

Parent Handbook

JDM Dayhome Agency • 14423160 Canada Foundation

Licensed family day home agency in Alberta

This handbook explains the core policies, parent expectations, and agency processes used by JDM Dayhome Agency and the approved family day home educators contracted with the agency. It is designed as a complete parent-facing handbook for Alberta licensed dayhome operations. Agency-specific details such as exact fees, closure dates, operating hours, educator contact information, and placement terms should be completed before issue to families.

Operating Name	JDM Dayhome Agency
Legal Name	14423160 Canada Foundation
Governing Framework	Early Learning and Child Care Act, Child Care Licensing Regulation, and the Family Day Home Standards Manual for Alberta

1. About Licensed Family Day Home Care in Alberta

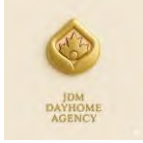
In Alberta, a licensed family day home educator provides care in a home setting under the oversight of a licensed family day home agency. The agency is responsible for monitoring compliance, supporting educators, and helping families understand how licensed dayhome care operates.

JDM Dayhome Agency oversees approved educators and works with families to support safe, responsive, play-based early learning and care.

2. Admissions, Enrollment, and Placement

Enrollment and placement are subject to available approved spaces, age mix, and each educator’s ability to safely meet a child’s needs within the dayhome setting.

- Parents must complete all required registration, consent, medical, and emergency contact forms before care begins.
- A child may begin care only after the agency confirms placement with an approved educator.
- Trial visits, gradual entry, and orientation meetings are strongly recommended before the start date.



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- Any court orders, custody arrangements, or pick-up restrictions must be provided in writing before the child attends.
 - Parents must immediately update the agency and educator if there is any change to addresses, phone numbers, medical information, or authorized pick-up persons.

3. Hours of Care, Attendance, and Arrival / Departure

Each educator's regular hours of operation, vacation schedule, and daily routine must be provided to parents in writing as part of the placement agreement.

- Children must be signed in and out using the attendance method required by the agency.
- Only authorized adults identified by the parent may pick up a child. Photo identification may be requested.
- Parents must notify the educator as early as possible when a child will be absent, late, or picked up by another approved person.
- Late pick-up fees, where used, must be disclosed in the family's written fee agreement.
- If a parent or authorized person appears impaired or unable to transport a child safely, the educator will take reasonable steps to protect the child, which may include contacting the other parent, emergency contact, or authorities.

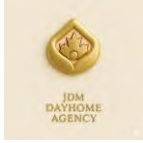
4. Fees, Payment, Subsidy, and Deposits

Agency fees and educator fees must be clearly documented before care begins. Parents should receive a written fee schedule and any related payment rules.

- Fees, due dates, acceptable payment methods, NSF charges, and late payment consequences must be communicated in writing.
- Any registration fee, deposit, holding fee, or notice-period requirement must be stated in the enrollment package.
- Parents are responsible for understanding whether funding, affordability grants, or subsidy supports apply to their placement.
- Non-attendance, vacation days, statutory holidays, sick days, and closure payment rules must be set out in the placement agreement.

Parent Records to Keep

- Signed parent handbook acknowledgement
- Signed fee schedule / placement agreement



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- Emergency contacts and medical consents
 - Pickup authorization list

5. Health, Illness, Medication, and Allergies

Families and educators share responsibility for maintaining a healthy environment. Parents must keep children home when they are ill and must disclose health information necessary for safe care.

- Children who are not well enough to participate in regular activities, including outdoor play where applicable, should remain at home.
- Parents must arrange prompt pick-up if a child becomes ill, develops symptoms that require exclusion, or needs care beyond what can be safely provided in the dayhome.
- Medication may only be given with written parent authorization and in accordance with agency procedures.
- Prescription medication must be in the original labelled container and supplied with clear dosage instructions.
- Parents must disclose allergies, anaphylaxis risks, dietary restrictions, chronic health conditions, and emergency care plans before the child starts care.
- Where a child has a medical condition requiring a specific response, parents must provide current instructions, required medications, and any physician-supported care information requested by the agency.

6. Food, Nutrition, Rest, and Daily Care

Approved dayhomes support children's well-being through regular routines, responsive caregiving, and age-appropriate opportunities for meals, snacks, rest, play, and hygiene.

