



**Slava Music Academy Daycare
Family Day Home Agency
Parent Handbook
Financial terms updated
October 9, 2026**

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Office Hours: By appointment only.
Please contact us by phone or email to schedule a meeting.

Welcome and Introduction

Welcome to Slava Music Academy Daycare Family Day Home Agency! We are a licensed family day home agency in Calgary, operating under Alberta's Early Learning and Child Care Act and its regulations. Our mission is to provide safe, nurturing, and high-quality childcare in a home environment. We value diversity, inclusion, and the unique music-infused learning opportunities our program offers. This Parent Handbook outlines what you can expect from our agency and our approved family day homes. It covers our policies on daily operations, safety, health, and communication, all in plain language for easy understanding. We want every family – including those new to Canada – to feel informed and welcomed. Please send a full change of clothes including socks, an extra sweater, and indoor shoes or slippers. Because Canadian weather changes quickly, children need season-appropriate outdoor clothing such as rain gear, splash pants, rubber boots, sun hats, winter hats, waterproof mittens, snowsuits, or winter boots depending on the season. All children should bring a labelled water bottle. If your child brings lunch from home, it must follow healthy food guidelines, be packed safely, and arrive ready to serve. Children participating in the educator meal plan do not need to bring food from home.

Infants and toddlers require a few additional items. Please send diapers, wipes, diaper cream, and an individual change pad, along with two or three extra sets of clothing. Younger children also need bottles or sippy cups, formula, breast milk, or milk as needed, and a crib sheet, blanket, and comfort item such as a soother or small lovey if permitted. Seasonal outdoor gear such as extra mittens, splash pants, waterproof boots, sun hats, or warm hats should be included as needed.

We are looking forward to a wonderful start together.

Licensing and Standards

Slava Music Academy Daycare is committed to meeting or exceeding all provincial standards for family day homes. We follow Alberta's Family Day Home Standards Manual and maintain compliance with Alberta Children's Services requirements. Government licensing officers may inspect our agency and day homes without notice to ensure quality; the results of these inspections are posted openly so parents can see them. You can trust that your child's day home operates legally and with full accountability to provincial regulations.

Hours of Operation and Holidays

Each approved family day home sets its own hours within our agency's guidelines. Typical hours are Monday to Friday, approximately 7:00 AM to 6:00 PM, but your educator will confirm their exact schedule with you. Slava Music Academy Daycare educators are closed on all Alberta statutory holidays and long weekends, including:

- New Year's Day
- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- Heritage Day (First Monday in August)
- Labour Day
- National Day for Truth and Reconciliation (September 30)
- Thanksgiving Day
- Remembrance Day
- Christmas Day
- Boxing Day
- Winter Holiday Closure (typically December 24 through January 1)

In addition to the above holidays, each educator may take up to two weeks of personal vacation per year. Educators are required to provide at least 30 days' written notice to families in advance of any planned vacation dates.

If an educator is ill or has a personal emergency and cannot open for the day, our agency will assist in arranging back-up care (see "Back-Up Care" section below).

Please note: There is no care on weekends or provincial holidays unless specifically arranged and approved in writing by the agency.

Fees and Registration

At Slava Music Academy Daycare, our goal is to make enrollment simple, fair, and secure for all families.

To register, families must complete the full enrollment package, which includes registration forms, consent documents, emergency and medical information, and an intake call or meeting with the agency. A one-time, non-refundable \$90 registration fee per child is required at the time of enrollment. This fee covers your administrative file setup, onboarding, and processing.

In addition to the registration fee, families are required to pay a \$200 deposit directly to their educator. This deposit is paid once per family, not per child. For example, if two siblings are enrolled at the same day home, only one \$200 deposit is required for the family. The educator collects and is responsible for this deposit. SMADA does not collect or hold it.

The \$200 deposit is refundable when the family gives the required 60 calendar days' written notice of withdrawal to both SMADA Family Day Home Agency and their educator. The educator is responsible for refunding the deposit.

Your educator collects and refunds the deposit directly. Please do not submit the deposit until you have completed your intake and confirmed your intent to proceed.

Your child's space is officially reserved once the completed forms, \$90 registration fee, and \$200 family deposit are received. Until these steps are finalized, the space may be offered to another family on the waitlist. Families must also keep their contact and medical information updated at all times. Annual re-registration is required to keep records current and secure your child's place in the program.

For any questions about registration, deposits, or policy terms, please contact us at 403-493-8008 or smadainfo25@gmail.com. We are here to support you every step of the way.

Fees and Payment Policies

We believe in transparent, consistent childcare pricing. Our standard monthly fees are set by the agency and confirmed in your contract.

Full-time care is defined as 100 hours or more per month and is billed at \$326.25 per child, per month. Part-time care ranges from 50 to 99 hours per month and is billed at \$230.00 per child, per month. These rates apply whether the child attends two or three days per week — what matters is the total monthly hours.

Payment for each upcoming month is due on the last calendar day of the previous month. For example, March's payment is due on the last day of February. All payments should be made directly to your educator via e-transfer or by cheque (if arranged in advance). Educators are required to issue formal receipts for every payment received.

If payment is late, a flat late fee of \$50 will be applied on the first day following the due date. An additional \$10 per day is charged for each subsequent day the balance remains unpaid. If full payment (including late fees) is not received within 10 calendar days, child care services may be suspended immediately. If payment is still outstanding after 14 days, the child's space may be permanently forfeited and offered to another family.

SMADA cannot extend credit or make alternate or short-term payment arrangements. If you have a payment question, contact your educator and the agency before the due date. Payment remains due on the last calendar day of the month before care.

