



PARENT HANDBOOK

INNER GARDEN EDUCATION
Version 2.6 – Last updated: Dec 2025



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Welcome to Inner Garden!

Welcome to the Inner Garden family. Thank you so much for your trust. It means a lot to us. We are thrilled to have you join our community and embark on this exciting journey together. We believe: "There may be millions of roses in a spring, but only one spring in a rose." IG is more than just a school for our children, parents, and employees—it is a home. A home where we can all grow, flourish, and become the best versions of ourselves.

Our primary objective is to become a nurturing home for children. In this secure and joyful environment, we are dedicated to facilitating their holistic growth – emotional, physical intellectual, creative and social – at their own individual pace. We firmly believe that children learn most effectively through activities and play, and thus, we blend a structured yet adaptable schedule that caters to their unique needs. Our program encompasses a range of learning activities carefully designed to ignite sensory motor development, foster language skills, and encourage social interaction. Above all, our overarching goal is to cultivate robust self-esteem, ensuring that each child thrives and remains healthy and happy.

To make our relationship as enjoyable as possible and to prevent any misunderstandings, we have created this handbook. Please use the following contact information for general inquiries, administrative matters, or if you have any questions about the policies outlined in this handbook.

- Phone: 403-971-2782
- Email: info@innergardenedu.com

For specific questions regarding your child's daily schedule or activities, please communicate directly with your day home educator.

Thank you for choosing us.



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IG Mission Statement and Core Values

At Inner Garden, our deepest wish is for every child to be truly happy, healthy, and blossom into someone who connects beautifully with others. Our whole environment is wrapped in warmth and safety, built on responsive relationships where every child feels truly seen and understood. We believe that by nurturing their social-emotional well-being—helping them understand their feelings, make friends, and navigate challenges—we're giving them the strongest foundation for life. It's about empowering them to be kind, confident, and joyful individuals who light up every room they enter, knowing they are loved and valued here at Inner Garden.

We're passionate about nurturing your child's unique journey, equipping them with the critical thinking, creativity, and adaptability needed for a bright future. Through joyful play and meaningful activities, we lovingly support their minds and bodies, helping them grow in confidence and uncover their passions every step of the way.

Core Values

At Inner Garden, everything we do is built upon these four foundational pillars, ensuring a truly holistic and enriching experience for every child:

Joyful & Secure Foundations

Our deepest wish is for every child to feel truly happy, healthy, and wonderfully connected to others. We create a warm, safe haven where every little one is seen, heard, and deeply understood through responsive relationships. We believe that by nurturing their social-emotional well-being—helping them understand their feelings, make cherished friendships, and confidently navigate life's little challenges—we're building the strongest possible foundation for their future.

Bilingual & Culturally Rich Learning

We celebrate the beautiful tapestry of our community by offering a vibrant bilingual educational experience that deeply honors and embraces cultural diversity. This approach not only helps children grow into global citizens but also beautifully preserves cultural traditions across generations. Through engaging activities and lessons centered around traditional holidays and cultural celebrations, we foster a profound respect and understanding of heritage among our young learners, making learning a truly inclusive and enriching adventure.

Future-Ready & Purposeful Growth

Our hearts are truly in nurturing each child's journey, preparing them not just for school, but for a bright future where technologies like AI are a natural part of life. We focus on giving them the super-skills they'll need: thinking critically to really understand information, sparking their creativity to invent new things, and being wonderfully adaptable as the world changes. We gently guide them through purposeful play and meaningful activities that help their minds and bodies grow strong, using special scaffolding strategies to offer just the right support as they discover their passions and build confidence.



Empowered Educators & Engaged Families

The heart of Inner Garden lies in our exceptional team, and we are deeply committed to empowering our educators through continuous professional development and unwavering support. This ensures they deliver not just care, but truly exceptional education, igniting curiosity and guiding growth every day. We also believe in building strong, collaborative relationships with families, valuing their input and trust as essential partners. By keeping parents well-informed and actively involved, we ensure each child's learning journey is a shared, joyful, and successful adventure.

Inner Garden Curriculum

Positive Guidance/Intervention

At Inner Garden, we believe in nurturing positive behavior with warmth and understanding, creating a joyful space where every child can flourish. Our approach is rooted in the belief that when children are happy, well-rested, engaged in age-appropriate activities, and thoughtfully supervised, there's rarely a need for direct intervention. Instead, we empower children by giving them choices within clear boundaries and consistent structure, which often helps prevent most challenges. We also emphasize teaching social-emotional skills like empathy and emotional regulation, equipping them with the tools to navigate interactions kindly.

