staff about illness, poor sleep, medication or changes that may affect the day. Notify the centre directly about an absence or late arrival. For school-age children, also follow the transportation notification requirements on page 7.

Authorized pickup and emergency contacts

Only a parent or guardian with authority to collect the child, or another authorized person, may pick up. Tell staff in advance about a change in pickup arrangements. Staff may ask for photo identification and must be able to verify authorization before releasing a child.

Keep telephone numbers, addresses and authorized pickup details current. Provide one emergency contact other than the child's parents or guardians who can be reached if needed. Give the director a copy of any applicable court order and report changes immediately.

Late pickup

Please arrive with enough time to collect your child and leave by 6:00 p.m. Late pickup is \$15 for the first 15 minutes and \$1 for each additional minute, payable at pickup. Contact the centre immediately if you are delayed and arrange an authorized alternate pickup where possible.

If a child remains after closing, staff contact parents and emergency contacts. If no authorized adult can be reached within 30 minutes, staff follow the uncollected-child procedure and contact the appropriate child intervention or emergency service as needed.

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Health and medication

When your child is unwell

Keep your child home when unwell or unable to participate comfortably in the program. Tell the centre about symptoms and diagnosed communicable illnesses. If symptoms develop in care, staff provide supervision and comfort away from the group as appropriate and ask a parent or authorized person to collect the child promptly.

Returning to care

For respiratory illness, return when symptoms have improved, your child can manage normal activities and they have been fever-free for at least 24 hours without fever-reducing medicine. For vomiting or diarrhea, stay home until 48 hours after the last episode. For rash or other communicable illness, follow advice from a physician, nurse practitioner or the public health team. Outbreak-specific directions may change return requirements. [1]

Discuss symptoms caused by an existing condition, such as asthma or allergies, with the director and provide relevant care information. The centre follows current public health directions; additional instructions are communicated to families when needed. [1]

Medication authorization

Give medication directly to an educator. Do not leave it in a child's bag. Medication must be in its original packaging, with current instructions and any required pharmacy label. Complete and sign the centre's medication form for each new prescription or change, and ensure staff accept the instructions before administration.

Instructions must clearly identify the child, medication, dose, route, dates and administration times or agreed medical directions. Discuss any as-needed or emergency medication with the director so that clear written instructions and an appropriate care plan are in place. Staff do not guess doses or change medical directions.

Tell staff when medication was last given at home. Provide unexpired medication and updated labels when needed. Emergency medication, including an auto-injector or inhaler, requires written authorization and a care plan. Any self-administration arrangement must be discussed with the director and documented.

Medical information and immunization

Report allergies, medical conditions and changes in care needs promptly. Supply applicable care plans and an up-to-date immunization record; provide updated copies as the record changes. Speak with the director if a record is unavailable.

Hygiene and infection prevention

Children and educators practise handwashing, including before meals and after toileting, diapering and outdoor play. Staff clean and disinfect changing surfaces after use and maintain routine cleaning of washrooms, toys and shared surfaces. Families will be informed of relevant illness notices and instructions. [1]

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Meals and personal care

Meals and snacks

Kidz In The Park provides lunch and two snacks each day. Review the menu and speak to educators about your child's food preferences, feeding needs, allergies or special diet. If additional food is needed, discuss suitable items with staff before sending them.

Our centre is nut free. Check ingredient labels and do not send nuts or foods containing nuts. Please choose nutritious foods and avoid sending junk food for lunch or snack. Children do not share food; food brought for your child is for your child only.

Allergies and dietary needs

List all allergies and dietary restrictions in the registration package and tell educators directly. Where needed, provide a written allergy or medical plan and prescribed emergency medication. Update the plan whenever instructions change. Staff and families work together to reduce exposure risks and respond to a reaction.

Birthdays and food to share

Speak with staff before bringing a birthday treat or food intended for other children. Shared treats must be store bought and nut free. Give treats to staff rather than handing them directly to children so ingredients and individual restrictions can be checked.

Infant feeding

Discuss your infant's feeding schedule and any changes with educators. Clearly label bottles, breast milk, formula and food, and provide preparation or storage information that staff need. Let staff know when new foods are introduced at home and about any reactions or feeding concerns.

Rest and quiet time

Rest is part of the daily routine. Educators consider children's age, individual needs and family information when planning sleep and quiet activities. Share your child's usual routine and discuss any changes with staff. Children who are not sleeping are offered appropriate quiet choices within the room routine.

Toileting and personal care

Educators support diapering, toilet learning and growing independence with patience and respect. Tell staff when toilet learning begins so home and centre routines can work together. Send sufficient diapers, wipes and spare clothing, and tell educators about skin sensitivities or authorized care products.

Clothing and belongings

Play can be active, messy and outdoors. Send comfortable, washable clothing and seasonally appropriate footwear, sun protection or winter clothing. Label items and check your child's belongings regularly. Discuss comfort items and any toys from home with the room educators.

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Positive guidance and safety

Helping children manage feelings and behaviour

Our role is to teach skills, help children feel secure and keep everyone safe. Educators set clear, realistic expectations, model respectful behaviour and use encouragement, choices and redirection. Expectations reflect the child's age, abilities and developmental needs.

When a child is upset, educators help them identify feelings, calm with adult support and find a safe way to respond. Staff stay close when a child needs extra guidance. A supported quiet break may help a child settle; it is not used to isolate, shame or punish a child.

