

AceKids

DAYCARE

Parent Handbook & Policies

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1. WELCOME & CENTRE OVERVIEW.....	7
1.1 WELCOME TO ACEKIDS DAYCARE	7
1.2 WHO WE ARE	7
1.3 OUR PHILOSOPHY.....	7
1.4 OUR CORE VALUES	8
1.5 OUR COMMITMENT TO CHILDREN & FAMILIES	9
1.6 HOW TO READ THIS HANDBOOK	9
2. LICENSING & REGULATORY COMPLIANCE	9
2.1 LICENSED CHILD CARE CENTRE	9
2.2 COMPLIANCE WITH REGULATORY REQUIREMENTS	9
2.3 APPLICATION OF POLICIES	9
2.4 POLICY UPDATES	10
3. PROGRAMS & CURRICULUM	10
3.1 EDUCATIONAL PHILOSOPHY & PROGRAM DESIGN	10
3.2 CLASSROOM ENVIRONMENT & LEARNING EXPERIENCES.....	10
3.3 LANGUAGE, MUSIC & CREATIVE EXPRESSION.....	10
3.4 EDUCATOR ROLE IN PROGRAM DELIVERY	11
3.5 PROGRAM STRUCTURE & OPTIONS.....	11
3.6 CHOOSING THE RIGHT PROGRAM	12
3.7 PROGRAM COMPLETION & KINDERGARTEN TRANSITION.....	12
3.8 PROGRAM REVIEW AND CONTINUOUS IMPROVEMENT	12
4. ENROLLMENT & ADMISSION	13
4.1 INQUIRY & INITIAL INFORMATION	13
4.2 CENTER TOURS	13
4.3 ENROLLMENT ACCEPTANCE & START DATES	13
4.4 MINIMUM ENROLLMENT FINANCIAL COMMITMENT	13
4.5 REGISTRATION FEES & DEPOSITS	14
4.6 REQUIRED DOCUMENTATION & AUTHORIZATIONS	14
4.7 GOVERNMENT FUNDING AT ENROLLMENT	14
4.8 CHANGES PRIOR TO START DATE.....	14
4.9 RIGHT TO REFUSE OR DELAY ENROLLMENT	15
4.10 GRADUAL ENTRY & TRANSITION INTO CARE	15
4.11 ROOM PLACEMENT, CLASSROOM TRANSITIONS & SAME-AGE MOVES	16
5. TUITION, FEES & BILLING POLICIES	17
5.1 TUITION STRUCTURE OVERVIEW	17
5.3 PAYMENT METHODS & INVOICING	17
5.4 LATE PAYMENTS, NSF & ADMINISTRATIVE FEES	17
5.5 LATE PICKUP FEES.....	18
5.6 FEE ADJUSTMENTS & ANNUAL INCREASES	18
5.7 BILLING ERRORS, REVIEWS & CORRECTIONS	18
5.8 SHARED FINANCIAL RESPONSIBILITY (SEPARATION OR DIVORCE)	18
6. DEPOSITS & FINANCIAL COMMITMENTS	19



6.1	REGISTRATION FEES	19
6.2	LAST-MONTH DEPOSIT (LMD)	19
6.3	PROGRAM RATE APPLICATION OF LAST-MONTH DEPOSIT (LMD).....	19
6.4	APPLICATION OF LAST-MONTH DEPOSIT	19
6.5	DEPOSIT RECONCILIATION AT END OF CARE	20
6.6	WITHDRAWAL BEFORE START DATE	20
6.7	FORFEITURE & NON-TRANSFERABILITY	20
6.8	FINANCIAL COMMITMENT ACKNOWLEDGEMENT	20
7.	GOVERNMENT FUNDING & SUBSIDIES	21
7.1	OUR COMMITMENT TO AFFORDABLE CHILD CARE	21
7.2	CHILD CARE FEE REDUCTION INITIATIVE (CCFRI)	21
7.3	AFFORDABLE CHILD CARE BENEFIT (ACCB)	21
7.4	PARENT TIMING, ADJUSTMENTS & RECONCILIATION	22
7.5	ABSENCES & FUNDING LIMITATIONS	22
7.6	FUNDING DURING NOTICE PERIOD OR WITHDRAWAL.....	22
7.7	NO GUARANTEE OF FUNDING	22
8.	ADDITIONAL PROGRAMMING & OPTIONAL SERVICES.....	23
8.1	PURPOSE OF ADDITIONAL PROGRAMMING.....	23
8.2	PROGRAM STRUCTURE OVERVIEW.....	23
8.3	CHAMPIONS PROGRAM (ALL-INCLUSIVE)	23
8.4	FOUNDATION PROGRAM ADD-ON SERVICES.....	23
8.5	ADD-ON SELECTION & CONFIRMATION	24
8.6	CHANGES TO OPTIONAL SERVICES	24
8.7	SERVICE AVAILABILITY & CENTRE DISCRETION	24
8.8	RELATIONSHIP TO TUITION, FUNDING & ENROLLMENT COMMITMENTS.....	24
8.9	PROGRAM CONSISTENCY & CHILD EXPERIENCE	25
9.	ATTENDANCE, ABSENCES & DAILY PARTICIPATION.....	25
9.1	DAYS ATTENDANCE EXPECTATIONS	25
9.2	DAILY ATTENDANCE EXPECTATIONS	25
9.3	ABSENCES AND EXTENDED NON-ATTENDANCE	25
9.4	HOLIDAYS AND SCHEDULED CLOSURES.....	26
9.5	WEATHER-RELATED CLOSURES	26
9.6	FEES DURING CLOSURES.....	26
9.7	ARRIVAL AND PICK-UP PROCEDURES.....	26
9.8	ACTIVE PLAY, OUTDOOR PARTICIPATION & FIELD EXPERIENCE.....	26
9.10	OUR APPROACH TO CARE & SUPERVISION	27
10.	WITHDRAWAL & TERMINATION OF CARE	29
10.1	PARENT-INITIATED WITHDRAWAL	29
10.2	NOTICE CUT-OFF RULE	29
10.3	FEES, DEPOSITS & FINAL BILLING	30
10.4	PROGRAM & FEE PLAN DURING NOTICE PERIOD.....	30
10.5	TERMINATION OF CARE (WITH OR WITHOUT NOTICE)	31
10.6	RETURN OF PROPERTY & ACCESS ITEMS	32
10.7	RESPECTFUL PROCESS, NO WAIVER & ORDER OF PRECEDENCE.....	32
11.	HEALTH, ILLNESS & MEDICATION	32



11.1 COMMITMENT TO HEALTH & WELLNESS	32
11.2 HYGIENE, SANITIZATION & INFECTION PREVENTION	32
11.3 ILLNESS & EXCLUSION FROM CARE.....	33
11.4 ILLNESS WHILE IN CARE	34
11.5 TIMELY PICK-UP FOR HEALTH OR SAFETY CONCERNS.....	34
11.6 EMERGENCY MEDICAL SITUATIONS.....	34
11.7 ADMINISTRATION OF MEDICATION	34
11.8 COMMUNICABLE DISEASE MANAGEMENT & PUBLIC HEALTH DIRECTIVES	35
11.9 HEAD LICE MANAGEMENT	35
11.10 IMMUNIZATION POLICY	36
11.11 BITING & HEALTH-RELATED BEHAVIOURAL INCIDENTS	36
11.12 NUTRITION, FOOD SAFETY & ALLERGIES	36
11.13 SCREEN TIME POLICY	37
11.14 REST TIME POLICY	37
12. SAFETY, SUPERVISION & SECURITY	37
12.1 SAFETY COMMITMENT	37
12.2 SUPERVISION STANDARDS.....	37
12.3 TRANSFER OF CARE	38
12.4 BRIGHTWHEEL CHECK-IN/CHECK-OUT.....	38
12.5 SAFE RELEASE OF CHILDREN	38
12.6 REFUSAL OF RELEASE FOR CHILD SAFETY.....	39
12.7 UNAUTHORIZED PICK-UP ATTEMPTS	39
12.8 FAILURE TO PICK UP A CHILD	39
12.9 FACILITY ACCESS & SECURITY CONTROLS	40
12.10 PARKING AND ARRIVAL SAFETY	40
12.11 EMERGENCY PREPAREDNESS	40
12.12 EMERGENCY RESPONSE AND EVACUATION	40
12.13 FIRE SAFETY.....	40
12.14 EARTHQUAKE SAFETY	41
12.15 POWER OUTAGES AND SERVICE INTERRUPTIONS.....	42
12.16 LOCKDOWN PROCEDURES	42
12.17 CUSTODY AND COURT ORDERS	42
12.18 KEY EMERGENCY CONTACTS.....	43
12.19 CONFIDENTIALITY IN SAFETY INCIDENTS.....	43
13. NUTRITION, MEALS & FOOD SAFETY	43
13.1 NUTRITION PHILOSOPHY.....	43
13.2 CHEF-PREPARED MEALS (CHAMPIONS PROGRAM)	43
13.3 FOOD PRACTICES & MEALTIME EXPECTATIONS.....	44
13.4 SPECIAL OCCASIONS & BIRTHDAYS	44
13.5 BRING-YOUR-OWN-FOOD (BYOF) OPTION (FOUNDATION PROGRAM ONLY).....	44
13.6 ALLERGY MANAGEMENT & FOOD SAFETY	45
13.7 SUSPENSION OR DISCONTINUATION OF MEAL SERVICES	45
13.8 NON-COMPLIANCE & ENFORCEMENT	45
13.9 POLICY REVIEW	46
14. BEHAVIOUR GUIDANCE & INCLUSION	46
14.1 PHILOSOPHY OF BEHAVIOUR GUIDANCE	46



14.2 POSITIVE GUIDANCE PRACTICES	46
14.3 PROHIBITED DISCIPLINE PRACTICES	46
14.4 BEHAVIOR SUPPORT & FAMILY COLLABORATION	47
14.5 INCLUSION & INDIVIDUAL SUPPORT PLANNING	47
14.6 LIMITS OF ACCOMMODATION & RIGHT TO REVIEW CARE	47
15. PARENT & FAMILY RESPONSIBILITIES, CONDUCT, AND PARTNERSHIP	47
15.1 SHARED RESPONSIBILITY	48
15.2 HYGIENE & DAILY READINESS	48
15.3 COMMUNICATION & ISSUE RESOLUTION	48
15.4 ACCURATE & UPDATED INFORMATION	48
15.5 HEALTH & SAFETY COOPERATION	48
15.6 PUNCTUALITY & OPERATIONAL RESPECT	48
15.7 SUPPLIES & PREPAREDNESS	48
15.8 RESPECTFUL CONDUCT & LANGUAGE	49
15.9 PRIVACY & COMMUNITY RESPECT	49
15.10 NOTICE OF WITHDRAWAL	49
15.11 POLICY ACKNOWLEDGEMENT	49
15.12 SPIRITUAL SENSITIVITY & INCLUSION	49
16. COMMUNICATION & TECHNOLOGY	50
16.1 APPROVED COMMUNICATION CHANNELS	50
16.2 BRIGHTWHEEL PLATFORM USE	50
16.3 RESPECTFUL COMMUNICATION STANDARDS	50
16.4 TECHNOLOGY, PRIVACY & DIGITAL BOUNDARIES	51
16.5 PUBLIC COMMENTARY & REPRESENTATION	51
16.6 CHANGES TO COMMUNICATION PRACTICES	51
16.6 ACKNOWLEDGEMENT	51
17. PERSONAL BELONGINGS & SUPPLIES	52
17.1 SHARED RESPONSIBILITY	52
17.2 CLOTHING REQUIREMENTS	52
17.3 REQUIRED DAILY SUPPLIES	52
17.4 OUTDOOR READINESS & PARTICIPATION	52
17.5 LABELLING & STORAGE	53
17.6 WEEKLY CUBBY CLEARING & CLEANING REQUIREMENT	53
17.7 DIAPERS & TOILETING READINESS	53
17.8 LOST, DAMAGED, OR PROHIBITED ITEMS	53
17.9 CENTRE DISCRETION & UPDATES	53
18. CHILD SAFETY POLICIES	53
18.1 COMMITMENT TO CHILD SAFETY	53
18.2 SUPERVISION & DUTY OF CARE	54
18.3 MISSING CHILD PROCEDURE	54
18.4 PROTECTION FROM ABUSE & NEGLECT (DUTY TO REPORT)	54
18.5 INCIDENT REPORTING & DOCUMENTATION	55
18.6 PREVENTATIVE SAFETY MEASURES	55
18.7 COLLABORATION WITH AUTHORITIES	55
18.8 PARENT PARTNERSHIP	55



18.9 SMOKING & VAPING POLICY	56
18.10 INCIDENT REPORTING, LOGBOOKS & SAFETY DOCUMENTATION	56
18.11 PET POLICY	58
19. PRIVACY & CONFIDENTIALITY	58
19.1 COMMITMENT TO PRIVACY	58
19.2 COLLECTION, USE & DISCLOSURE OF INFORMATION	58
19.3 CONSENT & WITHDRAWAL OF CONSENT	59
19.4 ACCURACY, ACCESS & RECORD RETENTION	59
19.5 PHOTOGRAPHY & VIDEO USE	59
19.6 VIDEO SURVEILLANCE	59
19.7 SOCIAL MEDIA & PUBLIC USE OF IMAGES	60
19.8 FAMILY PRIVACY RESPONSIBILITIES	60
19.9 PRIVACY BREACHES	60
19.10 POLICY UPDATES & ACKNOWLEDGEMENT	60
20. COMPLAINTS & ESCALATION PROCESS	60
20.1 COMMITMENT TO OPEN COMMUNICATION	60
20.2 FIRST POINT OF CONTACT	60
20.3 FORMAL COMPLAINT SUBMISSION	61
20.4 REVIEW & RESPONSE	61
20.5 CONFIDENTIALITY & FAIRNESS	61
20.6 BEHAVIOURAL EXPECTATIONS DURING THE COMPLAINT PROCESS	61
20.7 MATTERS OUTSIDE THE COMPLAINT PROCESS	62
20.8 RESOLUTION & FINAL DETERMINATION	62
21. POLICY ACKNOWLEDGEMENT & AGREEMENT	62
21.1 HANDBOOK REVIEW REQUIREMENT	62
21.2 ACKNOWLEDGEMENT OF POLICIES	62
21.3 ONGOING APPLICABILITY	62
21.4 POLICY UPDATES & AMENDMENTS	62
21.5 GOVERNING AUTHORITY	63



1. Welcome & Centre Overview

1.1 Welcome to AceKids Daycare

Welcome to the AceKids family!