Families must give 60 calendar days' written notice of withdrawal to both their educator and SMADA Family Day Home Agency. The \$200 deposit is refundable with this notice, and the educator is responsible for the refund.

We have deliberately set the \$200 deposit as a family-level fee, not per child, to remain reasonable and accessible — even though the financial risk for educators may be much higher in multi-child families. Our approach balances fairness with sustainability. If your educator or the agency identifies a need for a higher deposit in high-risk or high-capacity placements, that will be discussed case-by-case during intake.

All fee policies are governed by the terms of your contract and provincial guidelines. If you have any concerns or questions, please reach out directly. We are here to ensure clarity, accountability, and fairness for every family and educator in our network.

Child Care Subsidy and Affordability Grant

Slava Music Academy Daycare participates in Alberta's Child Care Affordability Grant, a government-funded program that helps reduce the cost of licensed family day home care for children from birth to kindergarten age.

The Affordability Grant is not income-based and does not require an application. It is applied automatically based on the number of hours your child is registered to attend:

- Full-time (100 or more hours per month): \$326.25 per child, per month
- Part-time (50 to 99 hours per month): \$230.00 per child, per month
- Less than 50 hours per month: not eligible for the grant

In accordance with agency transparency and Alberta regulations, each educator must complete a Fee Declaration Form stating their full monthly fee amount (before and after the grant is applied). This form clearly outlines the base fee, any supplemental charges, and the final amount payable by parents. The completed form must be posted visibly on the Parent Information Board in the day home for review by both families and government licensing officers.

The grant amount is paid directly to the agency each month and reduces your total monthly child care fee. Families are responsible for paying the remaining parent portion — including any supplemental fees — directly to their educator, who must issue a formal receipt for every payment received.

For children in grade 1 through Grade 6, an income-based subsidy may still be available through the Alberta Child Care Subsidy Program. If your child is in this age group and enrolled in before- and/or after-school care, you must apply online through alberta.ca. Parents are responsible for ensuring that their subsidy is approved and kept current.

If the grant or subsidy is not received for any reason (including ineligibility, exceeding maximum hours, or missing information), the parent or guardian remains responsible for the full child care fee. The agency cannot guarantee grant or subsidy payment and does not absorb unpaid balances.

Optional Supplemental Fees:

In accordance with provincial policy, educators may charge supplemental fees for services or items not covered by the grant, such as:

- Nutritious meals or snacks (if not provided by the parent)
- Transportation (e.g., school pick-up/drop-off walking distance only on individual approval)
- Field trips, special events, or enrichment activities
- Diapers, wipes, or infant supplies (if agreed upon)
- Educational enhancements (music lessons, art supplies, etc.)

All educators who charge any supplemental fee are required to post a clear “Supplemental Fee and Allergy Restrictions Form” on their Parent Information Board. This form outlines any additional charges (e.g. for meals, transportation, activities) and must also include any known allergies or dietary restrictions relevant to the children in care. The form is available for parents and government licensing officers to review at any time. This ensures transparency and aligns with Alberta’s documentation standards.

These fees are optional and must be clearly explained in writing before care begins. You will review and agree to any supplemental fees directly with your educator. The agency ensures these charges remain reasonable, transparent, and in line with provincial regulations.

We are happy to assist all families with understanding and accessing the Child Care Affordability Grant or the Subsidy Program. If you have questions about your eligibility or remaining monthly fees, please contact us anytime.

Late Pick-Up Fees

We ask that you respect your day home’s designated closing time. If a child is picked up after the agreed-upon closing time, the educator has the right to charge a late fee of approximately \$1 per minute. Occasional delays with prior notice may be tolerated, depending on the flexibility of the educator, but frequent or significant lateness will result in late fees being formally applied. Please call or message your educator as soon as you know you will be late. This helps the educator plan accordingly and ensures your child does not become anxious or unsettled while waiting. There are no refunds or fee reductions for sick days or personal vacations taken by families. Your fees reserve and secure your child’s place in the program, regardless of attendance.

In the event that an educator is unavailable to provide care and no back-up care is arranged by the agency (i.e., during unexpected closure), fee adjustments or credits for those missed days will be discussed with you on a case-by-case basis.

Drop-off and Pick-up Policies

We aim to ensure smooth and safe transitions during both drop-off and pick-up times.

Consistency and clear communication are key to a positive daily routine.

Please drop off and pick up your child during the agreed-upon time window. We ask families to be punctual, as educators plan daily activities in advance and cannot delay programming to accommodate late arrivals.

If you require an earlier drop-off or later pick-up on a particular day, please discuss it in advance with your educator and agency. Most educators are happy to accommodate occasional changes with notice.

Authorized Pick-Up

Your child will only be released to a parent or to individuals you have authorized in writing on your registration forms. We require the full name and contact information of all approved alternate pick-up persons. If someone not listed on your forms will pick up your child due to an emergency or one-time change, you must:

1. Call the educator directly to inform them and provide the name, phone number, and description of the new pick-up person.
2. Notify the agency as well, so that both parties are aware and can document the change properly.

The educator will require the new person to present a valid government-issued photo ID before releasing the child. You must follow up with written authorization (email or text is fine) to both the educator and the agency by the next day for documentation purposes. These measures are in place to ensure the safety and security of all children in our care.

Custody Arrangements

If there are legal custody orders or restrictions on who may pick up your child, you must provide a copy of the court order to both the agency and your educator. We will follow all court-issued instructions exactly as written. Without a court order on file, we cannot legally prevent a parent from picking up their child. It is essential that families share all updated legal documentation with both the agency and the educator immediately if changes arise.