In those rare instances where a little guidance is needed, we gently support children to work out solutions themselves, acting as facilitators to ensure fairness for everyone. For our younger friends, redirection is a gentle tool we use—perhaps introducing a new captivating toy, smoothly transitioning to a different activity, or simply moving them to a fresh spot. With all children, no matter their age, we'll talk through what has happened and discuss the natural consequences of their actions, and if it feels right, we'll encourage them to offer an apology. Should a quiet moment be helpful, it's always brief and within the familiar boundaries of the room, designed for a quick reset and reflection.

We understand that disagreements are a normal part of growing up, especially for little ones who are still learning to express their big feelings. It's common for young children, who are still developing their communication skills, to sometimes express their big feelings through actions like hitting or throwing toys. While we're always teaching appropriate ways to interact, please remember that these behaviors are often a very normal part of their developmental journey. We also believe in modeling positive behaviors ourselves, showing children how to resolve conflicts and interact respectfully.

If, however, we notice a persistent behavioral pattern that needs extra attention, like biting or chronic hitting, we'll reach out to you right away. Our goal is to work together, ensuring a consistent approach between our educators for your child's well-being and growth. We are committed to finding solutions collaboratively, focusing on understanding the root cause of the behavior. Please know that in rare circumstances, if a child's behavior consistently prevents us from properly caring for the other children and maintaining a safe environment, we may need to ask you to pick up your child. Should the pattern continue despite our best efforts, we would then need to discuss alternative care arrangements, always with the safety and well-being of all children in mind.



Finally, as a trusted home care provider, we have a legal and ethical responsibility to recognize and report any evidence of child abuse—physical, emotional, or neglect—to the appropriate authorities.

Comprehensive Learning Approach

Outdoor Activity

Weather permitting, children will enjoy outdoor time as part of their daily regular programming. Outdoor activities promote physical development, creativity, and social skills through play and exploration.

Weekly Learning Plan

Our indoor activities follow a carefully designed weekly learning plan, focusing on holistic development. The plan incorporates cognitive, social, emotional, and physical learning to create a well-rounded educational experience for every child.

Starting your Journey at IG

Communication

Open communication is truly at the heart of our partnership. When a new family joins us, we want to be sure we can openly share any thoughts, concerns, or joys that come up, always working towards the best for your child. It's so important that our childcare philosophies align, and we genuinely welcome all your questions, feedback, or discussions aimed at positive outcomes. Email is usually the quickest and easiest way to reach us, but if you call and we miss you, please leave a message—we'll get back to you within 3 business days. Our educators will also create a dedicated communication group for easy updates and weekly reports, keeping you connected to your child's journey every step of the way. We can't wait to build a wonderful relationship with you and your little one!

For non-urgent inquiries, please reach out to educators during regular dayhome hours or contact the administrative team during office hours. (Refer to hours of operation.)

Hours of Operation

Inner Garden Dayhomes operates Monday to Friday from 7:00 a.m. to 6:00 p.m. Please note that hours may vary between dayhomes, so we recommend confirming the exact schedule with your dayhome educator.

The Inner Garden Agency Office is open Monday to Friday from 9:00 a.m. to 6:00 p.m.

Scheduled Holidays

At Inner Garden, we cherish the bond between families and children. Our holiday and break schedule are designed to nurture these connections. Our dayhomes will observe all statutory holidays, offering a special chance for you and your child to share joyful moments.

To further encourage this precious family time, we intentionally schedule a one-week break in both summer and winter each year. These important dates are communicated at the very start of the year, giving you plenty of time to arrange your vacations and truly immerse yourselves in quality time with



your little ones. These breaks are also incredibly valuable for our educators to rejuvenate, ensuring they bring their best selves to your children every day.

Inner Garden General Holidays and Breaks can be found at our website: [Inner Garden Holidays](#).

Personal Items – What to Bring

- Bedding: including sheets/blanket/pillow/small comfort item
- 2 sets of extra clothes (shirts, pants, socks, underwear) & one pair of indoor shoes.
- Water bottle
- If your child is not yet potty trained - please bring diapers and wipes, as well as a change pad.
- Weather-appropriate outdoor clothing (e.g., hat, sunscreen, raincoat, snowsuit, mittens depending on the season).

Please label all items clearly with your child's full name.

Drop-off & Pick-up Time

To ensure the smooth operation of our dayhomes and to respect everyone's time, we have clear policies regarding drop-off and pick-up.

We recommend that children be dropped off within one hour of our dayhome's opening time. Arriving later may mean your child misses important scheduled activities and classes, which are non-refundable and not subject to deductions from your monthly fee. If you need to drop off your child earlier than the dayhome's official opening hours, an early drop-off fee of \$10 per 30 minutes per child will apply.

