



## Frequently Asked Questions

### 1. What ages do you accept children?

We are licensed to accept children from 6 months – 12 years old.

### 2. Do you offer part-time or drop in care?

We only have full time spots available.

### 3. What are your hours of operations? When do you close?

We are open Monday to Friday from 6:30 a.m. to 6:00 p.m. Parents are required to pick up children by 5:45 p.m. so that educators have time at the end of the day to clean up, do security checks and set up for the next day.

Late fees of \$1.00 per minute per child apply to any pick ups after 6:00 p.m. Payment of late pick up fees must be paid directly to the office.

There is an option for extended care until 6:30 p.m. for an added fee. Children must be specifically registered for extended care to utilize this service. Please contact us for more details.

We will also be closed for the following statutory holidays:

- New Year's Day
- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- Heritage Day
- Labour Day
- Truth and Reconciliation Day
- Thanksgiving Day
- Remembrance Day
- Christmas Day
- Boxing Day

In addition to the above statutory holidays, we will also be closed for the holiday season from December 24 to January 1 as well as two (2) Professional Development (PD) Days each year.

### 4. Do you provide meals and snacks?

For children ages 19 months to Kindergarten, we provide an AM snack at 8:30 a.m., hot lunch at 11:00 a.m. and a PM snack at 2:30 p.m. each day. If your child



requires an additional snack at other times, please feel free to send it with them. Each room is equipped with a fridge and a microwave, however, we ask that you do not send any items which require cooking (e.g. oatmeal packets, instant noodles, etc.).

We have a 2-week menu that rotates on a seasonal basis. A sample menu can be found on our website. The current menu is posted in each room and the daily menu is posted in the front lobby.

2% milk is provided twice daily. If your child requires more milk (e.g. a bottle before nap), please send extra milk in a bottle for them. Please note that we are not permitted to provide children with bottles on their bed during nap time. Children will be required to sit at the table and drink their bottle before nap.

Please note that we are a nut free centre.

#### **5. How do I register?**

Spaces are released on a first come-first served basis. Prospective families are invited to tour the centre and use that opportunity to ask any questions that they may have. Tours can be set up by calling our centre at 825-202-6680 or e-mailing us at [info@heritagevalleydaycare.com](mailto:info@heritagevalleydaycare.com).

We also periodically host open houses. Please check the events page on our website for upcoming open house dates.

#### **6. I don't want to my child to start right away. How do I reserve a spot for future enrolment?**

Due to demand, we are unable to save spots more than 1 calendar month in advance. Families wishing to reserve spots more than 1 calendar month in advance are invited to join our waitlist. They will then be given priority registration to any spots available on their preferred start date.

Families on our waitlist will be contacted when the spot is available and will be asked to place a deposit to reserve their spot.

Please contact us for more information.

2321 119A Street SW  
Edmonton, AB T6W 4S4  
T: 825-202-6680  
[info@heritagevalleydaycare.com](mailto:info@heritagevalleydaycare.com)  
[www.heritagevalleydaycare.com](http://www.heritagevalleydaycare.com)



**7. What does my child need to bring on a daily basis?**

Daily items include:

- Daily food and snacks (infants under 19 months)
- Diapers/wipes (if applicable)
- Change of clothes (2 sets if potty training)
- Refillable water bottle/sippy cup
- Special milk (if needed) (note – almond/cashew milk is **not** permitted as we are a nut free centre)
- Indoor shoes

Please do not send any toys or electronics to the centre. Please also ensure that all items from home are labelled with your child's name.

**8. What are your fees?**

Our fees vary according to the age of the child. Current fees are posted on our website.

**9. Do you accept subsidy?**

Yes, under the new Federal-Alberta Child Care Agreement, our centre receives affordability grants to offset the cost of child care. The affordability grants have already been deducted from the fees posted on our website.

Eligible families may also receive subsidy to further reduce their child care fees. Please check out the Government of Alberta subsidy website to learn more.

**10. How do I pay my fees?**

The registration fee and first month fees are paid via e-transfer to [info@heritagevalleydaycare.com](mailto:info@heritagevalleydaycare.com). Subsequent fees are paid on the 1<sup>st</sup> of each month via pre-authorized debit.