Arrival and Departure Routine

At drop-off, always walk your child into the home and make sure the educator sees and acknowledges their arrival. Do not leave your child outside or at the door unattended. This is a mandatory safety protocol. At pick-up, we encourage a brief check-in with the educator to exchange updates or highlights from your child's day.

If your child had any injury, incident, or behavioural concern during the day — such as a bruise, a fall, a bump, hitting another child, or hurting themselves — the educator will inform you at pick-up. All minor marks or visible injuries will be brought to your attention immediately and discussed with care.

For more serious incidents, such as a noticeable injury, behavioural outburst, or safety concern, the educator will also complete an Incident Report Form. This form includes:

- What happened
- When and where it occurred
- Any first aid or guidance provided
- What was communicated to the child and what steps were taken
- Follow-up actions (if needed)

You will be asked to review and sign the form at pick-up to confirm you were informed. A copy will be provided to you, and another will be stored confidentially in the agency's records. If appropriate, the agency will also be informed immediately to provide support or follow-up.

All families are required to sign their child in and out every day, without exception. Our agency uses both a physical sign-in sheet and a digital attendance app. Parents must complete at least one of these methods daily to ensure accurate attendance records.

These sign-ins are essential for Alberta licensing compliance, subsidy eligibility, and child safety. Failure to sign in or out regularly may result in a follow-up from the agency, as it affects legal documentation and reporting requirements.

Impairment and Safety

If anyone arriving to pick up your child appears to be impaired (whether due to alcohol, drugs, or any other condition that may compromise their ability to safely transport or care for the child) the educator is required to prioritize the safety and well-being of the child above all else. In these situations, the educator will take the following steps:

1. Notify the agency immediately to document the concern and seek support.
2. Attempt to contact the other parent or an emergency contact to arrange an alternate, safe pick-up plan.

If no safe alternative is available, and the child's well-being is at risk, the educator and agency may be legally obligated to contact local authorities (such as police or child protective services) to ensure the child remains protected.

These steps are never taken lightly and are used only when necessary to prevent harm. Our shared goal is always the protection, dignity, and safety of your child.

Back-Up Care and Emergency Closure

Due to high enrollment and limited space, our educators typically operate at or near full capacity. Day-to-day availability may fluctuate due to illness, vacation, or personal leave. For this reason, all requests for back-up care must go directly through the agency. Parents must not contact other educators individually to request placements. The agency will manage all placement decisions during emergency coverage, and those decisions are final.

Under no circumstances may families reject or rearrange placements provided during an emergency unless there is a documented safety concern. All placements are handled under the agency's license and oversight. This ensures quality assurance, proper documentation, and full compliance with government subsidy programs.

- **Alternate Care Logistics:** When we arrange back-up care through another approved educator with Slava Music Academy Daycare Agency, we will provide you with the substitute educator's name, address, and contact information. A short emergency placement form may be required to confirm the arrangement.

Fees for back-up care will remain the same as your regular fees; families will not be double-charged. If alternate care is arranged and made available to your child but you choose not to use it, regular fees still apply. This is because a licensed educator was prepared and the agency held that space on your behalf. We cannot offer refunds or fee reductions in cases where back-up care was provided but declined for personal reasons. If we cannot secure any alternate care, we will evaluate the situation on a case-by-case basis and discuss possible fee adjustments.

- **If You Cannot Pick Up on Time:** In the event of a significant delay or emergency that prevents you from picking up your child by closing time, you must contact both your educator and the agency immediately. We will activate your emergency contact list to ensure your child is safely cared for until you arrive. Late pick-up fees may apply as per our policy.

Our priority is to support families through emergencies while ensuring safe, professional care at all times. The agency's emergency support line is available after hours to assist you.

Illness Policy

We are committed to maintaining a healthy environment for all children. To prevent the spread of illness, we follow Alberta Health guidelines on child illness exclusion. Please keep your child at home if they exhibit any of the following symptoms: fever of 37.7°C (100°F) or higher, vomiting (2 or more times in 24 hours), diarrhea (3 or more loose stools in 24 hours), new or unexplained rash, persistent cough or sore throat, constant runny nose with coloured discharge, pinkeye (red eyes with discharge), or any symptoms that make your child too unwell to participate in daily activities or that may spread illness to others. Children with lice or scabies must be treated and free of nits before returning.

If your child becomes ill during the day at the day home (fever, vomiting, etc.), the educator will contact you to pick up the child promptly. Sick children will be made comfortable in a quiet area

until pick-up. We ask that sick children be picked up within 1 hour of notification to protect others. If a parent or emergency contact cannot be reached and the child's condition is serious, the educator may call the agency or, if needed, seek medical care for the child (per emergency procedures).

Return to Care: Your child may return to the day home once they have been symptom-free (without fever-reducing medication) for at least 24 hours, or as advised by a doctor. For communicable diseases (like strep throat, chickenpox, etc.), please follow your doctor's guidance and inform the educator so other families can be alerted to watch for symptoms. We may require a doctor's note in certain cases confirming a child is well enough to return (especially after serious illness or hospitalization).

By keeping ill children at home, you are helping us protect all children and staff from getting sick. We appreciate your cooperation with our health policy – it truly is a group effort to maintain a healthy setting!

Medication Policy

For the safety of your child, we have strict procedures for administering any medication during day home hours. Whenever possible, we encourage families to administer medications at home (e.g. before or after care). However, we understand that a mid-day dose may sometimes be necessary.

1. Parent Authorization Required:

- A signed "Permission to Administer Medication" form must be completed in advance.
- This form includes: medication name, reason for use, dosage, and scheduled time.