All children must be picked up by the dayhome's official closing time. If care is required beyond closing, a late pick-up fee of \$10 per 30 minutes per child will be charged. Please note that late drop-off does not permit late pick-up; these rules are thoughtfully enforced to ensure our educators' family time is respected. Habitual tardiness, whether for drop-off or pick-up, may unfortunately result in the termination of your child's enrollment at the dayhome.

In cases of extreme bad weather, please call and let your educator know as soon as you know you will be late. While we understand unforeseen delays can occur, particularly in extreme weather, our late fee policy remains in effect to ensure consistency for our educators. We encourage families to plan extra travel time during such conditions. If your child is not picked up by closing time and we are unable to reach you, your emergency contacts will be called as standard safety procedures.

Child Release Policy

To ensure the safety and security of all children in our care, the following procedures are in place regarding child pick-up:

Authorized Individuals Only

Children can only be released to individuals explicitly authorized on the enrollment form.

Adding or Removing Authorized Individuals

Parents/guardians must submit a written notice, via email, to add or remove individuals from the authorized pick-up list to both the agency and educators. The written notice must include the



individual's full name and relationship to the child. An ID check will be conducted for any new authorized individual at the time of pick-up. The enrollment form must be updated to reflect any changes.

Unauthorized Pick-Up Attempts

If someone who is not listed as an authorized individual attempts to pick up a child, the child will not be released and the parents will be notified.

Enrollment and Tuition Policies

Registration Process

Before completing your registration, please ensure that you have discussed all your questions, concerns, and specific needs with the dayhome educator. This step is essential to ensure that all expectations are clear and that the dayhome can meet your child's needs. Once you have decided to proceed with a specific dayhome educator, the following steps must be completed to register with Inner Garden Education:

Student Welcome Letter

Once you decide to register with the educator, you will receive a welcome letter including all necessary instructions, important details regarding your child's registration, as well as information to help you and your child transition smoothly into the dayhome.

Submit Registration Form

Complete and submit the official Inner Garden Education Registration Form. This form will be provided to you by the educator.

Pay Registration Fee (Non-refundable)

A **one-time, non-refundable** Registration Fee of \$100 per child is required.

This fee must be submitted via e-transfer to pay@innergardenedu.com at the same time as your Registration Form.

E-transfer Message Details: Please include your child's full name and the name of your chosen dayhome educator in the e-transfer message to ensure proper allocation.

Registration is considered complete only upon receipt of both the fully completed Registration Form and the Registration Fee by Inner Garden Education.

Submit Supporting Documents

Parents/guardians are required to send the following documents electronically to info@innergardenedu.com upon submission of the registration form:

- a. **Child's Birth Certificate**
- b. **Sign Care Agreement** (Will be provided to you upon registration by agency or educator)
- c. **Sick Policy Acknowledgement** (Will be provided to you upon registration by agency or educator)

- d. **Off-site Consent Form** (This may be optional depending on the activities offered. Templates will be provided by your dayhome educator if applicable.)
- e. **Student Health Form** (Required if your child has allergies, medical conditions, or requires emergency medication. Templates may be provided by Inner Garden Education or your dayhome educator.)

Registration Confirmation

After submitting the Registration Form and payment, parents/guardians will typically receive a confirmation email from Inner Garden Education within approximately three (3) business days.

Care Agreement

As part of the enrollment process, and typically after registration with Inner Garden Education is complete, you will be required to review and sign a Care Agreement with your registered dayhome educator. **This is required to be signed on or before the first day of care.**

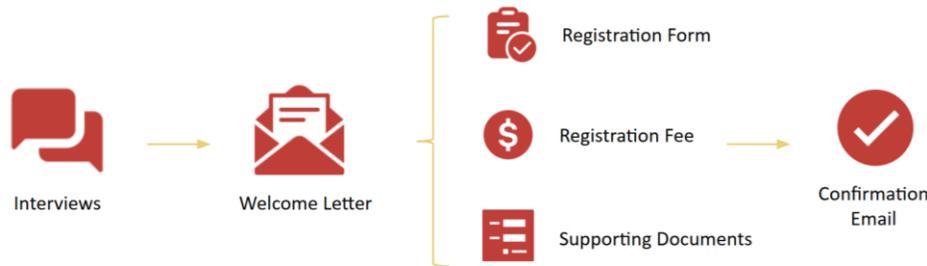


Image: Inner Garden Registration Process

Probation and Termination Policy

Inner Garden Education is dedicated to fostering positive and sustainable care relationships between families and our affiliated dayhome educators. This policy outlines the procedures for probationary periods and the termination of care agreements, ensuring fairness and transparency for all parties involved.