On behalf of the entire AceKids staff, we are delighted to welcome you and your child to AceKids Daycare. Thank you for entrusting us with the care and early learning of your child. This is a responsibility we accept with great care, intention, and commitment.

As you begin your journey with us - or consider enrollment at AceKids - this Parent Handbook serves as the authoritative guide to our policies, expectations, and day-to-day practices. It reflects our dedication to creating a nurturing, structured, and secure environment where children can grow, learn, and thrive.

We encourage all families to read this handbook carefully and refer back to it as needed. Familiarity with these policies supports a strong partnership between families and AceKids staff and helps ensure a positive, consistent experience for every child in our care.

1.2 Who We Are

AceKids Daycare is a community-centered early learning environment committed to supporting children's development in a warm, family-like setting. We believe that children flourish when they feel safe, known, and supported, and we strive to create an atmosphere where curiosity, confidence, and character can grow.

We value respectful, open communication with families and view parents and guardians as partners in each child's development.

1.3 Our Philosophy

At AceKids, we honor the individuality of every child. We believe that each child is uniquely created and develops at their own pace. Our role is to provide an environment that encourages exploration, discovery, and appreciation of the world around them.

Our philosophy is built on:

- Healthy social-emotional development
- Cognitive learning through play and guided experiences
- Respect for others and for the environment
- A caring, responsive, and engaged team of educators

Children are supported to build confidence, independence, and a love for learning within a safe and nurturing setting.



1.4 Our Core Values

The values that guide AceKids Daycare shape our daily interactions, decision-making, and approach to care.

- **Family-Oriented Environment**

We strive to create a welcoming space that feels like a second home, where children and families feel connected, supported, and valued.

- **Individuality and Uniqueness**

Every child is unique. We recognize and celebrate each child's strengths, interests, and abilities, providing personalized support to meet their needs.

- **Kindness and Love**

Our interactions are guided by kindness, patience, and care. We foster a culture of empathy, compassion, and mutual respect.

- **Christian Values**

AceKids is grounded in Christian values, including love, gentleness, respect, and integrity. These values guide how AceKids staff interact with children, families, and one another and are reflected in daily interactions, guidance practices, and relationships.

- **Embracing Diversity & Inclusivity**

We value and respect diversity in all its forms, including cultural, linguistic, and individual differences, and we strive to create an inclusive environment for every child and family.

- **Empathy**

We believe that understanding and responding to the feelings of others is essential to healthy development. Children are supported to feel seen, heard, and understood.

- **Community and Connection**

We value strong relationships within our centre and the broader community, fostering connection through shared experiences and mutual support.

- **Professional Growth**

AceKids staff are committed to continuous learning and professional development to ensure high-quality care and best practices in early childhood education.



1.5 Our Commitment to Children & Families

AceKids Daycare is committed to providing a safe, nurturing, and developmentally appropriate environment where children - our Acers - feel secure, supported, and excited to learn.

We are committed to:

- Maintaining clear expectations and consistent policies
- Partnering respectfully and collaboratively with families
- Supporting each child's growth with care, patience, and intention

Families are expected to engage respectfully with AceKids staff and to adhere to the policies outlined in this handbook to support a positive experience for all children in care.

1.6 How to Read This Handbook

This handbook is designed to clearly explain how AceKids operates, especially in situations that can feel sensitive, emotional, or complex for families.

Some sections are written in a formal or structured manner to ensure clarity, fairness, and consistency for all families, and to meet our licensing and regulatory obligations.

Behind every policy is a team that deeply cares about children and understands that family decisions are rarely just administrative. These policies exist to support children's safety, emotional well-being, and a stable care environment, while allowing AceKids to serve families responsibly and sustainably.

2. Licensing & Regulatory Compliance

2.1 Licensed Child Care Centre

AceKids Daycare is a fully licensed childcare center and operates in accordance with all applicable provincial childcare regulations, health standards, and safety requirements.

Licensing requirements govern key aspects of our operation, including staffing ratios, supervision, health practices, and program delivery. These requirements are mandatory and apply consistently across all families and programs.

2.2 Compliance with Regulatory Requirements

From time to time, AceKids Daycare may be required to implement changes to policies, procedures, or operations to remain compliant with regulatory requirements.

Such changes may be implemented without exception and may affect program delivery, schedules, or operational practices. These requirements are not discretionary and are applied in the interest of safety, consistency, and compliance.

2.3 Application of Policies

This Parent Handbook outlines the policies and expectations that apply to all families enrolled at AceKids Daycare. Where interpretation is required, policies will be applied in a manner that aligns with applicable regulations, and supports the health, safety, and well-being of children in care.



2.4 Policy Updates

AceKids Daycare may update this handbook as needed to reflect regulatory or operational changes.

Families will be informed of material updates through official communication channels. Continued enrollment following a policy update constitutes acceptance of the revised policies.

3. Programs & Curriculum

3.1 Educational Philosophy & Program Design

AceKids Daycare provides a nurturing, engaging, and developmentally appropriate learning environment designed to support each child's social, emotional, physical, and cognitive development.

Our programs are intentionally structured to respond to children's diverse needs, personalities, interests, and energy levels. Learning experiences are grounded in play-based and child-centred approaches, supported by consistent routines and responsive educators.

Programming aligns with provincial licensing standards and early learning frameworks while fostering curiosity, confidence, independence, and a lifelong love of learning.

3.2 Classroom Environment & Learning Experiences

Each classroom is designed to provide a balanced and enriching daily experience, including:

- Active and gross motor play (both indoor and outdoor)
- Calm and quiet activities such as reading, art, fine-motor tasks, and puzzles
- Small-group learning and circle time
- STEAM-inspired exploration that supports early problem-solving and creativity

These experiences are integrated throughout the day to support social-emotional development, collaboration, self-regulation, and age-appropriate learning.

3.3 Language, Music & Creative Expression

AceKids incorporates language exposure and creative expression as part of its educational programming.

- Language Exposure: Children may be introduced to French through songs, group reading, circle time, and interactive activities. Early language exposure supports cognitive development, cultural awareness, and communication skills.
- Music & Art: Creative expression through music, painting, drawing, and crafts is encouraged to support imagination, self-expression, and artistic appreciation from an early age.

All activities are implemented in a safe, inclusive, and age-appropriate manner.



3.4 Educator Role in Program Delivery

AceKids staff play a critical role in delivering high-quality programming and creating a safe, nurturing, and values-driven learning environment.

AceKids Daycare is founded on Christian principles, and our program is guided by values such as love, kindness, patience, respect, integrity, compassion, and service. These values shape how educators care for children, engage with families, and build a strong, supportive community.

Educators are expected to:

- Provide attentive supervision and developmentally appropriate care
- Create a warm, safe, and supportive environment that encourages learning and growth
- Recognize and respond to each child's individual needs, interests, and abilities
- Model positive character traits such as empathy, honesty, responsibility, and respect
- Demonstrate cultural sensitivity and awareness, respecting the diverse backgrounds of children and families
- Embrace diversity and inclusivity by ensuring all children feel valued, supported, and able to participate fully in the program
- Communicate openly and professionally with families regarding children's experiences, well-being, and development.

Professional growth and continuous learning are encouraged to support best practices in early childhood education while remaining grounded in the values that define AceKids.

3.5 Program Structure & Options

AceKids offers structured program options designed to support children's early learning and care needs while aligning with provincial regulations and funding requirements. All programs reflect AceKids' commitment to providing a safe, nurturing, and developmentally appropriate environment.

3.5.1 AceKids Foundation Program

The AceKids Foundation Program is the core educational program offered to all enrolled children and meets all provincial licensing and regulatory requirements.

The Foundation Program includes:

- A structured daily routine balancing guided activities and free play
- Play-based exposure to early learning concepts, including early science, technology, arts, math, and creative exploration
- Age-appropriate classroom environments that support participation, supervision, and well-being

This program establishes a strong educational and care foundation while allowing families flexibility in selecting additional services where available

3.5.2 AceKids Champions Program

The AceKids Champions Program is an enhanced, all-inclusive program designed to provide a more comprehensive and seamless experience for children and families.



Champions includes all components of the Foundation Program, plus additional elements:

- Purposeful STEAM-based learning experiences supported by dedicated materials and guided activities
- Daily provision of meals and snacks prepared in accordance with Centre policies
- Full access to AceKids' parent engagement platform for communication, updates, and insights
- Essential classroom and personal supplies provided by the Centre

By bundling these components into a single program, Champions promotes consistency, convenience, and a well-resourced daily learning environment.

3.6 Choosing the Right Program

Families select a program option at enrollment based on their child's needs and family preferences.

- Program availability is subject to space, licensing, and operational constraints
- Program changes are not guaranteed and must be requested in advance
- Approved program changes follow established effective-date timelines

Program details, inclusions, and fees are outlined in the Tuition Schedule and are subject to review and change in accordance with operational and regulatory requirements.

3.7 Program Completion & Kindergarten Transition

As part of AceKids' program structure and alignment with the public school system, children who are kindergarten-eligible will complete their program at AceKids prior to the start of kindergarten.

- Children who turn five (5) years old on or before December 31 of a given year are considered kindergarten-eligible
- These children will complete their program at AceKids at the end of August of their kindergarten-qualifying year

This transition is a planned program completion, not a disciplinary or discretionary termination. Program completion due to kindergarten eligibility follows AceKids' standard billing and notice requirements, as outlined in this Parent Handbook.

3.8 Program Review and Continuous Improvement

AceKids is committed to continuous program evaluation and improvement. Programming may evolve to reflect best practices, educator expertise, and community needs. Changes to program structure or offerings will be communicated to families as appropriate

AceKids reserves the right to refine programs while maintaining consistency, quality, and compliance with licensing requirements.



4. Enrollment & Admission

4.1 Inquiry & Initial Information

Families may express interest in AceKids Daycare through various channels, including email, phone, in-person inquiry, referral, or online forms.

As part of the initial inquiry process, families are provided with key information to support informed decision-making, which may include:

- The Parent Handbook
- Program information and availability
- Tuition schedules and applicable fees
- Enrollment requirements and next steps

Reviewing this information prior to enrollment is essential, as enrollment at AceKids constitutes acceptance of the policies outlined in this handbook.

4.2 Center Tours

Tours are offered to provide families with an opportunity to:

- View the learning environment
- Ask general questions about programs and care
- Become familiar with AceKids' values, routines, and expectations

Participation in a tour does not guarantee space availability or enrollment.

4.3 Enrollment Acceptance & Start Dates

Enrollment is confirmed only once:

- A space has been formally offered by AceKids, and
- All required enrollment documents have been completed and accepted, and
- Applicable registration fees and deposits have been received

Start dates are scheduled based on space availability, licensing requirements, and operational considerations. AceKids reserves the right to adjust start dates where necessary and will communicate any changes promptly.

4.4 Minimum Enrollment Financial Commitment

Choosing childcare is a meaningful decision, and we believe families deserve transparency and clarity before making that commitment.

Before any invoice is issued or any enrollment payment is collected, families are required to review and formally acknowledge AceKids' key financial, deposit, and withdrawal terms.

This acknowledgment confirms the family's understanding and acceptance of, including but not limited to:



- Monthly, non-prorated tuition billing
- The two (2) calendar month written notice requirement for withdrawal
- Alignment of withdrawal with the monthly billing cycle
- Application and conditions of the last-month deposit
- The non-refundable nature of the registration fee

This financial commitment applies regardless of attendance, including absences, delayed starts, or early withdrawal.

Completion of the Pre-Payment Commitment Acknowledgment is mandatory and must occur before invoicing and payment. Submission of payment constitutes agreement to the terms outlined in this Parent Handbook, including the deposit and withdrawal policies in Sections 6 and 10.

4.5 Registration Fees & Deposits

A registration fee and a last-month deposit are required to complete enrollment. The registration fee is non-refundable, and the last-month deposit represents advance payment for the final billing month of care. Payment of fees and deposits confirms the family's intent to enroll and agreement to all Centre policies

Details regarding deposits, adjustments, and application are outlined in Section 6 – Deposits & Financial Commitments.