2. Prescription Requirement:

- All medications must come with a doctor's prescription and label.
- Even over-the-counter medications require written physician direction.

3. Proper Labeling and Original Containers:

- Medication must be in its original container with a pharmacy/manufacturer label.
- Prescription labels must include the child's name, doctor's name, dosage, and instructions.
- Unlabeled or mislabeled medications cannot be administered.
- Ask your pharmacist for a second labeled bottle if needed.

4. Safe Handling:

- Never leave medications in your child's bag.
- All medications must be handed directly to the educator for secure storage.
- Emergency medications (e.g. EpiPens, inhalers) will be kept safely but readily accessible.

- Refrigerated items will be stored appropriately, out of children's reach.

5. Documentation and Notification:

- All administered doses will be logged with time and amount.
- Parents will sign the record at pick-up.
- Missed or spilled doses will be reported immediately.

6. Topical Products:

- Diaper creams, sunscreen, and lotions require general permission signed at registration.
- All items must be labeled with your child's name.

We are not permitted to administer any medication without full authorization and labeling. Your child's safety is our top priority. Thank you for respecting this policy.

Allergies and Special Diets

We work with families to accommodate allergies, cultural or religious dietary requirements, and personal preferences. If your child has any food allergies or requires a special diet, please inform both the agency at registration and your day home educator promptly. You will be asked to complete an allergy alert / restrictions form so that all caregivers—and where appropriate, other families—can remain informed. Day homes often post an allergy awareness list (without names) in the kitchen as a reminder.

Educators strictly avoid serving any known allergens and take precautions to prevent cross-contamination. If your child has a severe allergy (e.g. nut allergy), the educator will implement a home-wide ban on the item (e.g. a nut-free home), and we ask that all families respect this policy by not sending restricted foods.

Nutrition and Meals

Slava Music Academy Daycare Agency supports a flexible approach to nutrition that reflects each educator's individual programming and capacity. Under current Alberta regulations, educators may choose whether or not to provide food during care hours. This includes:

- Whether to include food in the base program rate
- Whether to charge a supplemental fee for meals/snacks
- Whether to request that families provide all food from home

These choices must be clearly stated in writing before care begins.

Meal Frequency

The number of meals or snacks offered per day is determined by the educator's daily programming. Some programs may offer breakfast, lunch, and snacks, while others may only include one meal and one snack, or just snacks depending on the child's hours of attendance. Educators are expected to ensure that children do not go long periods without nourishment and that fresh water is available throughout the day.

Meal Provision Options

Educators may choose one of the following models:

1. Educator-Provided Meals (Included):

The educator provides all meals and snacks as part of the base child care rate. No additional charges are applied.

2. Educator-Provided Meals (Supplemental Fee):

The educator provides meals and/or snacks and charges a supplemental fee, as permitted by provincial policy. The amount of the fee is set by the educator and disclosed in writing before care begins.

3. Parent-Provided Meals:

Families bring food for their child each day. The educator serves only the food provided. Parents may be asked to include written instructions for specific items (e.g., dietary restrictions, heating instructions).

All food offered or accepted must follow Alberta's nutrition standards and food safety guidelines. Educators must avoid serving foods that are choking hazards to young children and must follow safe handling and storage practices.

Cultural Inclusion and Dietary Needs

Slava Music Academy Daycare Agency is proud to serve families from all backgrounds, and we are especially committed to supporting the Ukrainian and Slavic-speaking community, including families who speak Ukrainian, Russian, or other Eastern European languages. Our agency's programming and communication efforts reflect this cultural connection, including language-friendly resources and culturally inclusive practices. We aim to create a nurturing space where families can feel understood and supported in their home language whenever possible.

That said, we are fully inclusive and welcome families of all nationalities, faiths, and backgrounds. Our enrollment decisions are based solely on availability and licensing capacity, not on ethnic or

cultural origin. If we are at full capacity, enrollment will be closed temporarily to all applicants until space becomes available.

Educators work with families to accommodate allergies, cultural or religious food practices, and special dietary needs. Please notify your educator and the agency of any food restrictions during enrollment. Families are encouraged to share their unique food traditions with us, and we welcome opportunities to include diverse meals and celebrations in our programming.

Whether meals are educator-provided or parent-provided, nutrition is a shared priority between families and educators. Together, we help children build healthy habits for life.

Child Guidance Philosophy (Discipline)

At Slava Music Academy Daycare Agency, our approach to child guidance is grounded in respect, emotional safety, and positive communication. We help children develop empathy, self-regulation, and social understanding through supportive, age-appropriate strategies — never through punishment.

All educators approved under our agency follow a positive guidance policy, aligned with Alberta's Early Learning and Child Care Act and Standard 9: Child Guidance. We use proactive methods such as redirection, offering choices, modeling calm behaviour, natural consequences, and problem-solving conversations. Clear limits are set and reinforced with consistency, so children feel secure and know what's expected.

What Is Never Allowed

Absolutely no physical or emotionally harmful discipline is ever allowed. This includes:

- No hitting, spanking, pinching, or shaking
- No yelling, shaming, belittling, name-calling, or threats
- No forced isolation or punitive "time-outs"
- Instead, educators may use "time-in" techniques, gently guiding a child away from the situation for a short emotional reset and offering calming tools or alternate engagement. Our goal is always to teach, not punish.

Alignment with Family Values

We also aim to align our methods with each family's philosophy whenever possible. During enrollment, we ask you about your guidance goals (e.g., if you're teaching gentle hands or calm breathing at home, we'll use that same language). If behaviour concerns arise, your educator and the agency's home visitor (consultant) will work together with you to create a Positive Behaviour Support Plan. Open communication is key — we'll keep you informed, and we welcome your input too.