Probationary Period

The initial two (2) weeks of your child’s enrollment in a dayhome program affiliated with Inner Garden Education are considered a probationary period. This period allows both the parents/guardians and the dayhome educator to assess the suitability of the placement and ensure it meets the needs of the child and the expectations of both parties.

During this two-week probationary period, either the parents/guardians or the dayhome educator may terminate the Care Agreement without the requirement of an extended notice period (see Termination Policy).



Termination Policy

After the successful completion of the two-week probationary period, the following termination procedures apply:

Termination by Parents/Guardians

Parents/guardians must provide a minimum of one (1) full calendar month's written notice to withdraw their child from dayhome services. Parents/guardians are required to request and complete an official **Termination Form**, which can be obtained from the dayhome educator or Inner Garden Education.

The termination will be effective on the last day of the calendar month following the month in which proper written notice is received by both the educator and Inner Garden Education.

Example: If written notice is received by both parties on any date in June (e.g., June 1st, June 15th, or June 28th), the child's services will officially conclude on July 31st.

Termination by Dayhome Educator

Should a dayhome educator choose to terminate the Care Agreement for reasons other than those warranting immediate termination (see section Immediate Termination), they will provide parents/guardians with a minimum of one (1) full calendar month's written notice.

Parents/guardians will receive this written notice from the dayhome educator, and Inner Garden Education will also be formally notified and involved in this communication. Similar to parent-initiated termination, if notice is provided by the educator in June, services will conclude on July 31st.

In such instances, Inner Garden Education may assist parents/guardians in finding alternative care within our network, subject to availability.

Immediate Termination

Inner Garden Education, in conjunction with the dayhome educator, reserves the right to terminate a Care Agreement immediately, or with less than the standard one-month notice, under serious circumstances. Such circumstances include, but are not limited to:

- Non-payment of fees or persistent, unrectified late payment of fees. Fees remaining past due for more than 30 calendar days from the original due date.
- Failure by parents/guardians to comply with fundamental policies outlined in their Care Agreement with the educator or Inner Garden Education's overarching policies.
- Behavior by a child that poses an ongoing and unmanageable safety risk to other children, the educator, or property, despite collaborative efforts to address the behavior.
- Abusive, threatening, or disrespectful behavior by parents/guardians or individuals associated with the family towards the dayhome educator, other children, or agency staff.
- Providing false or misleading information during the enrollment process or failing to update critical information (e.g., emergency contacts, medical conditions).
- Situations where the health or safety of the educator or other children in care is compromised.

In cases of immediate termination, a written explanation will be provided to the parents/guardians by the dayhome educator and/or Inner Garden Education.



Violations of other terms outlined in the service agreement may also lead to immediate termination of care without prior notice.

Please ensure all schedule changes or terminations are communicated promptly to avoid unnecessary penalties.

Internal Transfer Policy

At Inner Garden Education, we understand that family needs can change. If you wish to transfer your child from your current dayhome to another within our agency network, we have a standardized process to ensure the transition is smooth and fair for everyone involved.

To initiate a transfer, you must contact the Inner Garden Education office directly. Please do not make transfer arrangements directly with educators.

Transfer Process:

1. **Contact the Agency:** Call or email our office to discuss your needs. We will provide you with a **Childcare Transfer Request Form** to begin the process.
2. **Provide Formal Notice:** To formalize your request, you must submit the completed form to our office. A one full calendar month's notice is mandatory for all transfers. This notice period begins on the first day of the month following the submission of your form.
3. **Complete a New Care Agreement:** Parents are required to review their registration details once again to confirm all details is up-to-date. You will be required to complete and sign a new Care Agreement with the new dayhome provider.

Your original security deposit (if applicable) will be transferable. It will be applied to cover the fees for your final month of care with the agency.

The registration fee is waived for all transfers, no other administrative fee will apply.

Affordability Grant and Subsidy

The Affordability Grant is provided based on your child's age and their number of registered hours per month.

The Childcare Subsidy is available for school-aged children, and parents or guardians must apply for it. Eligibility for this subsidy depends on your family income, your child's age, and their monthly hours of attendance at our dayhome.

For complete details both programs and to apply for subsidies, please visit the [Alberta Child Care Subsidy](#).

Enrollment Status

Full-time Enrollment

Full-time enrollment is defined as registration for more than 100 hours per month. The monthly fee for full-time enrollment remains the same for all months, regardless of holidays or days missed.



If actual childcare hours are less than 100 hours, no refund will be issued. Please refer to the Absent Policy for more details.

Part-time Enrollment

Part-time enrollment applies to children registered for 50 to 99 hours per month.