4.6 Required Documentation & Authorizations

Families must provide all required documentation prior to the child's start date, which may include:

- Enrollment forms and consent documents
- Emergency contact information
- Medical and care-related information

Care may be delayed or denied if required documentation is incomplete or outdated.

4.7 Government Funding at Enrollment

Where families intend to access government funding or subsidies (e.g., ACCB), it is the family's responsibility to:

- Apply for funding in a timely manner
- Provide valid authorization documentation
- Ensure approvals are active before care begins

Enrollment and attendance may proceed at full tuition rates until funding is approved and confirmed. Government funding does not alter enrollment requirements or financial commitments. (See Section 7 – Government Funding & Subsidies for details.)

4.8 Changes Prior to Start Date

Requests to change a child's start date, program option, or enrollment details must be submitted in writing and are subject to availability and approval. Approved start-date adjustments do not reset or



restart notice periods, deposit obligations, or the two-month financial commitment, which remain anchored to the originally confirmed start date unless expressly amended in writing by AceKids. Withdrawal prior to a child's start date is governed by the same commitment and notice of requirements outlined in Sections 6 and 10.

4.9 Right to Refuse or Delay Enrollment

AceKids reserves the right to refuse enrollment, delay a start date, place conditions on enrollment, where doing so is necessary to comply with licensing requirements, ensure child and staff safety, or maintain program integrity.

4.10 Gradual Entry & Transition into Care

AceKids recognize the importance of a smooth transition for children as they begin their journey with us. To support this, we have established a Gradual Entry Policy tailored to the developmental stages of infants/toddlers and preschool-aged children. This policy is designed to ease children into the new environment, allowing them to adjust at their own pace with the support of our educators.

Infant/Toddler Program (Up to 36 Months)

- Day 1: The first day involves an approximately 2-hour visit, from 8:30am to 10:30am. A morning snack will be provided. Parents are encouraged to stay for up to a half hour and leave for the remainder of the time. This short duration allows your child to familiarize themselves with our educators and their new surroundings in a gentle manner.
- Day 2: The second day will extend to a 3-hour visit, from 8:30am to 11:45am. Parents are encouraged to drop off their child quickly and pick up prior to nap time. A morning snack and lunch will be provided.
- Day 3: The visit extends till after nap time, from 8:30am to 2:30pm, encompassing both morning snack and lunch. This longer period helps your child begin to experience and adjust to the daily routine.
- Day 4: Close to/if not full day. Parents are encouraged to drop off their children at a time that is convenient and pick up any time, based on their schedule. This helps with further integrating your child into the day's full range of activities.
- Day 5: Aims for a full-day schedule, closely matching the regular day-to-day experience, depending on how comfortable and settled your child feels.

Preschool Program (36 Months to 5 Years)

- Day 1: The first day involves an approximately 2-hour visit, from 8:30am to 10:30am. A morning snack will be provided. Parents are encouraged to stay for the first 15 to 20 minutes and leave for the rest of the time. This short duration allows your child to familiarize themselves with our educators and their new surroundings in a gentle manner.
- Day 2: The second day will extend to a 3-hour visit, from 8:30am to 11:45am. Parents are encouraged to drop off their child quickly and pick up prior to nap/quiet time. A morning snack and lunch will be provided.
- Day 3: The visit extends till after nap/quiet time, from 8:30am to 2:30pm, encompassing both morning snack and lunch. This longer period helps your child begin to experience and adjust to the daily routine.



- Day 4: Close to/if not full day. Parents are encouraged to drop off their children at a time that is convenient and pick up any time, based on their schedule. This helps with further integrating your child into the day's full range of activities.
- Day 5: Aims for a full-day schedule, closely matching the regular day-to-day experience, depending on how comfortable and settled your child feels.

Flexibility & Child-Centred Approach

- Educators will observe each child's comfort, regulation, and adjustment.
- Gradual entry schedules may be adjusted in collaboration with families to support a positive transition.
- Parents are encouraged to remain available during the first days of care.

Important Clarifications

- Gradual entry is a transition support strategy and does not alter tuition, billing, enrollment commitments, or withdrawal requirements.
- Emotional responses at drop-off are developmentally normal. Children often settle quickly after separation.
- AceKids will communicate with families if a child experiences prolonged or significant distress and will request early pick-up only when necessary for the child's well-being.

4.11 Room Placement, Classroom Transitions & Same-Age Moves

To maintain safe, balanced, and developmentally appropriate classrooms, AceKids reserves the right to assign and adjust room placements within licensed age groups.

Children are placed based on age, developmental readiness, group dynamics, and licensing requirements. Placement decisions prioritize safety, learning continuity, and group well-being.

Same-Age Room Moves

AceKids may move a child within the same licensed age group (e.g., Infant, Toddler, Preschool) for reasons including:

- Licensing ratio or supervision requirements
- Developmental or behavioral support needs
- Staffing or operational considerations
- Temporary room closures or space adjustments

What does not change: age group, licensing ratios, and your program tier/tuition (unless you request, and we approve a program selection change).

Communication & Support

- Advance notice will be provided whenever feasible.
- In urgent safety or licensing situations, same-day moves may occur with prompt explanation to families.
- Educators will support transitions and update Brightwheel as needed.



Parent Preferences

While AceKids welcomes parent input, specific requests for classrooms, educators, or peer groupings cannot be guaranteed. AceKids does not reassign other children to accommodate individual preferences.

5. Tuition, Fees & Billing Policies

Tuition at AceKids reflects more than attendance on specific days - it represents the reservation of a licensed childcare space, consistent staffing, and a stable learning environment for children.

5.1 Tuition Structure Overview

Tuition at AceKids Daycare is billed by calendar month and reserves a full-time childcare space. Fees are not adjusted for days missed due to illness, family vacation, statutory holidays, professional development days, and service interruptions, scheduled or emergency daycare closures. Fees have been averaged over a calendar year and divided into equal monthly payments for your convenience, and a \$200 non-refundable enrolment fee is required at the time of registration.

Tuition is billed in full for each month of enrollment and is due on the 1st of each month. Partial-month attendance, late starts, early withdrawals, or schedule changes do not reduce tuition. Parents are responsible for ensuring sufficient funds are available on the billing date.

5.3 Payment Methods & Invoicing

AceKids uses Brightwheel as its exclusive billing and payment platform.

- All families must enroll in automatic payments as part of registration.
- Accepted payment methods:
 - Pre-authorized debit
 - Credit card (transaction fees may apply)
- Monthly invoices are issued electronically via Brightwheel prior to the end of each month.
- Tax receipts are issued at the start of the following fiscal year and are accessible through Brightwheel.

Failure to maintain valid payment information on file may result in suspension or termination of care.

5.4 Late Payments, NSF & Administrative Fees

Late Tuition Payments

Tuition not received by the 5th day of the month will incur a late fee of \$25 per day, starting on the 6th day of non-payment. A late payment notice will be issued once the 5th day has passed. Failure to rectify the payment issue within 2 calendar days of receipt will result in suspension of care without notice. All outstanding balances must be paid in full prior to resuming care at the center. Continued non-payment will result in termination of services.

NSF (Non-Sufficient Funds)

- Any returned or declined payment will incur a \$10.00 NSF service fee.



- NSF balances must be paid in full within two (2) days of notification.

5.5 Late Pickup Fees

AceKids operates until 5:30 PM. Parents are expected to arrive no later than five (5) minutes before closing to allow for safe and timely handover.

Late pickup fees apply as follows:

- \$20.00 for any portion of the first ten minutes after 5:30 PM
- \$3.00 per minute thereafter

Additional enforcement measures:

- At 5:40 PM, authorized emergency contacts will be called
- At 6:00 PM, if no authorized pickup occurs, and we have not heard from you regarding a delay, the social worker on duty with the Ministry of Children and Family Development will be contacted to pick up your child.

Late pickup fees are added to the next month's invoice. After 3 late pick-ups, your family will be given written notice. Should an instance of late pick up reoccur, you will be given a 30-day termination of care notice.

5.6 Fee Adjustments & Annual Increases

AceKids reserves the right to adjust tuition and fees. Fee adjustments typically take effect on April 1st each year, and families will receive at least 30 days' written notice. Adjustments may also occur due to program changes, age-group transitions and/or regulatory or funding changes.

5.7 Billing Errors, Reviews & Corrections

Families are responsible for reviewing invoices promptly. Billing concerns must be submitted in writing within two (2) calendar days of invoice issuance. After this period, invoices are deemed accepted and payable. Confirmed billing errors will be corrected prospectively or by credit at the Centre's discretion and retroactive adjustments are not guaranteed.

5.8 Shared Financial Responsibility (Separation or Divorce)

Tuition and all related fees are due in full regardless of parental separation, divorce, custody arrangements, or private agreements between parents or guardians. Both parents or guardians listed on the enrollment record are jointly and severally responsible for all fees owed. Payment arrangements made between parents (including separate or split payments) are private matters and do not alter AceKids' billing requirements.

Late payment, suspension, and termination policies apply even if only one parent or guardian is in default or late.

AceKids will not mediate or become involved in disputes between parents regarding payment responsibility.



6. Deposits & Financial Commitments

Deposits are a common and necessary part of licensed childcare operations, as they allow centres to responsibly plan staffing, ratios, and programming.

At AceKids, deposits are used to protect program continuity while ensuring families receive clear, upfront expectations about how final months of care are managed.

6.1 Registration Fees

A registration fee is required to complete enrollment at AceKids Daycare. The registration fee is non-refundable and non-transferable.

Sibling registration fee waivers may be granted at AceKids' sole discretion and do not affect tuition, deposits, or funding eligibility.

6.2 Last-Month Deposit (LMD)

A last-month deposit, equivalent to one full month of tuition per child, is required to secure a childcare space. The deposit represents advance payment for the final billing month of care. The deposit is due prior to a child's start at the center, and no interest will be paid on the deposit.

Funding Clarification

Government funding, subsidies, or fee reductions (including ACCB or CCFRI) do not replace or offset the requirement for a last-month deposit. The deposit must be paid in full regardless of funding status.

Failure to maintain a valid last-month deposit may result in suspension or termination of enrollment.

6.3 Program Rate Application of Last-Month Deposit (LMD)

The last-month deposit required to secure enrollment is always calculated at the AceKids Champions Program rate, regardless of the program (Champions or Foundation) selected at enrollment.

This standard applies to all families.

6.4 Application of Last-Month Deposit

The last-month deposit is applied as follows:

- The deposit is applied only to the final billing month that satisfies AceKids' two-month written notice requirement.
- The child's final day of care must be the last calendar day of that month.
- Any additional months required to satisfy the notice requirement remain payable.

Centre-Initiated Termination

In cases where care is terminated by AceKids Daycare, the last-month deposit will be applied to the final billing month in accordance with Section 10. Outstanding balances may be deducted from the deposit where necessary.



6.5 Deposit Reconciliation at End of Care

The last-month deposit is not adjusted during a child's enrollment. Reconciliation occurs only at the end of care, as follows:

- The deposit is applied to the final billing month of care at the tuition rate in effect during that final month
- If the final month's tuition is less than the deposit held, the difference will be credited or refunded to the parent after all outstanding balances are settled
- If the final month's tuition is greater than the deposit held, the parent is responsible for paying the difference, which will be invoiced accordingly

Reconciliation occurs after the child's final month of care and after all fees, charges, and adjustments have been finalized.

6.6 Withdrawal Before Start Date

The same two-month notice requirement applies even if the child has not yet started care.

The last-month deposit is refundable only where written notice is received at least two full calendar months prior to the originally scheduled start date.

If notice does not satisfy the two-month requirement, enrollment will remain active through the notice period and the deposit is applied to the final month accordingly.

6.7 Forfeiture & Non-Transferability

The last-month deposit is:

- Non-transferable between children, families, programs, or services.
- Non-refundable, except where explicitly permitted under Section 6.5 and 6.6.
- Applied only to a full final billing month. Partial-month application, credits, or refunds are not available.

The deposit may be forfeited if:

- A child is withdrawn or terminated without meeting notice requirements; or
- Outstanding balances remain at the end of care.

6.8 Financial Commitment Acknowledgement

Enrollment at AceKids Daycare constitutes acceptance of the Centre's financial structure, including:

- Monthly billing by calendar month
- Earned tuition once a billing month begins
- Strict withdrawal notice requirements
- Application of the last-month deposit as outlined in this section

Families are responsible for understanding and complying with these financial commitments prior to enrollment.



7. Government Funding & Subsidies

7.1 Our Commitment to Affordable Child Care

AceKids Daycare is committed to making high-quality early learning more accessible to families. Participation in government funding and subsidy programs helps reduce the cost of care for eligible families and allows AceKids to continue delivering a safe, enriching, and sustainable program.

Programs such as the Child Care Fee Reduction Initiative (CCFRI) and the Affordable Child Care Benefit (ACCB) are valuable support for many families and can significantly lower monthly childcare costs.

AceKids actively supports families in accessing available funding and works to apply approved benefits accurately and transparently. At the same time, government programs operate under their own rules, timelines, and eligibility requirements. As a result, families remain responsible for understanding and maintaining their funding eligibility and for ensuring that tuition and fees are paid in accordance with this handbook.

This section explains how government funding works at AceKids, what families can expect, and how responsibilities are shared.

7.2 Child Care Fee Reduction Initiative (CCFRI)

AceKids currently participates in the Child Care Fee Reduction Initiative (CCFRI).