Discontinuation of Care (Behavioural Safety Clause)

At Slava Music Academy Daycare Family Day Home Agency, we are committed to nurturing every child with patience, compassion, and support. While we believe most challenges can be addressed through open communication and positive guidance, there may be rare occasions where a child's behaviour poses an ongoing risk to others, or creates a level of disruption that prevents the educator from maintaining a safe and stable environment for the rest of the group.

If this occurs, we will always begin with support:

- The educator and agency will observe, document, and meet with the family to create a short-term behaviour support plan.
- We may explore referrals to specialists or accommodations that help the child remain in care, whenever possible.

However, if despite these efforts:

- A child continues to harm other children,
- Requires supervision beyond what can reasonably be provided within licensing ratios,
- Or significantly disrupts group programming on a consistent basis, the agency may decide to discontinue care for that child. In most cases, written notice will be provided. In extreme cases involving immediate safety concerns (e.g., violence, severe aggression, or property destruction), care may be suspended the same day.

This is never a reflection on your child's worth.

Sometimes a child simply needs more individualized support than a family day home can offer. We will always treat you with compassion, respect, and kindness throughout the process.

Our priority is to protect the well-being of all children in care — and to ensure your child's experience is safe, respectful, and developmentally appropriate.

If you have questions or concerns about this policy, please contact the agency at any time.

Proactive Prevention

Many behaviour challenges are preventable. Educators are trained to maintain a peaceful rhythm throughout the day, avoid overstimulation, and provide a balanced mix of active, quiet, indoor, and outdoor activities. Children also help create their own community rules (e.g., "We use walking feet indoors," "We take turns"), which fosters ownership and understanding.

If You Have Concerns

If you ever have questions or concerns about how behaviour is being handled, please speak to your educator or contact the agency. We are committed to ongoing communication and collaborative problem-solving to support your child's well-being.

Individual Program Philosophies by Educator

While all educators follow our agency-wide principles of positive guidance and developmental care, each family day home under Slava Music Academy Daycare Agency is unique — reflecting the individual educator's approach to curriculum and caregiving.

Educators are encouraged to select the educational method or philosophy that resonates most with their style and strengths. This may include:

- Reggio Emilia: A child-led, inquiry-based approach focused on exploration, art, and collaborative learning.
- Montessori: Emphasizes independence, hands-on materials, and self-paced learning in a prepared environment.
- Play-Based and Emergent Curriculum: Centers around the child's interests, using spontaneous play to guide learning themes and activities.
- Structured Academic Readiness: Prepares children for school routines and academic expectations through guided early literacy and numeracy.
- Nature-Based and Outdoor Learning: Builds a deep connection with nature through daily outdoor exploration, seasonal projects, and environmental care.
- Faith-Based or Culturally Rooted Approaches: Integrates family traditions, language, and spiritual values into the day home's rhythm and stories.
- Personalized Hybrid Model: A custom blend of multiple philosophies tailored to the educator's strengths and the children's unique needs.

Each educator submits a Program Statement and Curriculum Outline as part of their home profile, which families may review before enrollment. These outlines reflect their daily routine, play philosophy, and developmental focus. The agency ensures that all programs align with Alberta's Early Learning and Care Framework while allowing for authentic educator-led diversity.

This means families have the opportunity to choose a day home that best matches their values, learning goals, and cultural needs. Every program is a fingerprint — distinct, respectful, and carefully aligned to your child's growth.

Emergency Contacts and Medical Emergencies

As part of enrollment, every parent or guardian must complete an Emergency Contact and Medical Consent Form. This includes:

- A primary contact (parent or legal guardian)
- Two alternate emergency contacts (who can each pick up within 1 hour if needed)

- Your child's doctor's name and clinic number
- Any known allergies, medications, or medical conditions
- (Optional) Your child's Alberta Health Care number, for use in emergency medical treatment

It is critical that this information remains current. Please notify the agency and your educator immediately if there are changes to phone numbers, emergency contacts, or medical status.

Child Emergency Cards and Binders

Each child has a personal emergency card kept in two secure locations:

- Inside the educator's emergency backpack or "go-bag", taken during outings or evacuations
- Inside the child's individual binder, which contains all essential enrollment and medical records

These emergency cards allow the educator to quickly access critical information and contact numbers in any situation, even outside the home.

In a Medical Emergency

If your child experiences a medical emergency during care:

- The educator will respond immediately using their First Aid/CPR training.
- 911 will be called if emergency services are needed.
- You will be contacted right away. If unreachable, we will contact the alternate person(s) on file.
- An educator or agency representative will stay with your child and, if necessary, accompany them to the hospital.
- You will be asked to meet them at the hospital as soon as possible.

For non-life-threatening injuries or health concerns (e.g. high fever, a deep cut, etc.), you will still be called to help decide next steps. If your direction cannot be obtained and the educator deems the condition serious, they are authorized to seek medical care immediately.

Incident Reporting

If any significant event occurs — whether injury, illness, behavioural issue, or emergency — the educator will:

- Complete an Incident Report Form
- Document what occurred, what was done, and the outcome
- Ask you to sign the form to confirm you were informed
- Give you a copy while keeping one on file with the agency
- Inform Alberta Children's Services if the incident meets mandatory reporting

thresholds Your cooperation with incident documentation helps ensure transparency and safety.