The Absent Policy applies.

Drop-in Care

Drop-in care applies to children registered for less than 50 hours per month. Drop-in care is charged as a daily rate.

After-School Care

After-school care is available for kindergarten to school-aged children who require care after school hours.

School Communication & Pick-Up

Please ensure your child's school office is always informed of any changes to your contact details or emergency contacts. This helps them reach you quickly.

If you are unreachable during an emergency, the school might contact your dayhome educator. We recommend you discuss this with the school and authorize them to contact your educator if needed.

Arranging your child's pick-up from school is a parental responsibility. If you would like your dayhome educator to assist with this, please discuss and finalize these arrangements directly with them well in advance.

The agency does not transport children under any circumstances.

Fee Policies

EFT Payments

All fees for dayhome services are charged monthly via Electronic Funds Transfer (EFT). Payments are scheduled for the **first business day** of each month, and parents or guardians must ensure that adequate funds are available in their accounts to cover the fees on the scheduled date.

All payments should be paid directly to Inner Garden Agency. Educators are neither authorized nor responsible for collecting payments unless a special agreement has been established.

Any exceptions of payment method need a separate agreement between agency, educator and parents.

Supplemental Fee

As per the Alberta Childcare Policy announced on April 1st, 2025, any fees charged in addition to the standard fees will be considered as supplemental parent fees for optional services. Supplemental fees apply only to services that are optional for parents, which may include:

- Extended hours of care
- Meals and snacks
- Cultural activities



- On-site experiential learning
- Specialized classes
- Field trips
- Diapers/sunscreen

Parents/guardians with special needs, such as requiring extended hours of care, must discuss their requirements with their dayhome educator in advance.

For any supplemental fee charged, parents will be required to sign a consent form acknowledging and agreeing to the charges. This ensures transparency and that all additional fees are voluntary.

Reimbursement and Invoice

If a third party is covering a parent's portion of the fees, this must be disclosed during registration. In such cases, invoices will be issued and sent directly to the third party providing the funding. For any questions or further details, please contact the administration team.

If the third party fails to provide the payment, parents are required to cover the fees in advance to ensure uninterrupted services.

Fee Deposit

To secure your child's enrollment, we require a deposit to secure your spot.

This deposit will be applied to your child's final month of care after you've provided the required one-calendar-month notice of termination. Once services are normally terminated and the notice period is followed, the **remaining balance of your deposit will be fully refunded.**

Mid-month Enrollment and Fee Adjustments

If your child begins full-time dayhome services after the start of the month, their initial month's fee will be prorated based on the remaining scheduled days of attendance or charged at the standard part-time rate for the days attended, whichever is applicable based on the agreed-upon hours for that partial month.

No other forms of discounts on monthly fees are available. Subsidies for children starting mid-month will be adjusted to match their actual attendance hours as per government guidelines.

Monthly Fee Calculation

Monthly fee is calculated by starting with the standard tuition fee and then deducting any government grant and subsidy amounts our agency receives for your child.

Absent Policy

Absent policy applies to all absence due to all reasons including illness. No refunds will be given for late arrivals, early departures, weather, or exclusion due to illness. A dedicated spot is reserved for each child that is expected to arrive at the day home.

Spot Reservation Fee

For absences exceeding one calendar month, once per year, parents are allowed to pay a spot reservation fee instead of the regular parent portion to secure their child's place at the dayhome. If the



reservation fee is not paid, the spot cannot be guaranteed after the absence. The rate for spot reservation may vary between dayhome locations.

Regular tuition is still due for absences less than one calendar month.

General Policies

Lunch & Snack

If provided at your location, morning snack is served between 8:00AM and 8:30AM, lunch is served between 11:30AM and 12:30PM and afternoon snack is served between 3:40PM and 4:10PM. Times may vary slightly depending on the dayhome. Nutritious meals are planned according to the Canadian Food Guide to ensure children receive balanced and healthy options.

Parents are responsible for providing food for children on a special diet or those who require special attention (picky eaters, allergies, medical diets).

Nap/Rest Time

All children who are still napping will be in a private area, with no disturbances. The other children will have quiet time. Quiet time consists of coloring, puzzles, painting, reading or quiet play. If your child has a special blanket or stuffed animal he/she sleeps with please feel free to send it along.

Birthdays & Parties

Each child's birthday is his/her "Special Day". We will make every effort (treats, small parties, etc.) to recognize your child's big day.

Activities

The main goal of the dayhome is to grow in a healthy and happy learning environment, have fun, develop social skills, and encourage creative expression. We will utilize a variety of activities to accomplish this goal. Classes, free play, reading, arts and crafts, music/singing, dancing, dramatic play/pretend, puzzles, numbers and ABC, are just some of the activities we will be doing while following the curriculum.