- CCFRI provides a fee reduction, not a subsidy paid directly to families
- Participation in CCFRI is not guaranteed and may change based on operational or funding considerations
- AceKids reserves the right to opt out of CCFRI or modify participation at any time
- If CCFRI participation changes:
- Families will receive written notice in advance where possible, or as soon as reasonably practicable if timelines are dictated by the government
- Tuition will revert to AceKids' standard posted rates effective on the change date
- CCFRI changes do not affect ACCB eligibility

7.3 Affordable Child Care Benefit (ACCB)

The Affordable Child Care Benefit (ACCB) is administered by the Province of British Columbia and may provide financial assistance to eligible families based on income, family size, and care type.

Parent Responsibilities

Families applying for ACCB are responsible for:

- Submitting complete and accurate applications and supporting documentation
- Ensuring authorizations remain current and valid
- Providing AceKids with the authorization number and required billing forms
- Renewing ACCB on time, without prompting from the Centre



Childcare services may not commence until valid ACCB authorization is received, unless the parent agrees to pay full tuition pending approval.

7.4 Parent Timing, Adjustments & Reconciliation

ACCB and other government funding are subject to varying start dates, end dates, and approval timelines. Accordingly:

- Full monthly tuition is due in advance, regardless of anticipated funding
- Any government funding received will be credited to the parent's account once processed
- Funding may begin or end mid-month; however, tuition is not prorated
- Retroactive funding adjustments do not change billing obligations for months already billed

Parents are responsible for any shortfall, delay, or retroactive adjustment not covered by government funding.

7.5 Absences & Funding Limitations

Government funding programs may impose limitations related to attendance.

- Extended absences may result in funding being reduced or discontinued by the government
- Any funding reduction due to absences does not reduce tuition owed to AceKids
- Parents remain responsible for the full parent portion and any unfunded amounts

7.6 Funding During Notice Period or Withdrawal

Government funding or subsidies (including CCFRI or ACCB):

- Do not alter AceKids' two-month withdrawal notice requirement
- Do not reduce tuition owed during the notice period
- Do not affect the application of the last-month deposit

Parents are responsible for any unfunded portion of tuition during the notice period and final month of care, including retroactive adjustments.

7.7 No Guarantee of Funding

AceKids does not guarantee approval of any subsidy or benefit, continuation of funding once approved, or government processing timelines or payment accuracy. Government funding is administered independently of AceKids, and all funding-related risks remain the responsibility of the family.

In the event of any inconsistency between government funding communications, subsidy approvals, or third-party information and this Parent Handbook, this Parent Handbook shall govern unless explicitly amended in writing by AceKids Daycare.



8. Additional Programming & Optional Services

8.1 Purpose of Additional Programming

AceKids Daycare offers additional programming and optional services designed to enhance children's daily experience, support family needs, and provide flexibility while maintaining a consistent, high-quality learning environment.

Additional programming complements the core educational program outlined in Section 3 – Programs & Curriculum and may vary by age group, availability, and operational capacity.

Optional services are offered as enhancements to the core program and are not guaranteed entitlements.

8.2 Program Structure Overview

AceKids offers two primary program structures:

- AceKids Foundation Program: a core, play-based educational program that meets all licensing and regulatory requirements.
- AceKids Champions Program: an enhanced, all-inclusive program that bundles additional services and enrichments into a single, consistent experience.

Program inclusions and applicable fees are outlined in the Tuition Schedule and enrollment documentation.

8.3 Champions Program (All-Inclusive)

The Champion's Program is designed for families seeking a seamless and fully supported experience.

Key characteristics:

- All-inclusive program model
- No add-ons or service selections required
- Services and materials are bundled to promote consistency and ease for children and families

Families enrolled in the Champions Program are not required to make additional optional service selections after enrollment.

8.4 Foundation Program Add-On Services

The Foundation Program allows families to select optional services based on their needs and preferences.

Optional services may include, but are not limited to:

- Meal plan participation
- Parent engagement and communication tools
- Centre-provided classroom or personal supplies
- Other program enhancements offered periodically



All optional services must be explicitly selected and acknowledged during enrollment and are reflected in the family's billing profile.

8.5 Add-On Selection & Confirmation

For families enrolled in the Foundation Program:

- Optional services must be selected and confirmed as part of the enrollment process
- Some services may require additional acknowledgments or policy acceptance
- Add-ons are applied on a monthly basis unless otherwise specified

Once confirmed, optional services are considered part of the family's ongoing program arrangement, subject to availability and program needs.

8.6 Changes to Optional Services

Requests to add, remove, or modify optional services:

- Must be submitted in writing
- Are subject to availability, operational feasibility, and notice requirements
- May take effect only at designated change points determined by the Centre

AceKids reserves the right to approve, deny, or defer requests based on classroom consistency, staffing, licensing requirements, and the overall well-being of children.

8.7 Service Availability & Centre Discretion

Additional programming and services are offered as part of AceKids' overall care experience and are delivered in a manner that supports consistency, safety, and program quality.

From time to time, the Centre may need to adjust how certain services are delivered due to operational, staffing, licensing, or external factors. This may include temporary pauses, modifications, or format changes.

Such adjustments do not affect a child's enrollment status or the core educational program. Families will be informed of any material changes where reasonably possible.

8.8 Relationship to Tuition, Funding & Enrollment Commitments

Tuition and billing for all programming and services are governed by Section 5 – Tuition, Fees & Billing Policies, and the application of government funding is outlined in Section 7 – Government Funding & Subsidies.

Participation in additional programming or services does not change:

- Minimum enrollment commitments
- Notice or withdrawal requirements
- Deposit or last-month payment application
- Final month obligations



Optional services cannot be added, removed, or modified to reduce financial commitments during notice periods or final months of care.

8.9 Program Consistency & Child Experience

AceKids prioritizes consistency and predictability as key components of a child's well-being and development.

Programming is structured to provide children with a stable daily experience, and any additional services are managed in a way that supports classroom routines and group dynamics. Requests that may disrupt consistency or impact the overall program may be limited or deferred.

AceKids staff apply professional judgment to ensure all Acers experience care that is developmentally appropriate, supportive, and aligned with the Centre's approach.

9. Attendance, Absences & Daily Participation

9.1 Days Attendance Expectations

AceKids Daycare operates Monday through Friday, from 7:30 a.m. to 5:30 p.m., excluding statutory holidays, scheduled closures, and days affected by emergency or service interruptions.

Operating days and hours are subject to change in accordance with licensing requirements, safety considerations, or operational needs.

9.2 Daily Attendance Expectations

To support consistent programming and minimize disruption to classroom routines, children must be dropped off no later than 10:00 a.m.

If a child will be:

- Absent for the day, or
- Arriving late due to an appointment or other reason

Families must notify the Centre before 8:00 a.m. on that day.

AceKids Daycare reserves the right to refuse care for the day for any child arriving after 10:00 a.m. without prior notice.

Transfer of care begins only once a child is personally handed to an AceKids staff member inside the classroom.

9.3 Absences and Extended Non-Attendance

Occasional absences are expected and do not affect enrollment status.

However:

- Tuition is billed by calendar month and is not prorated for absences.
- Extended or repeated absences do not reduce fees.



- Enrollment reserves a space for the child, not individual days of attendance.

Families are encouraged to notify the Centre of planned absences whenever possible.

9.4 Holidays and Scheduled Closures

AceKids Daycare is closed on statutory holidays and during scheduled closures, which may include:

- Professional development days
- A summer closure period
- A winter/holiday closure period

Annual tuition is structured to provide equal monthly payments and is not affected by closures.

All scheduled closure dates are published in the AceKids Annual Closure Calendar, which is updated regularly and shared with families.

9.5 Weather-Related Closures

In the event of severe or inclement weather, AceKids Daycare will communicate closure or operational updates via Brightwheel and/or email.

Where applicable, AceKids may align closures with local school district decisions to ensure safety and accessibility.

Families should confirm Centre status before bringing their child during severe weather conditions.

9.6 Fees During Closures

Tuition remains payable in full during:

- Statutory holidays
- Scheduled closures
- Weather-related or emergency closures

Fees are not reduced, credited, or refunded for closure days, as tuition reflects the reservation of a full-time childcare space.

9.7 Arrival and Pick-Up Procedures

To support safety and classroom flow, families are expected to follow established arrival and pick-up routines, including:

- Ensuring a staff member is present before leaving a child
- Respecting classroom procedures at drop-off and pick-up
- Adhering to published operating hours

Late pick-up policies and fees are outlined separately in Section 5 – Tuition, Fees & Billing Policies.

9.8 Active Play, Outdoor Participation & Field Experience

AceKids Daycare is committed to supporting children's physical health, development, and well-being through daily active play and outdoor experiences.



Active Play & Outdoor Time

- Children participate in daily active play, including outdoor play. In accordance with licensing requirements, children spend a minimum of 60 minutes outdoors daily.
- Outdoor play occurs year-round, weather permitting.
- When weather conditions require, active play may take place indoors using developmentally appropriate movement activities.

Health & Outdoor Participation

- Children are expected to participate in both indoor and outdoor activities.
- If a child is too unwell to participate in outdoor play, they should not attend care that day.
- Exceptions may be made at the Centre's discretion in cases of temporary or documented medical limitations.

Clothing & Readiness

- Families are responsible for ensuring children arrive with weather-appropriate clothing and footwear to safely participate in outdoor and active play.
- Refer to Section 17 - Personal Belongings & Supplies for detailed clothing and preparation requirements.

Field Trips & Nature Walks

- AceKids may offer local field trips or neighborhood nature walks as part of programming.
- All outings:
 - Maintain or exceed required staff-to-child ratios
 - Include headcounts at all transition points
 - Carry emergency contact information and first aid supplies
- Field trips or walks may be modified or cancelled due to weather, safety, or staffing considerations. When this occurs, an alternative on-site program will be provided.

AceKids reserves the right to determine appropriate participation in outdoor play or outings based on safety, health, and operational considerations.

9.10 Our Approach to Care & Supervision

AceKids Daycare's approach to care and supervision is grounded in established principles of child development, positive guidance, and responsive caregiving. Our goal is to support children's self-esteem, emotional regulation, independence, and social competence within a safe, structured, and nurturing environment.

Respectful, Child-Centred Care

- Children are supported as individuals with unique developmental needs, temperaments, and learning styles.
- Educators respond to children with empathy, consistency, and professionalism.
- Care practices prioritize emotional safety alongside physical safety.



Positive Guidance Philosophy

- Behaviour is understood as a form of communication.
- Educators guide behaviour through calm direction, redirection, modeling, and support for problem-solving.
- Boundaries and limits are set clearly and consistently to help children feel secure and confident.

Structure, Boundaries & Supervision

- Order, predictability, and routine are essential to children's well-being.
- Educators actively supervise children at all times, indoors and outdoors.
- Supervision practices are intentional, proactive, and aligned with the child's age and developmental stage.

Non-Punitive, Developmentally Appropriate Practices

- AceKids does not use punitive, shaming, or fear-based approaches.
- Guidance strategies are respectful, age-appropriate, and focused on learning rather than punishment.
- Children are never isolated, humiliated, or deprived of basic needs as a form of discipline.

Supporting Regulation & Regrouping

- When a child becomes dysregulated, educators may support the child with a brief, supervised period of calm regrouping.
- Regrouping is intended to help the child regain control and return to play successfully, not as punishment.
- Educators remain present and supportive throughout.

Collaboration with Families

- Families are partners in supporting children's development.
- When behavioural concerns persist or appear unusual for a child's age or development, educators will consult with families to align on strategies and supports.
- Information shared with families respects confidentiality and does not identify other children.

This approach ensures that children experience AceKids as a place of safety, consistency, learning, and belonging, while allowing educators to exercise professional judgment in the best interests of all children in care.



10. Withdrawal & Termination of Care

We understand that decisions about ending childcare can be difficult and often tied to family transitions, changes in work, or evolving needs.

At the same time, group childcare requires advance planning to ensure stability for children, educators, and other families. For this reason, AceKids applies consistent withdrawal and termination policies that allow us to maintain a predictable and supportive care environment through each child's final day.

10.1 Parent-Initiated Withdrawal

Parents or guardians may withdraw a child from care only by providing written notice that strictly complies with AceKids' withdrawal requirements.

Minimum Notice Requirement

AceKids requires a minimum of two (2) full calendar months' written notice when withdrawing a child from the Centre.

- Withdrawals must align with full calendar months
- Mid-month or prorated withdrawals are not permitted
- The child's final day of care must be the last calendar day of a month
- There is no reduction or proration of fees for early withdrawal, partial attendance, or unused days

Written Notice Definition

For the purposes of this section, written notice means notice submitted via email to the Centre's official email address. Verbal notice, text messages, or informal communications do not constitute valid notice.

Written notice must clearly state the child's name and the intended final month of care.

10.2 Notice Cut-Off Rule

To satisfy the two-month notice requirement:

- Written notice must be received on or before the last calendar day of a month
- The following two full calendar months constitute the notice period
- The child's final month of care is the second full month following notice

Important Clarification

The child's final month of care is determined by when written notice is received, not by the date the parent intends or prefers. Withdrawals must always align with full calendar months, and fees remain payable throughout the notice period.



Example 1: Cut-off Requirement Met

- Parent Intended last day of care is October 31st and
- Written notice received on or before August 31st
 - Notice period is September and October and are fully payable
 - Final month of care is October with last day as October 31st
 - The last-month deposit is applied to October's invoice.