We sincerely hope that serious emergencies never arise. However, we are fully prepared through:

- Regular fire drills and evacuation rehearsals
- Trained educators with valid First Aid/CPR certifications
- Clearly posted emergency numbers in every home
- Fully stocked first aid kits, both at home and in emergency go-bags

Please review our Evacuation Procedures section for details on what happens during fire, natural disaster, or lockdown events. If you ever have questions or want to review your child's emergency file, you are always welcome to ask.

Field Trips and Transportation

Field Trips: From time to time, educators may take children on outings – for example, to a local park, library, playgroup, or community event. Field trips are excellent learning opportunities, but safety is our top priority. We require parental permission for any outing off the licensed day home premises. Upon enrollment, parents are required to sign a dedicated Field Trip and Outing Consent Form authorizing the educator to take children on walks to transport school-aged children to nearby schools or parks, playgrounds, or community areas, as well as future approved field trips. However, for any special events, your educator will inform you in advance and ask you to sign a specific Field Trip Consent form with details of the trip. You will always know when and where your child is going and how they will get there.

Please note that educators do not transport children by vehicle for field trips, as transportation of children is not permitted under our policy. Field trips are limited to walking-distance locations from the day home. In the case of special outings that are not within walking distance, parents will be responsible for dropping off and picking up their child directly at the designated field trip location.

As part of this process, each educator must also prepare a simple map and written description of the nearest parks, playgrounds, or common walking destinations that may be used during outings. This map must be kept on the Parent Information Board and referenced any time children are taken off-site. When an outing is planned to one of these locations, the educator must document that the destination aligns with the posted route. This allows parents and licensing officers to clearly identify where children are located during outdoor time and helps ensure a consistent standard of transparency and safety.

For walking trips, strollers or walking ropes may be used as needed, and high-traffic areas are avoided or crossed at controlled intersections.

On outings, educators carry portable emergency contact info and first aid kits. Children wear identification (like a day home contact card or high-visibility vest) as required. We maintain required ratios at all times and often have an extra adult for supervision on bigger outings if needed (for example, an assistant or a parent volunteer may join). Your educator will communicate what, if anything, your child needs to bring (e.g. sunhat, swimsuit) on outing days. If you ever prefer your child not participate in a particular trip, let the agency and the educator know – we will respect your wishes and make alternate arrangements for care that day if necessary.

Communication During Outings

Educators carry a cell phone on outings for emergencies. If an outing is delayed (e.g. stuck in traffic), the educator or agency will notify you. You will also be told about your child's adventures – many educators send a quick text or photo update to parents when possible, or they will document it in the daily journal.

By signing the transportation/field trip consents, you acknowledge these safety measures and give permission for your child to participate. Of course, participation is optional – if you choose not to have your child transported by the educator, we will not include them in such trips and will work with you on alternative care arrangements if needed. Safety is a shared responsibility, and we want you to feel comfortable with any outing your child takes.

Inclusion and Diversity

Slava Music Academy Daycare Agency proudly welcomes families of all cultural, linguistic, and religious backgrounds, as well as children of all abilities. Our philosophy is that every child belongs, and we strive to create an environment where differences are celebrated. Educators incorporate children's diverse backgrounds into daily activities – for example, through multicultural songs, stories, and holiday celebrations. We invite you to share aspects of your culture or family traditions with us, so we can include them in our program. Whether it's celebrating Lunar New Year, Diwali, Thanksgiving, or a child's birthday, we make room for everyone's special days.

For children who are learning English or who speak other languages at home, we use simple words, visual cues, and even learn a few key words in the child's first language to help them feel secure. Using greetings, simple commands, or songs in a child's native language can be very comforting and build trust. We also encourage families to contribute: you might bring a favourite family music CD, a traditional snack (allergy-aware), or a story from your culture to share. These things help all the children learn about the wonderful variety of people in our community.

Inclusive Practices

Our agency and educators are committed to inclusive childcare. If a child has developmental delays or disabilities, we will make reasonable accommodations to ensure they can participate fully. We partner with inclusion agencies and specialists if needed (with parental consent) to get advice or support in meeting a child's needs. Educators receive regular training in inclusive, anti-bias, and culturally responsive care. We believe that children benefit from learning side-by-side with friends of all abilities – it teaches empathy and adaptability. Every child will have equal opportunities to play, learn, and succeed at their own pace.

We also acknowledge that educators themselves have diverse backgrounds and strengths. We support our educators with resources to handle any challenges. Agency home visitors (consultants) are available to advise educators on adapting activities for any special needs and to provide tools or referrals if a child needs extra help.

Anti-Discrimination

Any form of discrimination or harassment is not tolerated in our program. This applies to staff, children, and families. We expect all adults to model respect. If you ever feel that you or your child are being treated unfairly, excluded, or disrespected in any way, please notify the agency immediately. We take such matters seriously and are committed to investigating and resolving them promptly.

By enrolling in Slava Music Academy Daycare Agency, you join a community that values each individual. We learn from each other's differences and teach children that everyone is worthy of respect and kindness. Thank you for enriching our family day home community with your own unique heritage and perspectives.

Communication with Families

Open, two-way communication between families and the day home is foundational to our program's success. We want you to feel informed about your child's experiences and comfortable sharing your ideas or concerns. Educators may use a variety of communication tools — including secure smartphone apps, email, text messaging, phone calls, WhatsApp, Telegram, and other mutually agreed-upon methods — to stay connected with families in real time.