Potty Training

We are happy to assist in potty training. If possible, it is best for you to initiate potty training over a weekend or vacation. Please do not begin training before your child is ready. If potty training is begun when your child is ready, the task is easy and quick. When the time is right for your child and until he/she is totally successful in his/her toileting, he/she should wear clothes that promote his/her independence. The best items are shorts and pants with elastic waists, or dresses. Try to avoid tight clothing, pants with snaps and zippers and belts, overalls and "onesies". These are difficult for children to remove "in a hurry". Please send 2 extra outfits while potty training.



Personal Items

Parents are responsible for supplying toothbrushes/toothpaste, formula, baby food, disposable diapers and wipes, ointments, etc. You must also supply at least two complete changes of clothing appropriate for the weather. Please bring your child dressed appropriately for going outside all year round. This includes swimwear, a hat & sunscreen in the summer. In the fall and winter this includes boots or snowsuits, hats, mittens, etc.

All items need to be labeled with your child's initials.

Please keep in mind that if you do not bring a needed item, it may prevent all children from outdoor activities.

Feedback

Your thoughts are always welcome and important to us. You can contact the Agency by email, telephone, or schedule an in-person meeting with our Administration team.

Updating Your Contact Information

It is the responsibility of the Parent/Guardian to ensure that the dayhome has accurate and up-to-date information on file. Please make sure your contact details, emergency contacts, and other important information are regularly updated with your dayhome provider.

Parents are also encouraged to notify their dayhome provider of any significant updates regarding their child, such as health concerns, behavioral changes, or family circumstances, to enable appropriate care and support.

Providing accurate and timely updates helps the dayhome ensure the best possible care and support for your child.

Health & Safety

At Inner Garden, your child's well-being is our absolute top priority, and we're committed to providing a safe, healthy, and nurturing environment every single day. We diligently conduct regular safety checks, maintain secure play areas, and ensure all spaces are thoroughly cleaned and sanitized on a regular basis. Our dedicated educators are thoroughly trained in first aid and emergency response, so you can have complete peace of mind knowing they're prepared to handle any situation with care and confidence.

We kindly ask that you keep your child's emergency contact information, medical conditions, and any allergies updated with us at all times. For the health of all children, we also have clear guidelines regarding illness; please refer to our separate policy for details on when children should stay home.

We believe that a safe and clean space is the foundation for joyful learning and exploration, and we strive to create an environment where every child feels secure, protected, and cared for.



Fire or Emergencies

Drill

All Inner Garden Dayhomes have their own emergency plan and have it posted in every room of the Dayhome. This plan offers a map of the dayhome of each floor and nearest safety exits, as well as brief reminder instructions. Dayhomes may schedule their fire drills to ensure the children and educators are familiar with emergency procedures.

Evacuation

In the event of an actual Emergency and the dayhome requires evacuation, families will be notified as soon as the building has been successfully evacuated and Pick Up Instructions will be relayed. Please ensure you familiarize yourself with your dayhome's Evacuation Safe Zones and Muster Points.

Incidents

An incident is defined as follows:

- an emergency evacuation;
- unexpected program closure;
- an intruder in the program residence;
- a serious illness or injury to a child that requires the educator or parent to request emergency health care and/or requires the child to remain in hospital overnight;
- an error in the administration of medication by the educator or other resident;
- the death of a child;
- an unexpected absence of a child from the program (i.e. lost child);
- a child removed from the program by a non-custodial parent or guardian;
- an allegation of physical, sexual, emotional abuse and/or neglect of a child by an educator or another resident of the program home;
- the commission by a child of an offence under an Act of Canada or Alberta; and/or a child left unattended in the program home outside of the program operating hours.

If an incident occurs, a program will:

- obtain emergency medical assistance as required;
- immediately notify the parent or emergency contact if parent is unavailable;
- notify the Agency immediately and complete an incident report; and
- participate in inspections conducted by the Agency and/or licensing staff or other law enforcement agencies as required.

Medical Conditions

Allergies and Anaphylaxis

- Parents/Guardians are required to provide your dayhome with a complete list of allergies that the child suffers from to ensure the health of your child prior to their first day at your dayhome. It is also essential for us to have this information to ensure that your child's diet does not contain any known allergens.



- Providing Medications (Epinephrine Auto-Injectors) within the expiry date are the responsibility of the Parent(s)/Guardians to be made available for the Dayhome prior to the child's first day, to use in an emergency. Note that Inner Garden will not administer any non-prescribed antihistamines (ie Benadryl, etc) to any child that has an Anaphylaxis diagnosis.