Because written notice was received by the end of August, the two full calendar months (September and October) satisfy the notice requirement.

Example 2: Cut-off Requirement Not Met

- Parent Intended last day of care is October 31 and
- Written notice received September 5th
 - September does not count as a full notice month
 - Notice period shifts to October and November and are fully payable
 - Final month of care is November, with last day as November 30th
 - The last-month deposit is applied to November invoice.

Because written notice was not received by August 31, the notice period automatically rolls forward to the next two full calendar months.

10.3 Fees, Deposits & Final Billing

- All tuition and fees remain payable in full throughout the two-month notice period
- Tuition is earned monthly and is not refundable, transferable, or creditable
- The last-month deposit is applied to the final (second) month of care
- AceKids does not provide refunds, credits, or fee reductions for:
 - Early withdrawal
 - Partial attendance
 - Absences
 - Schedule changes during the notice period

Government Funding During Notice

Government funding or subsidies (including ACCB or CCFRI) do not alter the notice requirement. Families remain responsible for any unfunded portion of tuition during the notice period, including retroactive adjustments.

Program participation (e.g., Foundation or Champions) and associated fees remain locked throughout the notice period and final month.

10.4 Program & Fee Plan During Notice Period

Once written notice of withdrawal is submitted, the child's program type and fee plan in effect at the time notice is given will remain in place through the child's final month of care.



- Program downgrades or cost-reducing changes (e.g., switching from an all-inclusive program to a lower-cost option) are not permitted during the notice period or in the final month of care.
- Any program change requests must be submitted, reviewed, and approved before written notice of withdrawal is given and are subject to availability and standard effective-date timelines.
- The last-month deposit is applied to the final month of care in accordance with Section 6, using the deposit amount previously collected.

10.5 Termination of Care (With or Without Notice)

AceKids Daycare reserves the right to terminate a child's enrollment with or without notice where continued care is deemed unsafe, inappropriate, or inconsistent with the Centre's policies, standards, or operational requirements.

Termination may occur immediately or with notice, including but not limited to, circumstances where:

- Serious or repeated safety concerns involving a child, parent, guardian, or visitor
- A child demonstrates behaviors that pose a risk of physical harm to themselves, other children, or staff, including repetitive biting or aggressive conduct
- A child engages in inappropriate actions or gestures toward peers or educators that compromise safety or well-being
- Aggressive, threatening, abusive, or intimidating behavior by a child, parent, or guardian
- Bullying, harassment, or hostile conduct by a parent or guardian toward AceKids staff, other families, or children, whether in person or through Centre communication channels
- Persistent non-payment of tuition or outstanding fees
- Non-compliance with AceKids policies, procedures, or licensing requirements
- Failure to disclose, or misrepresentation of, critical medical, developmental, or behavioral information that impacts safe care
- Ongoing behavioral challenges that cannot be safely supported despite reasonable intervention efforts
- Repeated policy violations, including chronic late pickups or disregard for operational expectations
- A breakdown of the parent-daycare relationship or ongoing lack of cooperation with staff, policies, or reasonable directives

Where a child's behavior presents an immediate safety concern, parents or guardians may be required to pick up the child immediately, and care may be suspended or terminated without notice.

Termination under this section does not waive outstanding financial obligations. No refunds, credits, or fee reductions will be provided in cases of termination or breach of AceKids policies and procedures. AceKids retains sole discretion to determine when termination is necessary to protect the safety, well-being, and integrity of the program.

All inclusion-related termination decisions are made thoughtfully, documented appropriately, and communicated respectfully.



10.6 Return of Property & Access Items

All AceKids property - including key fobs and other items must be returned by the child's final day of care.

Any applicable refunds related to access items will be processed only after items are returned and verified.

10.7 Respectful Process, No Waiver & Order of Precedence

All withdrawal and termination decisions are made in good faith and with the child's well-being and program integrity as primary considerations.

AceKids expects respectful communication throughout the withdrawal or termination process and does not tolerate harassment, intimidation, or hostile conduct toward AceKids staff or other families.

Any prior flexibility or exceptions do not constitute a waiver or establish precedent.

In the event of any inconsistency between verbal communication, emails, messages, or other documents, this Parent Handbook governs.

11. Health, Illness & Medication

11.1 Commitment to Health & Wellness

AceKids Daycare is committed to maintaining a healthy, safe, and nurturing environment for all children, families, and AceKids staff. Strong health and wellness practices are essential in group care settings and require shared responsibility between the Centre and families.

These policies are designed to:

- Reduce the spread of illness
- Support children's well-being and recovery
- Protect the health of the broader community
- Ensure compliance with public health and licensing requirements

Family Responsibility: Families are responsible for completing a daily health screening of their child prior to arrival and for keeping children home when they do not meet the wellness requirements outlined in this section.

11.2 Hygiene, Sanitization & Infection Prevention

AceKids maintains high standards for cleanliness and infection prevention.

11.2.1 Sanitizing & Cleaning Practices

- Classrooms, toys, and high-touch surfaces are cleaned and sanitized regularly
- Gentle, child-safe cleaning products are used
- Sanitization protocols may be enhanced during periods of increased illness or outbreaks.



As part of AceKids sanitization practices, families are required to remove all personal belongings from children's cubbies every Friday in accordance with Section 17 (Personal Belongings & Supplies) to allow for thorough cleaning and disinfection.

11.2.2 Handwashing

Regular handwashing is enforced for children and staff, including:

- Upon arrival
- After outdoor play
- Before and after meals
- After washroom use
- As needed throughout the day

Hand hygiene is a foundational illness-prevention practice and is actively supported by educators.

11.3 Illness & Exclusion from Care

When children are unwell, they need comfort, rest, and close attention. These are needs that are often best met at home rather than in a group care setting.

Illness policies are in place to protect the recovering child, other children in care, and our educators, while reducing the spread of illness within the community.

To reduce the spread of illness and support recovery, children who are unwell must remain at home. Children must not attend care if they exhibit symptoms including, but not limited to:

- Fever (38°C or higher)
- Cold or flu symptoms
- Difficulty breathing
- Vomiting or diarrhea
- Undiagnosed rash, headache, or stiff neck
- Infected skin or eyes (e.g., pink eye)
- Severe itching or suspected parasite-related conditions
- Known or suspected communicable diseases
- Unexplained or undiagnosed pain

Children must remain home for a minimum of 48 hours and return symptom-free and unmedicated (including fever-reducing, pain-relieving, or symptom-masking medication), unless medical clearance is provided and accepted by the Centre.

AceKids reserves the right to exclude a child from care if their condition poses a health or safety risk to others. A doctor's note may not override this determination. The final decision regarding return to care rests with AceKids Daycare, based on observed symptoms and the health and safety of the group environment.



11.4 Illness While in Care

If a child becomes ill while attending AceKids:

- Parents/guardians will be contacted for immediate pick-up
- The child will be cared for in a quiet, comfortable space until collected
- If parents cannot be reached, emergency contacts will be contacted

Children sent home due to illness must remain home for at least 48 hours and meet the return-to-care criteria outlined in Section 11.3.

11.5 Timely Pick-Up for Health or Safety Concerns

When a parent/guardian is contacted due to illness, injury, or health-related behavioral concerns requiring pick-up:

- Arrival is expected within one (1) hour of notification

If timely pick-up is not possible:

- Emergency contacts will be called
- Repeated delays may result in written notice and review of enrollment status

If a child's condition worsens and no responsible adult can be reached, AceKids reserves the right to contact emergency services (911, police, or MCFD) to ensure the child's safety.

11.6 Emergency Medical Situations

In the event of a serious or urgent medical concern:

- Emergency medical services will be contacted immediately
- Parents/guardians will be notified as soon as possible
- All costs associated with emergency medical services are the responsibility of the parent/guardian.

11.7 Administration of Medication

AceKids Daycare will administer medication only when all of the following conditions are met:

- A completed and signed Permission to Administer Medication Form is on file; and
- The medication is provided in its original packaging; and
- The medication is accompanied by clear dosage instructions from a licensed medical professional, as evidenced by:
 - A prescription label from a pharmacy, or
 - A written doctor's note specifying the medication name, dosage, timing, and duration of administration.

Additional Conditions

- Both prescription and over-the-counter medications require written medical direction as outlined above.



- Medications without documented dosage instructions from a licensed medical professional will not be administered.
- Only oral medications will be administered by AceKids staff.
- Alternate routes of administration (e.g., injections, suppositories, inhaled medications without clear written instruction) fall outside the Centre's scope of care.

AceKids reserves the right to refuse administration of any medication if documentation is incomplete, unclear, expired, or inconsistent with the information provided on the Permission to Administer Medication Form.

11.8 Communicable Disease Management & Public Health Directives

AceKids operates in accordance with the Ministry of Health, Vancouver Island Health Authority, and the Provincial Health Officer.

Reporting & Notification

- Families must notify the Centre within 24 hours of a child being diagnosed with a communicable disease
- AceKids will notify families and health authorities as required

Operational Adjustments

During outbreaks or public health events, AceKids may implement additional measures, including:

- Enhanced cleaning and hygiene protocols
- Temporary program, classroom, or hour adjustments
- Reduced operations due to staffing or ratio constraints

Public health directives take precedence over individual requests.

Public Health Measures

Additional health measures, including masking or access restrictions, may be implemented in alignment with public health guidance.

Fees During Closures

Tuition remains due during temporary closures, including public health-mandated closures. Any fee considerations for closures exceeding 30 days will be reviewed on a case-by-case basis.

11.9 Head Lice Management

Families are encouraged to check children's hair weekly.

If lice are identified:

- Treatment must begin immediately
- Children may return only after treatment is completed and no live lice are present
- A minimum 24-hour monitoring period is required
- Staff will conduct a re-check upon return



If live lice are found, continued treatment will be required before re-entry.

11.10 Immunization Policy

Parents/guardians must provide immunization records or disclose non-immunized status at enrollment and update records as needed.

Key provisions:

- Immunizations are strongly recommended in accordance with public health schedules
- Un-immunized children may be excluded during outbreaks of vaccine-preventable diseases
- Children should remain home for 24 hours following 12- and 18-month immunizations

11.11 Biting & Health-Related Behavioural Incidents

Biting is recognized as a common developmental phase, particularly in younger children. AceKids' response includes:

- Immediate separation and comfort
- First aid where required
- Increased supervision
- Same-day incident reporting
- Confidentiality for all families

For repeated or severe incidents:

- A collaborative plan with families will be implemented
- External supports may be recommended
- Schedule or care adjustments may occur if safety cannot be ensured

As a last resort, care may be discontinued in accordance with inclusion and withdrawal policies.

11.12 Nutrition, Food Safety & Allergies

AceKids follows national food guidelines and prioritizes food safety and allergy management.

Food Safety

- Food is never used as punishment or reward
- Sugary drinks are prohibited
- Water is available at all times

Allergy Management

- Immediate disclosure of allergies is required
- Care plans are mandatory for anaphylactic allergies
- Prescribed EpiPens must be provided and accessible
- AceKids is a nut- and peanut-free facility

AceKids reserves the right to refuse or discontinue care where severe allergies cannot be safely accommodated.



Additional food service details, including meal provision and program-specific guidelines, are outlined in Sections 3 and 5.

11.13 Screen Time Policy

AceKids prioritizes active, hands-on learning and social interaction. Electronic media and personal devices can interfere with healthy development and learning.

- Children are not permitted to bring personal electronic devices (including phones, tablets, or gaming devices) to the Centre.
- Screen time is not offered to children under two (2) years of age, in accordance with licensing and public health guidance.
- On rare, special occasions, a short, age-appropriate and educational video may be shown to full-day programs with Centre approval. Families will be notified in advance.
- Screen use is never a substitute for programming and is not part of daily routines.

AceKids staff may use Centre-approved devices strictly for documentation, communication, or music, and never for personal use during work hours.

11.14 Rest Time Policy

AceKids recognizes the importance of rest in supporting children's health, regulation, and well-being.

- All children participate in a post-lunch rest period each day.
- Children are expected to rest quietly on their assigned bed or mat for a minimum of 30 minutes.
- Children who do not sleep after this period will be offered quiet, non-disruptive activities.
- Families may send a small comfort item (e.g., stuffed animal), which must be labeled and kept clean.

Rest time supports a calm environment and respects individual developmental needs.

12. Safety, Supervision & Security

12.1 Safety Commitment

AceKids Daycare is committed to maintaining a safe, secure, and well-supervised environment for all children in our care. Safety is a shared responsibility between AceKids staff and families, and these policies exist to protect children, support consistent operations, and ensure safe handover of care each day. AceKids' emergency plans address preparation, mitigation, response, and recovery for foreseeable emergencies.

12.2 Supervision Standards

AceKids staff maintain active supervision practices appropriate to the age and needs of the children, including:

- Continuous monitoring of children during indoor and outdoor play
- Proactive positioning to maintain visibility and awareness



- Regular headcounts and routine transitions managed intentionally
- Immediate response to hazards, unsafe behaviors, or environmental risks

Children are supervised in accordance with applicable childcare requirements and Centre safety standards.

12.3 Transfer of Care

For child safety, transfer of care must be clear and direct.