**11. Do you provide transportation to schools?**

We are a designated yellow bus stop for the following schools for Monsignor Fee Otterson and Duggan Elementary. Parents must arrange for their child to take yellow bus transportation to and from our centre through their child's school.

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We provide transportation to Johnny Bright and St. Thomas Aquinas elementary schools. There is an additional fee for transportation as outlined in our fee guide.

**12. What time can I drop off and pick up my child?**

We are conveniently open from 6:30 a.m. to 6:00 p.m. to accommodate varying work and school schedules.

Children must be dropped off at the centre no later than 9:30 a.m. for our program to run smoothly. If you think you will be arriving after 9:30 a.m. please call the centre. Under no circumstances are children permitted to be dropped off at nap time (11:30 a.m. – 2:00 p.m.)

Children must be picked up by 5:45 p.m. Staff remain on site until 6:00 p.m. for cleaning, security checks and setting up for the next day. Late pick up fees of \$1 per minute per child apply to pick ups after 6:00 p.m.

**13. How do I transition my child into the centre?**

Transition into the centre starts on your child's first day at the centre. Parents are permitted to remain in their child's room for a maximum of 30 minutes on the first 3 days. It is in the parents' discretion as to whether their child will stay a half day or full day on their child's first 3 days. If your child is struggling with the transition, we will call you for an early pick up.

Transitions must be done before 9:30 a.m. to avoid disruption to our program.

**14. I want to start in the middle of the month. Are my fees prorated?**

Our fees are calculated on a monthly basis. Please contact the Director to discuss start dates in the middle of the month.

**15. When is naptime? Do all children have to nap?**

Nap times vary depending on the age of the children. Infant nap time is from 11:30 a.m. to 1:30 p.m. while Toddlers and Preschoolers nap from 12:00 p.m. to 2:00 p.m.



Younger infants may require additional naps during the day which will be accommodated.

Children who no longer nap will be invited to come to the table and engage in quiet activities or may take part in our wake up program and will spend time in another room with an educator.

**16. What is the attendance policy if my child is sick?**

We follow all AHS guidelines with respect to illness. If your child has symptoms such as fever, vomiting, diarrhea, or is otherwise unable to participate in the program, they will be required to stay home until they are symptom free for 24 hours, or with a doctors note.

Please contact the Director if you are unsure of what to do when your child is sick.

**17. Can I provide my child medication to be given at the centre?**

If your child has been prescribed any medication, it may be given at the centre. Only educators with first aid training are permitted to administer medication. There are many forms that need to be signed in order to administer medication to your child, so please give yourself extra time at drop off to fill out all the necessary paperwork.

Please note that medications such as Advil or Tylenol will only be provided to children if needed for pain management (e.g. teething).

If your child has any emergency medication (e.g. Epi-pen or inhaler) please let us know at the time of enrollment.

**18. Do you have a parent communication app?**

Our program uses Timesavr to track the children's attendance and provide daily reports to families. At the end of the day, parents will receive a Daily Report outlining important information about their child's day such as meals/snacks eaten, diaper changes and potty training, activities the children engaged in and photos. These reports will be e-mailed directly to parents.

**19. What kind of communication can I expect from your centre?**

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There are several ways in which our centre and families communicate on a regular basis.

There is an expectation that parents and educators communicate daily during drop off and pick up. These interactions are usually brief as educators are still working with other children, but if you feel you need a more lengthy discussion about your child's progress at the centre, you are free to contact the Director to set up a formal meeting.

Each room has a communication book in which parents can leave notes for the educators.

Parents will also be able to use the Timesavr app to communicate to their child's educator.

Monthly newsletters are sent home on a regular basis via e-mail.

Important information, such as upcoming centre closure dates, is also posted in various spots around centre, such as the front door or the Parent Board located in the lobby.

**20. I no longer need child care. How do I withdraw my child from your program?**

If you no longer need child care, we require 1 calendar month written notice of an intention to withdraw or payment of 1 month full fees (unsubsidized) in lieu of adequate notice. Notice must be given on or before the 1<sup>st</sup> day of the last month of care. Notice given after the 1<sup>st</sup> day of the month will be treated as if given on the 1<sup>st</sup> day of the following month and full fees will continue to apply.