Children are encouraged to solve problems, practise gentle interactions and make appropriate repairs after conflict. Staff guide this process without forcing a child to comfort someone or take part in physical contact. Positive effort and developing skills are noticed and encouraged.

We work with families when patterns of difficulty arise, share observations and agree on consistent strategies. Tell us about changes or needs that may help us understand your child's behaviour.

Respectful care

Corporal punishment, striking, belittling and humiliating treatment are prohibited. Guidance must protect children's dignity and emotional well-being. Speak to the director immediately if you have a concern about how a child is treated.

Injuries and incidents

For an injury or incident, staff provide first aid within their training and complete a report describing what happened, the care provided and any follow-up. Families are asked to read and sign the report. A copy may be requested for family records.

For a serious injury or emergency, staff call 911 when appropriate, provide first aid and contact parents or guardians. Emergency care is not delayed while staff try to reach a parent. Keep the centre informed of the best numbers to use during the day.

Reports are confidential. If an incident involves another child, staff discuss your own child's experience and relevant follow-up without disclosing the other child's personal information.

Emergency arrangements

Follow staff directions during an emergency or evacuation. If an emergency affects pickup or the centre's location, staff will communicate instructions as soon as possible. Make sure at least one authorized contact is available to respond and collect your child when requested.

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Field trips photos and transportation

General field trip permission

Off-site activities are covered by the separate General Field Trip Permission form. Read the form, enter your child's name and record your decision and signature. Let the director know if you have a concern about an activity or need to discuss participation.

Activities may include neighbourhood walks, local parks and community facilities. Summer outings may include Millennium Place, Kinsmen Place, Edmonton Valley Zoo, Royal Alberta Museum, Ukrainian Village, Strathcona County Library, Cineplex Sherwood Park and Edmonton downtown library. Destinations depend on planning, availability and suitability for the children.

Families receive trip information and instructions about clothing, lunches or supplies as applicable. Check notices carefully and tell staff about relevant health, accessibility or other needs. Staff provide supervision and use the transportation arrangements described in the permission form.

Photo and video permission

Photo and video choices are recorded on a separate permission form. Select the uses you authorize, review the form and sign it. Child names are not published with centre photos or videos. Tell the director in writing if you wish to change a permission so the centre can update its records.

Please respect the privacy of other families. Speak with staff before taking photographs or recordings at the centre or at a centre event that could include other children.

School transportation

Complete the separate School Transportation Agreement before using centre transportation or school-bus arrangements. Confirm the school, route, care schedule and applicable charges with the director. Availability and arrangements must be confirmed for your child.

Notify the centre directly of absences, school changes, early dismissal, alternate pickup or any day your child will not require transport. Informing the school or teacher alone does not notify the centre. Give changes as early as possible so staff can update attendance and transportation plans.

Make sure staff know when your child is expected to travel to or from school. If arrangements change unexpectedly, contact the centre promptly. The centre follows up on an unexpected absence or missing arrival according to its transportation and attendance procedures.

Keeping permissions current

The General Field Trip Permission, Photo and Video Permission, and School Transportation Agreement are separate documents. Your registration details and emergency contacts support these arrangements. Notify the director whenever contacts, health needs, custody arrangements or permission choices change.

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Fees closures and family communication

Fees and funding

Your signed Parent Agreement and completed fee schedule set out your charges. The \$200 registration deposit is credited to the first month of care and is forfeited if the family does not proceed. Fees are due on the 1st of each month. If unpaid after the 10th, a \$10 daily late fee applies from the 11th; care may be declined if unpaid after the 15th. Contact the director before payment is due if you need a written arrangement.

Accepted methods are Interac, Visa, Mastercard, money order and cash; no cheques. A separate signed card authorization may allow unpaid fees to be charged on the 5th. Declined payments or unpaid accounts may lead to suspension, termination or collection action as communicated by the director. Do not put card details in registration forms.

Provide and renew applicable subsidy approvals. Families pay amounts not covered by confirmed funding. Fees reserve your space during illness, vacation and other absences. July and August OSC fees use the agreed full-time summer rate. Fee changes are provided in writing. Annual childcare receipts are issued by the end of January.

Withdrawal and changes to care

Give written withdrawal notice by the last calendar day before the final full month of enrolment. For an April 30 end date, notice is due March 31. For a May 15 departure, notice is also due March 31. Without required notice, one month of fees is payable in lieu. Requests to change from full-time to part-time care require at least 30 days' written notice and confirmed availability.

Closures

The centre observes New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Holiday, Labour Day, National Day for Truth and Reconciliation, Thanksgiving and Remembrance Day. We close at noon on December 24 for the winter holiday period. Consult the annual calendar for observed dates and reopening.

Questions concerns and family involvement

We welcome daily updates, suggestions and family participation. Start with your child's educator for routine questions. If a concern is unresolved or sensitive, contact the director or owner. Concerns are taken seriously and handled promptly and confidentially as far as possible. You may request anonymity; some concerns require follow-up information.

Centre and director: (780) 464-2637. For provincial childcare questions or concerns, contact Childcare Connect at 1-844-644-5165. [2] For an immediate emergency, call 911.

Public health and provincial resources

[1] Alberta Health Services, Guide for Outbreak Prevention and Control in Child Care Facilities, August 15, 2025, pages 6–8. albertahealthservices.ca/assets/healthinfo/flu/hi-flu-control-in-child-care-facilities.pdf

[2] Government of Alberta, Contact us for programs and providers. alberta.ca/contact-us-for-programs-and-providers