Visit Summary

Protected A (when completed)

Program Name

Ridge Kids Playcare

Child Care Type

- [x] Day Care
- [ ] Out of School Care
- [ ] Pre-school Care
- [ ] Family Day Home Agency

Licence Number: 70051107

Date of Inspection yyyy-mm-dd: 2026-03-10

Inspection Reason: Complaint Inspection

Early Learning and Child Care Staff: Mandy Cunningham

Early Learning and Child Care Office: Grande Prairie

Visit Summary (Details of inspection findings, if applicable include non-compliances and enforcement action issued)

Licensing Officer, Mandy Cunningham initiated an compliant inspection on March 10, 2026, in response to a complaint that was received by Child Care connect on February 27, 2026.

The complaint was in regards to supervision and a privacy concern regarding unauthorized sharing of personal contact information. The complainant reported that on two separate occasions a child had ran away from the program between the months of September to November. The complainant was unsure of the amount of time the child was missing before being located.

During today's visit, interviews were conducted with a number of staff members as well as the director and owner of the program. Records were also reviewed.

Through the interviews that were conducted, Licensing officer, Mandy Cunningham, could not confirm the missing child incidents in the months between September and November, however it was confirmed that the program did have a separate incident in January 2026, where the program had a missing child that they did not report to Child Care Connect. It was confirmed that the parent was notified of the incident, however the program failed to report the incident.

The program was found to be in non compliance to the following:
Schedule 1, Section 28(1)(d): Minimum staffing and General Supervision
Schedule 1, Section 7(2): Incident reporting

An Order to remedy is being issued with a compliance date of March 31, 2026.

According to Section 9(b), the licence holder must post in a clearly visible and prominent place on the premises where a licensed child care program is being provided.

Mandy.Cunningham Digitally signed by Mandy.Cunningham

Signature of Early Learning and Child Care Staff