Asthma and Other Medical Conditions

- Parents/Guardians are required to provide your educator with a complete Student Health Form with a list of medical conditions that the child suffers from to ensure the health of your child. It is also essential for the dayhome to have this information to ensure that the educators are aware of symptoms and signs to look out for to properly support the child through an episode or attack.
- For any and each medical condition, dayhome will require Parents/Guardians to provide general precautions and emergency procedures developed for each child in consultation and collaboration with the Parent(s)/Guardian(s) and any regulated health professional who is involved in the child's care. The plan and medications will be required to be in place for the child to attend Dayhome and reviewed annually or when changes are needed to be made.
- Providing Medications (Asthma Inhalers and others) within the expiry date are the responsibility of the Parent(s)/Guardians to be made available for dayhome prior to the child's first day, to use in an emergency.

The Student Health Form serves as a critical document to ensure the safety and proper care of the child. All information needs to be up to date, any changes occur in the child's health status or emergency contact information, parents/guardians must notify the dayhome immediately. It is the responsibility of the parents/guardians to provide the dayhome with new and relevant health information as it becomes available.

Medication

Written parental consent is required to permit educators to give medication of any kind. Please try to give medication at home whenever possible. Please do not send medication in a bottle or cup of milk, juice, etc. to dayhome with your child. All medication must be provided in the original container and include written instructions.

Medication Form

Parents/Guardians will be asked to fill out a Medication Form as a written consent to give written permission to Educator to administer necessary medications, vitamin, or special diet.

Medical Emergency

If the situation is life-threatening or requires immediate medical attention, staff will call 911 or the local emergency number without delay. Trained staff will administer basic first aid as required while awaiting the arrival of emergency medical services.

Emergency Preparedness: Each child's emergency medical information, including allergies, medical conditions, and special instructions in the form of the Student Health Plan,, will be always readily



accessible to staff. Fully stocked first aid kits will be available at the dayhome, and all staff will be made aware of their locations.

Emergency Costs: If an ambulance is called to transport your child, the cost of the ambulance will be your responsibility. You are responsible for all costs involved in emergency medical treatment, including emergency transportation, if required. The educator or their family will not be held liable for any sickness/injury of either parent/guardian or child while on these premises, or while the child is on field trips or outings.

We hope never to have to implement this policy, but we are prepared to take decisive action should a medical emergency arise. The safety of the children in our care is our utmost priority, and we are committed to ensuring that all staff are equipped to handle emergencies professionally and compassionately.

Illness

Becomes Ill While in Dayhome

Our primary concern is the well-being of all children in our care, as well as our staff. If a child becomes ill while at the dayhome, the following procedures will be followed to ensure the health and safety of everyone:

- **Immediate Care:** The child will be separated from other children and cared for in a designated "comfort area" within the dayhome. This space is sanitized, comfortable, and allows the child to rest until they can be picked up.
- **Parental Notification:** Parents or emergency contacts will be notified immediately and are expected to pick up the child within one hour of notification. It is essential that parents provide reliable contact information and update it as necessary.
- **Observation and Documentation:** Dayhome staff will observe the child for specific symptoms and document any findings. This information may be requested by a healthcare provider and will also be used to determine when the child can safely return to the dayhome.

If your child becomes ill while in the dayhome we will make the determination as to whether the parent is to come for the child. Each case is different and new situations may arise, but in general, aside from obvious symptoms of illness (fever, vomiting, diarrhea, etc.) if your child is acting sick, lethargic or too uncomfortable to participate in our normal daycare routine, we will be calling you to come get your child. Please know that when we make that call to you to pick your child(ren) up, we have done everything we can possibly do, and we have reached a point where parental care is needed.

Educators will use all recorded contact information for the Parents/Guardians however, if they cannot be reached, the Emergency Contacts will be contacted for pick up.

Educators will not dispense any medication to a child unless there was a specific request in the child's file.



Illness at Home

If your child shows signs of illness at home, we ask that you keep them at home to prevent the spread of illness to other children and staff. Children should not attend the dayhome if they have any of the following symptoms:

- Fever (temperature of 100.4°F (38°C) or higher)
- Vomiting or Diarrhea (runny or watery stools, or 2 or more loose stools within the last 4 hours)

** As for infants with fevers and/or diarrhea and as it pertains to teething, dayhome will only accept a child with these symptoms back into care after the child has seen a doctor and a note is sent from the doctor stating that these symptoms are due to teething.*

- Runny nose: Your child may be brought to care if he/she has a common cold (slight cough, clear runny nose, occasional sneezing). Discharge of any color other than clear is not acceptable in childcare.
- Pink eye (conjunctivitis) or other eye infections: Watery, matted, and/or red/pink eyes are not acceptable in childcare.
- Unexplained Rash
- Persistent cough or trouble breathing
- Any contagious illness such as chickenpox, strep throat, etc.