Here are the ways we facilitate strong communication:

- **Daily Updates:** Your educator will provide daily information about your child's day. Many use apps like HiMama, Brightwheel, or messaging tools such as email, WhatsApp, or Telegram to send a brief update each day — for example, nap times, what your child ate, activities they did, and any highlights or issues. Some educators may use a written daily journal or sheet, especially for infants and toddlers, which you'll find in your child's bag. Please take a moment to read these updates; they give insight and can spark conversation with your child ("I heard you painted a picture of a rainbow today!").
- **In-Person Chat:** At drop-off and pick-up, there's often a quick chance to exchange info. Morning drop-off is a good time to mention anything that might affect your child's day ("He was up a bit late last night" or "She's excited that Grandma is picking her up today"). Pick-up time is great for hearing one fun thing your child did. These little chats help us stay on the same page. If you're in a rush, that's okay – you can always call or message later.
- **Scheduled Meetings:** We offer parent-educator meetings at least twice a year (or anytime upon request). These are slightly more formal check-ins to discuss your child's progress, milestones, and any goals. We can also do these meetings by phone or video call if that's easier for you. We want to ensure you have dedicated time to talk about your child's development beyond the daily snippets.
- **Agency Communication:** Our agency office may contact you by email, group chat, secure app, or another convenient channel to share news, upcoming events, policy updates, or helpful resources. For example, you might receive a monthly newsletter from Slava Music Academy Daycare Agency with agency news and parenting tips (educators will distribute or forward these). We also send out an annual parent satisfaction survey – please take a few minutes to fill it when it comes, because your feedback directly helps us improve. Additionally, follow-up calls or emails may come from our agency home visitor (consultant) after monitoring visits, just to keep you informed of how things are going.
- **Concerns and Ideas:** We truly value parent feedback. You are welcome to contact the agency director or consultant by phone or email at any time to discuss ideas or concerns. We commit to listening openly and addressing issues promptly. Sometimes families have great suggestions for activities or improvements that we love to implement. Never hesitate to speak up – you are our partner in this caregiving team.
- **Confidentiality:** We respect your family's privacy. Any information you share with us (health info, personal circumstances) is kept confidential and only used to serve your child's needs. All staff and educators sign confidentiality agreements. We also ask that families respect the privacy of others – for instance, if you observe another child's behaviour or hear information about another family, please keep that within the program. Photos taken at the day home that include children other than your own should not be shared on social media without permission.

Each family is required to sign a Media and Photo Consent Form as part of the registration package. This form grants or denies permission for the agency or educator to use your child's image for business-related purposes, including but not limited to social media, website promotion, and marketing materials. Parents may choose whether their child's face is visible,

blurred, or not used at all. No child's photo will be used publicly without explicit written consent from a parent or guardian. Educators must follow the signed form exactly and respect any parent instructions related to image use, including how and where the photo may appear. This ensures privacy is protected and consent is clearly documented.

Our commitment is to clear, courteous, and culturally sensitive communication. Many of our families are new to Canada or speak languages other than English; we will make efforts to bridge language gaps (translation or use of simple language) as needed so you can fully engage. Together, we will ensure that we are all working as a team to support your child's well-being and development.

For detailed instructions on how to register in our communication platform, how to receive updates, and how to use all supported tools (such as our secure app, email, WhatsApp, Telegram, or messaging systems), please refer to the companion document: "Digital Communication Tools Guide for Parents." This guide is provided as a separate attachment alongside this handbook and includes step-by-step instructions, screenshots, platform links, and support contact information. If you did not receive this file or need help accessing any platform, please contact your educator or the agency and we will assist you.

Emergency Evacuation and Safety Procedures

Each family day home under our agency has a solid emergency plan in place. We prepare for situations like fire, flood, power outage, or other emergencies that might require evacuation or lockdown. Here's what you need to know:

- **Evacuation Plan:** In every day home, an evacuation diagram is posted, usually near the entrance or on the parent info board, showing safe exit routes and a meeting point. The plan includes emergency phone numbers (fire, ambulance, police) and the location of the home's fire extinguisher. Educators review this plan with our agency and with the children regularly.
- **Monthly Fire Drills and Annual Education Form:** Educators conduct monthly fire drills with the children, using a consistent routine and documented observations. These drills are used to teach children how to "get low and go" in case of smoke, follow their educator, and exit safely to the muster point. Each day home uses an ****Annual Fire Drill Education Log Form****, which documents monthly practice and helps reinforce safety awareness throughout the year.
- **If an emergency happens:** The educator will gather all children and evacuate if necessary according to the practiced route. They will take along the attendance record, emergency contact info, first aid kit, and cell phone. Once everyone is safe at the meeting point or alternate shelter, the educator will begin contacting parents. If the emergency is minor and contained (like a small kitchen fire extinguished quickly), they may contact parents after evacuation and resolution. If it's major (home is unsafe to return), you will be asked to pick up your child as soon as possible from the safe location. We also have arrangements with each other – often one nearby fellow educator's home is the designated temporary shelter if one home is not usable. That address is noted on the evacuation plan.

- **Evacuation Map Posting Requirement:** Each day home is also required to have a ****printed** evacuation plan map posted visibly in the home, showing clearly labeled exit routes, fire extinguisher locations, muster points, and alternate shelters. This map must be reviewed and initialed by the educator monthly and be available for parent and licensing review.
- **Communication in Emergencies:** The agency office should be notified by the educator as soon as possible in any emergency. We will assist in contacting parents if needed. We might send out a mass text alert if a broader emergency (like a neighborhood gas leak) affects multiple homes. Always ensure we have your current phone numbers – including cell, work, etc. – since time is of the essence in emergencies.
- **Lockdown/Shelter-in-Place:** If there's ever a situation where leaving the home is more dangerous than staying (for example, severe weather like a tornado warning, or a neighborhood threat), the educator will bring children inside (if not already), secure the home, and follow shelter-in-place procedures. They have training on this as well. We will notify parents if such a situation occurs and advise you on next steps (usually to delay pick-up until the all-clear).
- **Safe Home Environment:** Prevention is key to safety. Educators follow daily safety checklists to ensure the home environment is free of hazards (outlet covers in place, cleaners out of reach, smoke alarms working, etc.). All homes have functioning smoke detectors and carbon monoxide detectors on each level, and at least one fire extinguisher. Emergency numbers and the agency's contact are posted clearly. We also ask that you provide at least two emergency contacts in Calgary who could pick up your child if you are unreachable – this overlaps with Emergency Contacts discussed earlier.