12.3.1 Drop-Off

- Children must be handed directly to an AceKids staff member inside the classroom.
- Children must never be dropped off in the hallway, entrance, sidewalk, trail, or parking area.
- Transfer of care begins only once an AceKids staff member has received the child.

12.3.2 Pick-Up

- Families must ensure an AceKids staff member is available before leaving with a child.
- Children must be signed out using the Centre's required process (Brightwheel check-out).

12.4 Brightwheel Check-In/Check-Out

AceKids uses Brightwheel to support safe, auditable attendance tracking.

Student contacts listed as a Parent, Family, or Approved Pickup can check a child in and out using:

- A 4-digit check-in/check-out code using the Centre's iPad Kiosk or
- A QR code from their personal device

Pick-up/check-in codes are always used as part of our safety controls.

Families are responsible for ensuring the child is checked in at drop-off and checked out at pick-up using the required Brightwheel process.

12.5 Safe Release of Children

Children will be released only to individuals authorized in the child's profile and registration information.

Authorized individuals must be:

- 19 years of age or older
- Listed as an authorized pick-up in the child's profile
- Willing and able to provide photo identification upon request
- Of sober mind and capable of safely transporting the child
- Willing and able to complete Brightwheel sign out process

12.5.1 Changes to Authorized Pick-Up

If a parent/guardian needs a pick-up by someone not already listed, AceKids must receive written notice in advance (Brightwheel message or email) including:

- First and last name of the individual



- Date of pick-up
- Approximate time of arrival

AceKids will not release a child to an unknown person without verifiable parental consent.

12.5.2 Non-Authorized Pick-Up List

If an individual is listed as non-authorized, the child will not be released to that person under any circumstances, even if written consent is later provided.

Parents/guardians are responsible for keeping authorized and non-authorized pick-up lists accurate and current.

12.6 Refusal of Release for Child Safety

AceKids may refuse release of a child if the person attempting pick-up appears unable to provide safe care or transportation, including situations such as:

- Suspected intoxication or impairment
- Unsafe transportation arrangements (e.g., inadequate car seat)
- Aggressive, threatening, or escalating behavior
- Any circumstance where release would place the child at risk

In such cases, AceKids may:

- Contact another parent/guardian or authorized emergency contact
- Require an alternate authorized person to collect the child
- Call a taxi (costs incurred by the parent/guardian, where applicable)
- Contact police or emergency services where necessary to protect the child

All reminders, refusals, or safety concerns may be documented as part of Centre safety records.

12.7 Unauthorized Pick-Up Attempts

If an unauthorized person attempts to pick up a child, AceKids will:

- Refuse release of the child
- Contact the parent/guardian to request written consent (where permitted) or request that they pick up the child directly
- Contact authorized emergency contacts
- Contact police/911 if there is an immediate safety risk or if guardians/emergency contacts cannot be reached

12.8 Failure to Pick Up a Child

If a child is not picked up as expected, AceKids will:

1. Contact parents/guardians
2. Contact authorized emergency contacts
3. If the child remains uncollected after all reasonable efforts and the Centre is closing or the child has been in care for an extended period, AceKids may contact police and/or child protection services to ensure the child's safety.



12.9 Facility Access & Security Controls

AceKids uses controlled entry practices to support child safety.

12.9.1 Fobs, Codes, and Access Credentials

- Families are issued two fobs for drop-off and pick-up access.
- A \$50 fob deposit is collected (refundable at end of care upon return of both fobs).
- Lost fobs must be reported immediately so access can be deactivated.
- A \$25 replacement fee applies for lost fobs.

Families must not share fobs or codes. Sharing access credentials compromises Centre safety and may result in loss of access privileges. Parents/guardians may be held responsible for damages or incidents resulting from negligent sharing of access credentials.

12.10 Parking and Arrival Safety

Parking is enforced by the landlord. Free/validated parking is available only when families:

- Scan the posted parking QR code, and
- Register their license plate at every visit, including brief drop-offs and pick-ups

AceKids cannot void parking tickets or override building enforcement decisions. For safety in parking areas:

- Turn engines off when loading/unloading children
- Keep children close at all times
- Move vehicles promptly after drop-off/pick-up

12.11 Emergency Preparedness

AceKids maintains emergency plans and procedures for foreseeable emergencies. Emergency plans are posted onsite and are reviewed and updated periodically.

Families are responsible for maintaining current emergency contact information and ensuring children have appropriate seasonal clothing and footwear each day.

12.12 Emergency Response and Evacuation

In the event of an emergency, AceKids staff will prioritize:

- Immediate child safety and supervision
- Rapid accountability through headcounts and attendance records
- Communication to families as soon as safely possible
- Coordination with emergency responders where required

12.13 Fire Safety

AceKids conducts fire drills in accordance with applicable safety expectations. In an actual fire or fire alarm, AceKids will evacuate children using established routes and regroup at a designated meeting area while staff confirm attendance and remind children of safety procedures.



12.14 Earthquake Safety

During an earthquake, AceKids follows standard earthquake safety actions: Drop, Cover, and Hold On. Staff will immediately guide children to safe positions away from windows, shelving, and unsecured objects.

Where safe and appropriate:

- Children will remain sheltered until shaking stops
- Staff will assess conditions and aftershocks
- Evacuation will occur only if required for safety

AceKids conducts earthquake drills periodically in an age-appropriate manner and maintains emergency preparedness supplies onsite.

12.14.1 Earthquake Drills & Preparedness

- Earthquake drills are practiced separately from fire drills
- Drills focus on Drop, Cover, and Hold On
- Drills are documented in Centre safety records
- Substitute staff are oriented to emergency procedures and supply locations

Children are introduced to drills in a calm, age-appropriate way to reduce fear and support understanding.

12.14.2 Centre-Provided Emergency Supplies

AceKids maintains emergency supplies onsite and accessible to classrooms to support children and staff during short-term emergencies.

Centre-provided supplies include:

- Flashlights with spare batteries
- Battery-powered or hand-crank radio
- First-aid kit
- Drinking water (minimum one day)
- Nut-free, age-appropriate non-perishable food (minimum one day)
- Disposable cups
- Garbage bags (multi-purpose)
- Blankets or emergency (mylar) blankets
- Whistle
- Basic sanitation supplies (e.g., wipes, hand sanitizer, toilet paper)

Supplies are reviewed and rotated periodically to ensure they remain usable and in date.

12.14.3 Family-Provided Child Comfort Kits

To support children's emotional comfort and individual needs during extended emergencies, families are required to provide a personalized child comfort kit when requested by the Centre.

Family-provided comfort kits may include:



- A labeled family photo
- One small comfort item (e.g., stuffed toy, blanket, book)
- Any prescribed medication (properly labeled and with current instructions)
- An optional short comfort notes from the family

Comfort kits are stored in designated emergency bins and may be refreshed as needed. Families will be notified if updates are required due to growth, seasonal changes, or supply replacement.

12.14.4 Parent Communication During Earthquakes

AceKids will attempt to notify families of children's status and location as soon as it is safe to do so following an earthquake or evacuation.

Children will remain under staff supervision until they are safely picked up by an authorized adult.

12.15 Power Outages and Service Interruptions

If a power outage or major service interruption impacts health, safety, or the Centre's ability to operate, AceKids may require early pick-up and/or close for the remainder of the day.

Families will be notified as soon as possible via official communication channels.

12.16 Lockdown Procedures

If there is an imminent safety threat, AceKids may initiate lockdown procedures to protect children and staff, which may include:

- Securing doors and restricting access
- Keeping children away from windows and exterior sightlines
- Maintaining quiet activities and close supervision
- Contacting emergency services
- Maintaining lockdown until the threat is cleared by authorities

During a lockdown, no one will be permitted to enter the Centre until it is deemed safe.

12.17 Custody and Court Orders

AceKids will follow court orders and custody documentation only when current, valid documentation has been provided and is on file.

It is the responsibility of parents/guardians to:

- Provide copies of custody or court orders
- Ensure documents are current and updated
- Inform AceKids promptly of changes

Where no court order is on file, AceKids may be legally unable to deny access to a child's parent/guardian. In such cases, safe release procedures and authorized pick-up controls will still apply.



12.18 Key Emergency Contacts

In urgent situations, AceKids may contact appropriate emergency and safety services, including:

- 911 (police, fire, ambulance)
- Poison Control (1-800-567-8911)
- Child protection services (as required for child safety concerns or an uncollected child situation) (1-800-663-9122 or 250-391-2223)

12.19 Confidentiality in Safety Incidents

For the safety and privacy of children and families, AceKids does not disclose identifying information about other children or families when communicating about incidents, including pick-up refusals, conflicts, or safety concerns.

13. Nutrition, Meals & Food Safety

13.1 Nutrition Philosophy

AceKids Daycare is committed to supporting children's health, growth, and development through nutritious, balanced meals and safe food practices.

Our approach to nutrition is guided by:

- Canada's Food Guide
- Age-appropriate portioning and meal timing
- Positive food relationships (no pressure, punishment, or rewards tied to food)
- Food safety, allergy awareness, and licensing requirements

Food is an important part of a child's daily experience. Children are encouraged to explore food at their own pace, try new flavours, and eat until satisfied. Maintaining a safe and healthy food environment is a shared responsibility between AceKids and families.

13.2 Chef-Prepared Meals (Champions Program)

AceKids provides chef-prepared meals for children enrolled in the Champions Program, including:

- Two nutritious snacks daily
- One freshly prepared lunch

Meals:

- Avoid added sugars, excessive additives, and preservatives
- Are nut- and peanut-free
- Are served with water at every mealtime
- Follow consistent daily routines to support regulation and comfort

Scheduled mealtimes are:

- Morning snack: 9:00–10:00 AM
- Lunch: 11:30 AM–12:30 PM



- Afternoon snack: between 2:30–3:30 PM

Menus may be adjusted due to:

- Seasonal ingredient availability
- Food recalls
- Power or water outages
- Staffing or operational constraints

Permanent or material menu changes will be communicated to families within a reasonable timeframe.

13.3 Food Practices & Mealtime Expectations

- Food is never used as a reward or punishment
- Sugary drinks, soda, and juice are not permitted
- Water is available throughout the day and served at every meal
- Children are given adequate time to eat without pressure
- Educators support independence and safe eating practices
- Snack logs are maintained for programs where food is served
- Outside food is not permitted unless explicitly approved under the Bring-Your-Own-Food (BYOF) option

As developmentally appropriate, children may participate in food-related activities that complement programming (e.g., simple cooking labs or classroom food preparation).

13.4 Special Occasions & Birthdays

For safety, inclusivity, and routine consistency:

- Families may not bring in cakes, cupcakes, or outside treats
- This policy supports allergy management and ensures equity for all children

AceKids celebrates birthdays and special occasions through:

- Classroom activities and special crafts
- A centre-provided birthday treat prepared by our chef (with accommodations as required)

Families wishing to provide birthday recognition are encouraged to prepare take-home treat bags, allowing families to manage treats at their discretion.

13.5 Bring-Your-Own-Food (BYOF) Option (Foundation Program Only)

AceKids offers a limited Bring-Your-Own-Food (BYOF) option for families enrolled in the Foundation Program, recognizing that some families may have specific dietary needs or preferences.

Because BYOF introduces additional safety, supervision, and operational complexity:

- Space is limited and not guaranteed
- Acceptance is first-come, first-served
- Priority may be given to existing families



- AceKids reserves the right to suspend or revoke BYOF access if guidelines are not met

Participation requires full review and acknowledgment of the Bring-Your-Own-Food (BYOF) Policy, which outlines approved foods, packaging requirements, prohibited items, and enforcement measures.

13.6 Allergy Management & Food Safety

AceKids is a nut- and peanut-free facility. Family responsibilities include:

- Immediate disclosure of all food allergies at enrollment or upon discovery
- Ongoing updates to allergy information

For children with anaphylactic allergies:

- A written care plan is required
- A prescribed EpiPen must be provided and readily accessible
- Care plans must be reviewed and updated annually

This policy is strictly enforced, including during drop-off, pick-up, classroom activities, and special events. AceKids reserves the right to:

- Refuse or discontinue enrollment if allergies cannot be safely accommodated
- Restrict additional allergens as needed to protect the group environment

13.7 Suspension or Discontinuation of Meal Services

AceKids may temporarily suspend or cancel meal services due to unforeseen circumstances, including power outages, staff illness, or supply disruptions. Families will be notified promptly.

Program fees remain payable unless the interruption exceeds 30 consecutive days

- If suspension exceeds 30 days, applicable program fees will be adjusted for the following month only
- Families may be required to provide food consistent with BYOF guidelines during interruptions
- Retroactive refunds or credits are not provided for temporary meal service interruptions

13.8 Non-Compliance & Enforcement

Failure to comply with food, allergy, or BYOF requirements may result in:

- Verbal or written reminders
- Meetings with the Daycare Manager
- Revocation of BYOF eligibility
- Immediate suspension where safety is compromised

Repeated or serious violations may result in enrollment review under Section 10 – Withdrawal & Termination of Care.

All food-policy-related notices and communications will be issued via Brightwheel or email.



13.9 Policy Review

This section is reviewed annually and updated as required to align with:

- Child Care Licensing Regulation
- Canada's Food Guide
- Operational, safety, or public health considerations

Updates will be communicated to families in writing.

14. Behavior Guidance & Inclusion

14.1 Philosophy of Behavior Guidance

AceKids Daycare is committed to fostering a safe, respectful, and emotionally supportive environment where children can develop self-regulation, empathy, and positive social skills.