Please notify the dayhome as soon as possible if your child will be absent due to illness.

If you are unable to remain at home with your child with illness, it will be necessary for you to make substitute childcare arrangements at your own expense.

Returning to Dayhome

To return to the dayhome, children must meet the following criteria to ensure the safety of everyone:

- Free of symptoms: The child must be fever-free for at least 24 hours without the use of fever-reducing medication. The child must be symptoms free (nausea, diarrhea and vomiting) for at least 48 hours without the aid of medication.
- Symptom Improvement: Symptoms must be significantly improved, and the child must be able to participate in dayhome activities comfortably.
- Physician's approval: For certain illnesses or outbreaks, a doctor's note may be required stating that the child is no longer contagious and can return to the dayhome.
- Contagious Disease Clearance: If the child was diagnosed with a contagious disease, a clearance note from a healthcare provider or local health authority may be required.
- Antibiotics: If the child has been prescribed antibiotics, they may not return to Dayhome until 24 hours after they have taken the first dose of antibiotics. Remember that an Administration of Medication form will need to be completed for administering prescribed medication at Dayhome.

Please understand that these guidelines are in place to protect all children and staff members at our dayhome. We appreciate your cooperation in adhering to our Illness Policy. If you have questions or need clarification on any point, please don't hesitate to contact us.

Parents are required to sign the **Sick Child Policy** upon registration.



Minor Injuries

We prioritize the safety of children in our care and ensure all minor injuries are documented and communicated to parents. When a child sustains a minor injury, the educator will:

- Provide first aid.
- Document the incident in Incident Report Form: noting the time, location, nature of the injury, and treatment given.
- Notify parents immediately for serious concerns or at day's end for minor issues, parents are required to sign the Incident Report Form.

Parents are encouraged to review the full incident report at pickup or through direct communication. For questions, contact the office.

Immunization

Inner Garden Dayhome is required to keep a record of the Immunization Status for each registered child. Parents will be asked to confirm that their child's vaccinations are up to date during registration.

House Rules

Inner Garden House rules are enforced for the safety and well-being of everyone.

There will be no running permitted in the house. Hitting, pushing, biting, grabbing, kicking, spitting, or pinching other children/infants/adults will not be allowed. No standing or climbing on chairs, tables, or furniture. No playing on the steps (either inside or out). No disrespectful language will be used. No play fighting. Children are to keep food and drink in the proper area. Children and families are welcome in any areas of the home that are used for childcare purposes. If your child intentionally damages the property through destructive behavior or roughness, you will be liable for the damages.

Staff and Volunteers

Besides the Teachers, the following personnel may be present in the classroom, on occasion:

- Internship Educators: may be selected to observe and participate to gain valuable experience required for completion of internships.
- Substitute Educators: assist or take the place of regular staff as needed.
- Specialized Educator: perform specialized classes to children

All internship, substitute, and specialized teachers of our Dayhome have the appropriate documentation as required by Licensing, including criminal record checks, to ensure the safety of our children and staff.

Information Sharing

Dayhome providers will provide regular updates regarding your child's progress, milestones, and daily activities. These updates may be shared through verbal communication, written reports, or approved digital platforms.



All personal and sensitive information about your child and family will be treated with the highest level of confidentiality. This information will only be shared with authorized personnel or as legally required, such as in cases involving child safety concerns.

To comply with Alberta childcare regulations, certain details—such as your name, contact information, and other relevant data—will be shared with the Alberta Childcare Department as required. This ensures compliance with provincial licensing and monitoring standards.

If it becomes necessary to share information with external organizations for assessments or specialized support services, your consent will be obtained beforehand unless otherwise mandated by law.

Photos and Videos

Inner Garden Dayhomes take photos and videos of students involved in various activities throughout the care service. Parents/Guardians need to give consent for the Inner Garden to take, use and share photos/videos of your child on their behalf during registration. If you need to modify your consent decision, please contact the administrative team at info@innergardenedu.com.

Parents/Guardians are not permitted to share or use photos or videos of any child, other than your own, outside the Dayhome without permission.

Social media

Inner Garden Dayhomes may publish photos and videos on social media with consent (including our website, Facebook, Instagram accounts and other social media groups) which may be viewable to members of the public.

Sharing of photos and videos from Inner Garden platforms (website and social media)

Parents/Guardians are not permitted to share or use photos or videos of any child, other than your own, outside the Dayhome without permission.