



Family Connection Policy

Ridge Kids Playcare is committed to communicating with families, children, educators, schools and community members in a respectful and professional manner to facilitate positive working relationships, partnerships and collaboration within the community to provide the most valuable childcare experience.

We encourage family and community input regarding the care of the children in our care and are open to any support this is the best interest of the children's developmental growth.

We will make the following items available on a consistent and ongoing basis (digitally and/or posted):

- License (including any conditions to which the license is subject, which may include exemptions)
- Licensing Inspection & Monitoring Reports & Notices of Enforcement Action
- Alberta Health Reports
- Programming and Program Documentation
- Program Changes (hours, etc.)
- Community Resources
- Health Care Notices
- Emergency Procedures
- Child Care Policy & Procedures

Families are encouraged to ask questions, voice concerns and communicate with Educators. Educators will acknowledge families when they arrive and leave the program, taking the opportunity to share relevant information about the child's day. Any potentially sensitive issues will be discussed with families in a private space with Director(s) and Educator(s).



Divorced and Separated Families

Ridge Kids Playcare strives to provide the highest quality childcare to families from all family structures.

Communication

Directors will ensure that each parent/guardian has access to the information available to all families.

Duplicate copies of incident reports or other written documents pertaining to the child of a divorced or separated couple will be made available upon request of the parent/guardian.

Both parents/guardians will have the opportunity to meet with the Director separately, if a meeting is arranged that conflicts with the schedule of one parent/guardian.

The program will not be used as a mediator for parent/guardians to communicate with each other. Despite any differences, parent/guardians need to communicate with each other, prior to communicating any changes or updates to the program.

The family is responsible for updating children's files and accounts, as appropriate.

The program will not provide letters of support to either parent/guardian unless ordered by the Court.

Access

Ridge Kids Playcare requires formal court documents to enforce any custodial access issues. A child can be released to any person who has legal guardianship of that child unless appropriate court documents are on file. All legal guardians must be indicated on the registration package.

We will not withhold access to a child based upon family dispute. Current spouses or partners of a child's parent/guardian will be permitted to collect that child from the program unless court produced documents state otherwise.



Pick-up and Drop-off

To facilitate smooth transitions and to avoid potential disruption, the program may request a written schedule detailing when each parent/guardian will be responsible for pick up and drop-off of their child.

Fees

Parents/guardians must discuss and arrange the payment of fees before their child is enrolled. We will only release specific payment information to the person(s) paying the fees, per the pre-authorized payment agreement, except if an outstanding balance is on account. This includes annual income tax receipts.

The program will not involve themselves in disputes over financial obligations beyond requiring families to maintain a consistent payment schedule.

If a scheduled payment does not go through, full payment is expected upon notification. If that payment is not made, the other parent/guardian will be made aware of the balance owing on the account and payment clearing this balance is required within two (2) business days to avoid suspension of care.