Children learn appropriate behaviour through consistent guidance, modeling, and supportive relationships. Behaviour is understood as a form of communication and is addressed in a manner that is developmentally appropriate, respectful, and responsive to each child's individual needs.

14.2 Positive Guidance Practices

AceKids staff use positive, proactive, and non-punitive guidance strategies, including:

- Clear and age-appropriate expectations
- Consistent routines and structure
- Redirection to appropriate activities
- Coaching children through emotions and conflict
- Encouraging problem-solving and use of language
- Reinforcing positive behaviors through encouragement and modeling

Guidance approaches are adapted to the child's age, developmental stage, and emotional capacity.

14.3 Prohibited Discipline Practices

The following practices are strictly prohibited at AceKids Daycare by any staff member, volunteer, or visitor:

- Physical punishment or corporal punishment
- Verbal abuse, humiliation, intimidation, or threats
- Isolation or confinement
- Withholding food, drink, rest, or comfort as punishment
- Physical restraint, except where necessary to prevent immediate harm to the child or others
- Allowing one child to discipline another

These standards apply at all times within the Centre and during any AceKids-supervised activity.



14.4 Behavior Support & Family Collaboration

When a child experiences ongoing behavioural challenges, AceKids will work collaboratively with families to support the child's success.

This may include observation and documentation, educator–parent communication, development of consistent strategies between home and the Centre, referral to external resources where appropriate.

To ensure the safety, health, and well-being of all children, individualized care plans are required when a child has medical, developmental, behavioural, or support needs that extend beyond routine care. Care cannot be provided without a signed care plan in place. If a required care plan is not signed by the parents, attendance will be suspended until the documentation has been completed and approved.

Behaviour-related communications are handled respectfully and confidentially. The identities of other children involved in incidents are not disclosed.

14.5 Inclusion & Individual Support Planning

AceKids is committed to inclusion and strives to support children of diverse abilities, backgrounds, and needs within our licensed capacity.

Where additional support is required, AceKids may request:

- An individualized support plan
- Professional assessments or recommendations
- Ongoing collaboration with families and external professionals

Support plans are reviewed regularly and adjusted as needed to ensure the safety and well-being of all children in care.

14.6 Limits of Accommodation & Right to Review Care

While AceKids makes reasonable efforts to support all children, there are limits to what can be safely and effectively accommodated within a group care setting.

AceKids reserves the right to:

- Review a child's enrollment where behavioral needs exceed available resources
- Implement schedule or care adjustments
- Require additional external support as a condition of continued enrollment
- Discontinue care if the safety of the child, other children, or staff cannot be reasonably ensured

Any decision to discontinue care will be handled thoughtfully, respectfully, and in accordance with the Centre's withdrawal and termination policies.

15. Parent & Family Responsibilities, Conduct, and Partnership

Strong partnerships are built on mutual respect, clear communication, and shared responsibility.



These expectations are in place to ensure that AceKids remains a safe, respectful, and supportive environment for children, families, and staff alike.

15.1 Shared Responsibility

Families are expected to partner with AceKids in supporting their child's well-being, development, and daily experience in care. Mutual respect, cooperation, and adherence to Centre policies are essential.

15.2 Hygiene & Daily Readiness

Children should arrive clean, appropriately dressed, and ready to participate in the day. Where hygiene concerns arise, AceKids will work collaboratively with families to address them appropriately.

15.3 Communication & Issue Resolution

Families must direct concerns, complaints, or questions regarding policies, programming, or operations directly to the Centre Manager.

Discussions requiring privacy or sensitivity must occur in the office or through approved communication channels.

15.4 Accurate & Updated Information

Families are responsible for keeping all contact details current, including:

- Phone numbers and addresses
- Emergency contacts
- Custody or access arrangements

Any changes must be communicated promptly.

15.5 Health & Safety Cooperation

Families must:

- Keep children home when ill
- Notify the Centre of contagious illnesses
- Follow all health-related policies
- Ensure timely pick-up when contacted for health or safety concerns

15.6 Punctuality & Operational Respect

Children must be dropped off and picked up within approved hours. Late pickups may result in fees and repeated issues may lead to enrollment review.

15.7 Supplies & Preparedness

Families must supply all required items (e.g., diapers, clothing, personal items) to ensure the child's comfort and participation throughout the day.



15.8 Respectful Conduct & Language

AceKids maintains a zero-tolerance approach to abusive or inappropriate conduct.

The following are not permitted on Centre property, during Centre-related activities, or through Centre communication channels:

- Profanity, slurs, threats, harassment, bullying, or intimidation
- Discriminatory or hateful language, symbols, or gestures
- Yelling, aggressive tone, or hostile behavior toward AceKids staff
- Obscene or explicit content around children

This policy applies to families, staff, visitors, volunteers, and contractors.

Violations of this policy may result in immediate redirection, removal from the premises, and/or enrollment review or termination, depending on severity and recurrence.

15.9 Privacy & Community Respect

Families must:

- Respect the privacy and confidentiality of all children, families, and staff
- Refrain from sharing information, images, or incidents involving other children
- Treat Centre property and shared spaces with care and respect

15.10 Notice of Withdrawal

Families must provide notice of withdrawal in accordance with the Withdrawal & Termination policies outlined in this handbook.

15.11 Policy Acknowledgement

Families are responsible for reviewing, understanding, and complying with all policies in this handbook. Continued enrollment constitutes acknowledgment and agreement to all policies.

15.12 Spiritual Sensitivity & Inclusion

AceKids Daycare welcomes children and families from all backgrounds and embraces the opportunity to learn about diverse cultures, heritages, and beliefs. The Centre provides an environment free from unlawful discrimination of any kind, including discrimination based on race, colour, religion, gender, national origin, sexual orientation, age, disability, or any other protected characteristic.

AceKids acknowledges that life is both a physical and spiritual journey. While respecting the diverse beliefs of families, AceKids seeks to demonstrate Christian values such as kindness, respect, honesty, and love through actions, care practices, and community interactions. Our goal is to foster a caring, respectful environment where children learn to treat others and the world with compassion.

Guidelines

- AceKids staff will not initiate religious or “God” discussions with children or families on a one-on-one basis.



- Educators may use everyday situations as learning opportunities to reinforce values such as:
 - Treating others with respect
 - Treating the world with care and responsibility

Any questions or concerns regarding spiritual or cultural sensitivity should be directed to the Centre Manager.

16. Communication & Technology

16.1 Approved Communication Channels

To ensure clarity, consistency, and proper record-keeping, all official communication between families and AceKids must occur through approved channels only.

Approved communication channels include:

- Official AceKids Daycare email
- Brightwheel
- In-person conversations with educators or the Centre Manager
- Telephone calls to the Centre

Use of personal phone numbers, personal email addresses, social media messaging, or text messaging between families and AceKids staff is not permitted.

16.2 Brightwheel Platform Use

Brightwheel is AceKids' primary communication and record-management system and is used for:

- Daily check-in and check-out
- Attendance tracking
- Messages and announcements
- Incident reports and acknowledgements
- Billing and receipts
- Policy acknowledgements
- Photos and updates (where consent is provided)

Families are responsible for:

- Maintaining access to Brightwheel
- Monitoring messages and notifications
- Ensuring authorized contacts are correctly listed

Failure to review communications sent via Brightwheel does not exempt families from policy compliance.

16.3 Respectful Communication Standards

All communication with AceKids staff must remain respectful, professional, and solution focused.

The following are not permitted through any communication channel:



- Aggressive, threatening, or harassing language
- Repeated messaging intended to pressure or intimidate staff
- Disrespectful or accusatory tone
- Inflammatory or inappropriate content

Concerns must be raised calmly and directed to the Centre Manager for resolution

16.4 Technology, Privacy & Digital Boundaries

To protect privacy and professionalism:

- Families may not record conversations with staff without consent
- Photography or video recording of staff or children (other than one's own child) is not permitted without authorization
- Screenshots, messages, or Centre communications may not be shared publicly or on social media

All digital content shared by AceKids remains confidential and intended solely for the enrolled family.

16.5 Public Commentary & Representation

AceKids Daycare maintains official social media accounts for general information and community engagement.

Families may not:

- Tag staff without consent
- Share images of other children
- Represent themselves as speaking on behalf of AceKids
- Post defamatory or misleading content related to the Centre

Concerns or feedback must be raised directly with management, not on public platforms.

Public statements or online activity that is defamatory, misleading, or causes reputational or operational harm to the Centre may result in enrollment review, termination, and/or other remedies available to AceKids.

16.6 Changes to Communication Practices

AceKids reserves the right to update communication tools, platforms, or procedures as operational needs evolve. Families will be notified of material changes through official communication channels.

16.6 Acknowledgement

Continued enrollment at AceKids Daycare constitutes acknowledgment of and agreement to comply with the communication and technology expectations outlined in this section.



17. Personal Belongings & Supplies

17.1 Shared Responsibility

Children at AceKids participate in daily indoor and outdoor activities year-round. Families are responsible for ensuring their child arrives prepared, appropriately dressed, and supplied to safely and comfortably engage in the full program day.

Proper clothing and supplies support:

- Children's comfort and independence
- Safe outdoor play in changing weather
- Smooth daily operations and hygiene standards

17.2 Clothing Requirements

Children must arrive in comfortable, non-restrictive clothing that allows for movement, toileting independence, and layering for outdoor play. Given frequent and unpredictable weather conditions, families must ensure children are dressed appropriately each day.

Fall / Winter Requirements

- Muddy Buddy (rain suit) or waterproof pants and coat
- Waterproof mittens or gloves
- Warm toque
- Windbreaker for breezy conditions
- Warm jacket
- Weather-appropriate, closed-toe outdoor shoes or boots

Spring / Summer Requirements

- Wide-brim sun hat with chin strap
- Sunscreen (where applicable and authorized)

17.3 Required Daily Supplies

Families must provide and maintain the following items at the Centre:

- Diapers or pull-ups and diaper cream (if applicable)
- At least one full change of clothes (multiple outfits recommended for infants and toddlers)
- Clean, closed-toe indoor shoes (no lace-ups)
- Weather-appropriate outdoor footwear

17.4 Outdoor Readiness & Participation

In accordance with licensing requirements, children spend a minimum of 60 minutes outdoors daily. Families must ensure children have appropriate clothing to safely and comfortably participate in all scheduled indoor and outdoor activities.

AceKids reserves the right to request immediate pick-up or refuse attendance if a child is not adequately dressed for safe participation.



17.5 Labelling & Storage

All clothing, footwear, and personal items must be clearly labeled with the child's name. Items should be stored in the child's designated cubby or assigned area.

AceKids is not responsible for lost, misplaced, or damaged items that are not labeled.

17.6 Weekly Cubby Clearing & Cleaning Requirement

To support Centre-wide hygiene and sanitization standards:

- All personal belongings must be removed from children's cubbies every Friday, unless otherwise communicated by the Centre.
- This includes clothing, shoes, bags, bedding, and any personal items stored in the cubby.
- Items left in cubbies over the weekend may be temporarily removed by AceKids staff to allow for proper cleaning and disinfection.

Families are responsible for returning cleaned and restocked items at the start of the following week.

Failure to comply may result in reminders and, if ongoing, review under Parent Responsibilities and Centre operational policies.

17.7 Diapers & Toileting Readiness

Families must ensure an adequate supply of diapers or pull-ups is maintained.

Children enrolled at 36 months and older are expected to be fully potty trained. For children under 36 months, AceKids will work collaboratively with families during the potty-training process.

17.8 Lost, Damaged, or Prohibited Items

Families are discouraged from bringing valuables or sentimental items to the Centre. AceKids is not responsible for loss or damage to personal belongings.

Items deemed unsafe, inappropriate, or disruptive may be restricted at the Centre's discretion.

17.9 Centre Discretion & Updates

AceKids reserves the right to update clothing, supply, and storage requirements as operational or licensing needs evolve. Families will be notified of material changes through approved communication channels.

18. Child Safety Policies

18.1 Commitment to Child Safety

AceKids Daycare is committed to providing a safe, secure, and nurturing environment where every child's well-being is protected. Child safety is a shared responsibility, supported through vigilant supervision, clear procedures, staff training, and compliance with all applicable legislation and licensing requirements.



The Centre maintains a zero-tolerance approach to any practice or behavior that compromises a child's safety, dignity, or well-being.

18.2 Supervision & Duty of Care

Children are supervised at all times while in care, including during:

- Indoor and outdoor play
- Transitions between activities or spaces
- Bathroom routines
- Field trips and nature walks
- Arrival and departure transitions (as further detailed in Section 12)

AceKids ensures:

- Licensing ratios are met or exceeded at all times
- Children remain visible and within staff awareness
- Regular headcounts are conducted, particularly during transitions
- Educators remain actively engaged and alert

18.3 Missing Child Procedure

If a child cannot be immediately located, the following steps are taken without delay:

1. A supervising educator conducts an immediate and thorough search of:
 - The classroom
 - Adjacent areas
 - Outdoor play spaces
2. Remaining children are kept together and supervised by other staff.
3. If the child is not located immediately:
 - Local police (RCMP) are contacted
 - Parents/guardians are notified
4. Management is informed immediately.
5. The Licensing Officer is notified as required.
6. A formal incident report is completed.
7. A post-incident review is conducted to identify and implement preventative measures.