We comply with all health and safety standards in the Family Day Home regulations. Our agency and licensing officers regularly review safety practices. Rest assured, your child's safety is paramount in everything we do, from planning the layout of toys to practicing fire drills.

Concerns, Complaints, and Feedback Process

Your peace of mind is extremely important to us. We encourage you to voice any concerns or questions—big or small—regarding your child's care. Here is how we handle concerns and complaints to ensure they are addressed fairly, promptly, and with compassion:

1. **Talk to Your Educator:** If an issue arises at the day home (for example, a minor disagreement or a question about how something is done), we encourage you to first discuss it with your family day home educator at an appropriate time. Educators want to know if something isn't meeting your expectations. Often, a simple conversation can clear up misunderstandings or result in an adjustment that improves the situation. Our educators are caring professionals who appreciate open, respectful dialogue with parents.
2. **Contact the Agency:** If you do not feel comfortable raising it with the educator directly, or if you did and the issue wasn't resolved to your satisfaction, please contact Slava Music Academy Daycare Agency staff. You can reach the Agency Director or the Home Visitor (consultant) at

403-493-8008 or via email at slavamusicacademydaycareagency@gmail.com. We take parent complaints very seriously. Upon receiving a complaint, the agency will initiate an investigation into the matter. We may speak with the educator, any other staff involved, review documentation, and gather information objectively. Your identity as the complainant can be kept confidential if you wish; we will not divulge your name during the investigation unless you permit us or it's necessary for resolving the issue. You also have the right to remain anonymous, though providing your name can help us follow up with you and gather complete details.

3. Resolution and Follow-Up: All complaints are documented by the agency. We will provide you with a response or resolution in writing for formal complaints. If a complaint is verified (proven true), we will explain what corrective actions have been or will be taken. Possible outcomes might include additional training for the educator, changes in a policy, or in serious cases, disciplinary action up to terminating an educator's contract. If a complaint is not verified or was due to a misunderstanding, we will still outline what we found and clarify any confusion. Either way, we aim to resolve issues in a manner that maintains a high standard of care and trust.

4. Escalation: If after contacting the agency management you feel that your concern is still not addressed, you have further avenues. You can request a meeting with the agency Director/Owner to discuss the matter in person. Additionally, because we are a licensed program, parents have the right to contact the regional Alberta Child Care Licensing Office. You may report serious concerns (especially issues of health, safety, or caregiver conduct) directly to the government's child care licensing authorities. Their contact information is posted on the parent board in each day home and available on the Alberta government website. We hope to resolve everything internally, but you are always within your rights to seek external assistance if needed. Our agency will cooperate fully with any external review or investigation.

We want you to feel absolutely confident in the care your child receives. Transparency and responsiveness are core to our values. No question or concern is too small—whether it's about how we handle nap time, a billing question, or a safety practice, please bring it to us. Likewise, we love to hear positive feedback when you're happy! It helps our educators know what they're doing well. We periodically ask for your feedback via surveys and invite you to share testimonials if you're comfortable. By working together and communicating openly, we ensure the very best experience for your child and family.

Once per year, all families will receive two surveys: one focused on agency-wide performance and services, and a second specifically evaluating their child's day home and educator. This dual approach ensures we hear your voice on both levels, agency and educator, and helps us grow and improve at every layer. (For reference, our complaint process aligns with recommended practices: attempt resolution

with the caregiver, then involve the agency which investigates and responds in writing. Remember, you can always escalate concerns to the licensing authority if needed.)

Conclusion and Acknowledgement

Thank you for taking the time to read through our Parent Handbook. We know this is a lot of information, but we hope it clearly reflects our agency's deep commitment to quality care, child safety, and genuine partnership with every family we serve. Choosing a childcare provider is a big decision, and we are honoured you have chosen Slava Music Academy Daycare Family Day Home Agency. By enrolling, you become part of our extended family. We look forward to many happy memories as we watch your little ones learn and grow!

To complete your enrollment, all parents/guardians are required to sign the Parent Handbook Acknowledgement Form, which may be found at the end of this handbook (on the next page) or provided separately by your educator. This simply states that you have read and understood the policies and procedures outlined, and agree to follow them. If there's anything you're unsure about, please discuss it with us before signing – we're here to help.

Let's work hand in hand to give your child a joyful, safe, and nurturing early childhood experience.

Welcome to Slava Music Academy Daycare – where every child's potential is celebrated and every family is valued.



**Slava Music Academy Daycare
Family Day Home Agency
Parent Handbook**

400S Suite 4067 S252525
8500 Macleod Trail SE
Calgary, AB T2H 2N1
smadainfo25@gmail.com
403-493-8008

I, the undersigned parent/guardian, have read and agree to the terms of the Slava Music Academy Daycare Family Day Home Agency Parent Handbook.

Parent/Guardian Name: _____ Date: _____

Parent/Guardian Signature: _____ Date: _____

Parent/Guardian Name: _____ Date: _____

Parent/Guardian Signature: _____ Date: _____

Child's Name