- Parents must provide any items the educator requires, such as diapers, wipes, extra clothing, indoor footwear, weather-appropriate outdoor wear, comfort items, or labelled bottles.
- Meal and snack arrangements must be explained to families in writing, including whether food is provided by the educator or sent from home.
- Food allergies and cultural or medical dietary requirements must be communicated clearly before attendance.
- Infant feeding instructions and safe sleep directions must be documented and followed.
- Children will have opportunities for indoor and outdoor play, rest, and daily routines appropriate to age and developmental stage.

7. Safety, Supervision, Emergency Response, and Incidents



Child safety is a core requirement of Alberta licensed care. JDM Dayhome Agency monitors approved homes, and educators are expected to follow all agency safety procedures and provincial standards.

- Children must be supervised at all times in a manner appropriate to their age, development, and activity.
- Parents must provide up-to-date emergency contact information and at least one alternate person who can collect the child promptly.
- The educator may seek emergency medical care when necessary and will contact parents or emergency contacts as soon as possible.
- The agency and educator will document and report incidents, injuries, and serious events in accordance with Alberta reporting requirements.
- Emergency preparedness procedures, including fire safety, evacuation, and emergency contacts, must be maintained for each approved home.

8. Program Approach, Guidance, and Inclusion

The agency supports respectful, developmentally appropriate, play-based care. Guidance practices are intended to help children learn self-regulation, cooperation, empathy, and safe behaviour.

- Children will be treated with dignity and respect.
- Positive guidance methods may include redirection, modelling, offering choices, setting clear limits, problem-solving, and supporting emotional regulation.
- Any form of harsh, degrading, frightening, or physically punitive discipline is not permitted.
- The agency and educators will work with families to support inclusion and reasonable planning for children with additional needs, recognizing that safe care depends on available resources, training, and the dayhome setting.
- Parents are expected to share information that helps the educator understand a child's routines, communication style, developmental needs, and support strategies.

9. Communication With Families, Records, and Privacy

Clear communication between families, educators, and the agency is essential. Parents should receive timely information about their child's care, attendance, incidents, and any significant concerns.

- Parents may speak with the educator about daily routines, child progress, behaviour concerns, health updates, and transitions.
- The agency may maintain records required for enrollment, attendance, billing, incidents, medication, emergency planning, and licensing compliance.



- Personal information will be collected, used, stored, and shared only as permitted or required for childcare operations, child safety, funding administration, or legal compliance.
- Parents should inform the agency in writing if they do not consent to photography, media use, or specific communication methods, where optional.
- Parents may request to review their own child's records, subject to privacy, legal, and administrative requirements.

10. Concerns, Complaints, Withdrawal, and Termination

Parents are encouraged to raise concerns promptly so issues can be resolved early and respectfully.

1. Speak directly with the educator whenever appropriate.
 2. Contact JDM Dayhome Agency if the matter is unresolved, serious, or related to agency oversight.
 3. Contact Alberta Childcare Connect if a concern remains unresolved or if you wish to report a health, safety, or compliance concern.
- Written notice is expected for withdrawal of care unless immediate withdrawal is necessary for safety or other urgent reasons.
 - The agency or educator may end care where fees remain unpaid, policies are repeatedly not followed, required information is withheld, the placement is not a safe fit, or continued care is not in the best interests of the child, other children, or the program.

Agency Contact

jdmagency8@gmail.com

Main: (403) 971-3824

Mon – Fri 9:00 a.m. – 5:00 p.m.

24-hr Emergency Contact: 403-971-3824

11. Required Agency Notices to Parents

Parents must be informed of the agency's licence status and of certain enforcement-related matters that apply to their child's placement or to the agency, in accordance with Alberta requirements.

- A copy of the agency licence should be available to families.



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- Where required by law, the agency must notify parents if a notice of administrative penalty has been issued to the approved family day home program where their child receives care.
 - Where required by law, the agency must also notify parents if a notice of administrative penalty has been issued to the agency itself.
 - Families may also review public notices, administrative penalties, and childcare lookup tools provided by the Government of Alberta.

12. Handbook Acknowledgement

Please sign below to confirm that you have received, read, and understood this handbook and that you agree to follow the agency's policies and the educator-specific placement terms provided to you.

Child Name	
Parent / Guardian Name	
Parent / Guardian Signature	
Date	
Educator Name	
Agency Representative	