18.4 Protection from Abuse & Neglect (Duty to Report)

AceKids staff are legally obligated to report suspected child abuse or neglect, whether occurring inside or outside the Centre.

Abuse may include, but is not limited to:

- Physical abuse
- Emotional abuse
- Sexual abuse or exploitation
- Neglect or failure to provide necessary care or supervision

If abuse or neglect is suspected:



- Observations or disclosures are documented confidentially
- Management is consulted immediately
- Reports are made to the Ministry of Children and Family Development (MCFD) as required by law

Child Protection Services (MCFD): ☎ 1-800-663-9122 (24 hours / 7 days)

Reports are made in good faith, prioritizing the child's safety and well-being. Parents may not be notified in advance of a report were doing so could compromise a child's safety.

18.5 Incident Reporting & Documentation

AceKids maintains formal documentation for incidents affecting child safety, including:

- Injuries or medical events
- Behavioral incidents
- Missing-child events
- Safety concerns or unusual occurrences

Incident reports are completed promptly, reviewed by management, shared with families where appropriate and retained in accordance with licensing and legal requirements

Confidentiality is maintained at all times.

18.6 Preventative Safety Measures

To safeguard children, AceKids implements the following:

- Criminal record checks for all staff, in compliance with legislation
- Ongoing staff training on safety, supervision, and child protection
- Secure access controls and monitored premises
- Emergency preparedness planning (see Emergency Procedures section)
- Education of children on personal safety in age-appropriate ways

18.7 Collaboration with Authorities

AceKids works cooperatively with:

- Community Care Facilities Licensing
- Public Health authorities
- Emergency services
- Child protection agencies

All required notifications, reports, and follow-up actions are completed in accordance with legal and licensing obligations.

18.8 Parent Partnership

Families play an important role in child safety by:

- Keeping contact and emergency information current
- Communicating relevant health, custody, or safety concerns



- Supporting Centre policies and procedures

Concerns related to child safety should be raised immediately with the Centre Manager through approved communication channels.

18.9 Smoking & Vaping Policy

At AceKids Daycare, we strictly prohibit smoking and vaping on all parts of our property to protect the health and safety of children, families, and staff.

This policy applies to all individuals, including staff, parents, guardians, visitors, volunteers, and contractors.

Smoking and vaping are not permitted in any indoor or outdoor areas of the Centre, including but not limited to:

- Classrooms and washrooms
- Playgrounds and outdoor play areas
- Entrances, exits, and walkways
- Parking lots and surrounding areas

Families are kindly requested to refrain from smoking or vaping during drop-off and pick-up times to prevent second-hand and third-hand smoke exposure.

AceKids Daycare reserves the right to take appropriate action in response to violations of this policy, in accordance with Centre safety standards and parent conduct expectations.

We thank all members of our community for supporting a smoke-free and vape-free environment for children

18.10 Incident Reporting, Logbooks & Safety Documentation

18.10.1 Daily Logbook

Even in well-supervised environments, minor incidents and notable events may occur. AceKids staff document these events in the Centre Logbook.

Events Recorded in the Logbook may Include:

- Minor injuries or accidents (e.g., falls, bumps, bruises, nosebleeds, biting)
- Head injuries (parents are notified immediately)
- Unusual or concerning behavior
- Significant emotional changes or distress
- Suspicious comments or disclosures by a child
- Other unexpected or safety-related occurrences

Parents/guardians will be informed of logbook entries at pick-up and may be asked to review or initial an entry where appropriate.



18.10.2 Logbook Protocol

The Logbook is a controlled, bound record stored in a known and accessible location for staff and licensing officials.

Logbook entries must:

- Be completed promptly and factually
- Include date, time, and names of staff involved or witnessing the event
- Describe what occurred clearly and objectively
- Avoid speculation or judgment
- Record any follow-up discussions with parents/guardians
- Follow consistent formatting with no blank or unused spaces

18.10.3 Reportable Incidents (Licensing)

Certain incidents are legally classified as reportable incidents under BC Child Care Licensing.

Examples Include (but are not limited to):

- Serious injury or illness requiring medical or hospital care
- Choking requiring first aid intervention
- Disease or illness outbreaks
- Missing or wandering child
- Allegations or observations of abuse (child-to-child, adult-to-child, or child-to-adult)
- Emergency restraint
- Poisoning or ingestion of a toxic substance
- Aggressive or highly unusual behavior posing safety risk

18.10.4 Incident Report Process

When a reportable incident occurs, AceKids will:

1. Ensure immediate child safety
2. Notify parents/guardians promptly (by phone where required)
3. Notify Child Care Licensing
 - a. Immediately for high-risk incidents
 - b. Within 24 hours for all reportable incidents
4. Complete an Incident Report, documenting:
 - Date, time, and location
 - Individuals involved
 - Witness accounts (where applicable)
 - Actions taken
 - Preventative measures or procedural changes
5. Submit required documentation to Licensing and Administration
6. Implement and review corrective actions as directed or required

18.10.5 Confidentiality & Records

- Incident and logbook records are confidential



- Information is shared only with authorized parties (families, licensing, management)
- Identifying details of other children or families are not disclosed
- Records are retained in accordance with licensing and legal requirements

18.11 Pet Policy

AceKids Daycare may include limited classroom pets or occasional supervised pet visits as part of programming, where appropriate and safe to do so.

To protect children's health and safety:

- Pets are permitted only with Centre approval and must be appropriately contained at all times.
- No pet will have unrestricted or unsupervised access to classroom spaces.
- Families will be informed in advance if a classroom pet or pet visit is planned.
- Pets will not be permitted in any classroom where a child has a known allergy to that type of animal. Where an allergy is identified after enrollment, the pet will be removed.
- Children are taught proper hygiene practices before and after any contact with animals.
- All areas accessed by pets, including enclosures, are cleaned and sanitized in accordance with Centre hygiene standards.

AceKids reserves the right to remove a pet or cancel pet visits at any time based on health, safety, allergy, or operational considerations.

19. Privacy & Confidentiality

19.1 Commitment to Privacy

AceKids Daycare is committed to protecting the privacy, dignity, and confidentiality of all children, families, and AceKids staff. Personal information is collected, used, stored, and disclosed only as necessary to provide safe, high-quality childcare and to meet operational, licensing, and legal obligations.

For the purposes of this section, personal information includes any identifiable information relating to a child or family, including contact details, health information, developmental observations, custody documentation, and records of care.

19.2 Collection, Use & Disclosure of Information

AceKids collects personal information only as required for the following purposes:

- Identifying children and families
- Ensuring health, safety, and emergency preparedness
- Supporting children's development and program participation
- Communicating with families
- Managing enrollment, billing, and government funding
- Meeting licensing and legal requirements



Information is collected on a need-to-know basis and is never used or disclosed beyond its intended purpose without consent, except where required by law or to protect a child's safety.

19.3 Consent & Withdrawal of Consent

By enrolling a child and providing personal information, families consent to its collection, use, and disclosure as outlined in this handbook.

- Additional consent will be requested where required (e.g., photography, media use).
- Families may withdraw consent in writing, subject to legal, licensing, or contractual limitations.
- Withdrawal of consent may affect AceKids' ability to provide care or certain services.

19.4 Accuracy, Access & Record Retention

AceKids takes reasonable steps to ensure personal information is accurate and up to date. Families are responsible for notifying the Centre of any changes.

- Records are retained only as long as required for operational, legal, insurance, or licensing purposes.
- Records are securely stored and destroyed in accordance with retention requirements.

19.5 Photography & Video Use

AceKids may use photographs and videos to document learning experiences, support child development records, and communicate with families.

Safeguards include:

- Use of AceKids-owned devices only
- No photography or video in washrooms or changing areas
- Images captured respectfully and appropriately
- Secure digital storage with routine deletion timelines

Photos and videos may be shared with families via Brightwheel or included in internal documentation (e.g., observations), only where parental consent is on file.

19.6 Video Surveillance

AceKids operates a 24-hour video surveillance system to support the safety and security of children, families, and staff.

Key principles:

- Cameras are placed in appropriate areas (e.g., classrooms, hallways)
- Surveillance does not include bathrooms or private changing areas
- Access to footage is restricted to AceKids owners and management
- Footage is retained for approximately 30 days, unless required for investigation or legal purposes

Surveillance footage is used strictly for safety, security, and internal review purposes.



19.7 Social Media & Public Use of Images

AceKids may share selected images or videos on official Centre platforms to highlight program activities and community engagement.

Conditions:

- Written consent is required before any child's image is shared publicly
- Children's names or identifying details are not disclosed
- Families may withdraw consent in writing at any time
- Children without consent will be excluded from public media

19.8 Family Privacy Responsibilities

Families are expected to:

- Respect the privacy and confidentiality of all children, families, and staff
- Refrain from sharing images, videos, or information involving other children
- Avoid discussing incidents or personal matters involving other families

Privacy expectations apply in person, online, and across all digital platforms.

19.9 Privacy Breaches

Any suspected breach of privacy or confidentiality must be reported immediately to the Centre Manager. AceKids will investigate and take appropriate corrective action.

19.10 Policy Updates & Acknowledgement

AceKids reserves the right to update privacy practices as required by operational or legal needs. Families will be notified of material changes through approved communication channels.

Continued enrollment constitutes acknowledgment of and agreement to this Privacy & Confidentiality section.

20. Complaints & Escalation Process

20.1 Commitment to Open Communication

AceKids Daycare values respectful, timely, and solution-focused communication. We believe most concerns can be resolved quickly and effectively when addressed directly and constructively. This process is designed to ensure concerns are heard, documented, and addressed appropriately.

20.2 First Point of Contact

Families are expected to raise concerns at the earliest opportunity by:

- Speaking directly with the child's educator (where appropriate), or
- Contacting the Centre Manager for operational, policy, or serious concerns



Concerns should be raised calmly, respectfully, and through approved communication channels outlined in Section 16.

20.3 Formal Complaint Submission

If a concern is not resolved through initial discussion, families may submit a formal complaint by emailing the Centre Manager, or submitting a written complaint through Brightwheel or another approved Centre process

Formal complaints should include:

- The child's name
- A clear description of the concern
- Relevant dates or context
- The desired outcome (where applicable)

20.4 Review & Response

Upon receipt of a formal complaint:

- AceKids will acknowledge the complaint within a reasonable timeframe
- The concern will be reviewed by management
- Relevant information will be gathered and assessed
- A response or resolution plan will be communicated to the family

Some matters may require additional time to review thoroughly, particularly where confidentiality, staffing, or safety considerations apply.

20.5 Confidentiality & Fairness

All complaints are handled confidentially and respectfully.

- Information is shared only with those directly involved in reviewing the concern
- Retaliation against families or staff for raising concerns is not tolerated
- Complaints involving other children or families will be addressed without disclosing identifying details

20.6 Behavioural Expectations During the Complaint Process

Families are expected to maintain respectful conduct throughout the complaint process.

The following are not permitted:

- Aggressive, threatening, or abusive language
- Harassment of staff or management
- Public complaints or defamatory statements made online or to third parties prior to internal review

Failure to follow respectful conduct expectations may result in escalation under Sections 15 and 10 of this handbook.



20.7 Matters Outside the Complaint Process

The complaint process does not apply to:

- Fee disputes governed by Sections 5 and 6
- Withdrawal timelines governed by Section 10
- Decisions related to licensing ratios, safety, or emergency response

These matters are governed by their respective sections and are not subject to individual negotiation.

20.8 Resolution & Final Determination

AceKids' decision following a formal review represents the Centre's final determination on the matter. Where appropriate, corrective actions or process improvements may be implemented.

Continued enrollment indicates acceptance of the Centre's authority to make final operational and care-related decisions in the best interest of children, staff, and the community.

21. Policy Acknowledgement & Agreement

21.1 Handbook Review Requirement

This Parent Handbook forms part of AceKids Daycare's enrollment and ongoing care agreement. Families are required to review this handbook in full prior to enrollment and are encouraged to ask questions or seek clarification before committing to care.

21.2 Acknowledgement of Policies

By enrolling a child at AceKids Daycare, families acknowledge that they have:

- Received access to the Parent Handbook
- Read and understood the policies, procedures, and expectations outlined herein
- Agreed to comply with all Centre policies as a condition of enrollment and continued care

Acknowledgement may be provided through:

- Signed enrollment documentation, and/or
- Electronic acknowledgment via Brightwheel or other approved Centre systems

21.3 Ongoing Applicability

All policies in this handbook apply:

- From the date of enrollment approval
- Throughout the duration of the child's attendance
- To all parents, guardians, and authorized contacts associated with the child

Continued attendance constitutes ongoing agreement to comply with all Centre policies.

21.4 Policy Updates & Amendments

AceKids Daycare reserves the right to amend, update, or revise policies as required to reflect:



- Licensing or regulatory changes
- Operational needs
- Health, safety, or program considerations

Where material changes occur, families will be notified through approved communication channels. Updated policies take effect on the date specified by the Centre.

21.5 Governing Authority

AceKids Daycare retains final authority over the interpretation and application of all handbook policies. Decisions are made in the best interest of:

- Children's safety and well-being
- Staff professionalism and workplace standards
- Program integrity and Centre operations

Acknowledgement Statement

By enrolling and maintaining care at AceKids Daycare, families confirm their understanding of and agreement to all policies contained in this Parent Handbook.

