

ECC FAMILY DAY HOME AGENCY

PARENT HANDBOOK



Office:

#5224, 7005 Fairmount Drive SE

Phone Number:

403 889 5763 / 403-497-7666



**Alberta  
Approved  
Family  
Day Homes**



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## Parent Handbook

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<p>Your Child's Educator:</p> <p>Your Child Name:</p> <p>Your Phone:</p> <p>Your Email:</p>
<p>ECC Working Hour Contacts:</p> <p>403 889-5763</p> <p>Office Hours:</p> <p>Monday – Friday 9am – 5pm (By appointments only)</p>
<p>After Hours/Emergency Contact:</p> <p><b>403-497-7666</b></p> <p>Policy for after-hours contact:</p> <p>Before and after working hours, Sat/Stat holidays, accidents/incidents, or emergency, contacting agency after-hours/emergency line above.</p>
<p>Child Care Subsidy:</p> <p>1-877-644-9992</p> <p><a href="http://www.alberta.ca/child-care-subsidy.aspx">www.alberta.ca/child-care-subsidy.aspx</a></p>
<p>Parent and Family Resources:</p> <p>Child Care Connect at 1-844-644-5165</p> <p><a href="https://www.alberta.ca/family-and-social-supports-topic">https://www.alberta.ca/family-and-social-supports-topic</a></p> <p><a href="https://www.alberta.ca/affordability-grants-for-child-care-programs">https://www.alberta.ca/affordability-grants-for-child-care-programs</a></p>

Please sign and date the Parent Handbook Agreement, to indicate that you have read this Handbook, and you understand and AGREE with the terms, information, policies and procedures contained herein.



## SECTION 1 — GENERAL INFORMATION

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### About the Agency

ECC Family Day Home Agency is committed to providing a safe, supportive, and high-quality childcare environment for children and families.

The Agency works in partnership with approved independent day home educators who operate their own childcare programs.

The Agency provides oversight, monitoring, and guidance to support consistency, safety, and program quality across all approved day homes.

### Roles and Responsibilities

Day home educators operate independent childcare programs and are solely responsible for the day-to-day care, supervision, and management of their programs, including compliance with all applicable requirements.

The Agency provides oversight and monitoring but does not assume responsibility for the daily operation of individual day homes.

Families are responsible for:

- Following all schedules, arrangements, and payment terms set out in their Parent–Educator Agreement
- Providing accurate and up-to-date information
- Communicating respectfully with both the educator and the Agency
- Complying with all applicable policies and requirements

### Governing Documents and Priority

This Parent Handbook provides general policies, procedures, and operational expectations for all families participating in the program.

Each family must enter into a separate Parent–Educator Agreement directly with their chosen educator. This agreement governs all individual childcare arrangements, including schedules, fees, closures, and daily expectations.



In the event of any inconsistency:

- The Parent–Educator Agreement governs all individual care arrangements
- Provincial legislation and Alberta Family Day Home Standards take precedence in all regulatory matters
- This Parent Handbook provides general guidance and Agency-level policies

The Agency is not a party to the Parent–Educator Agreement and does not mediate, enforce, or assume responsibility for disputes arising from that agreement.

### Updates and Revisions

The Agency reserves the right to update, revise, or modify this Handbook at any time to reflect changes in policies, operational needs, or regulatory requirements.

Updates become effective as of the date issued unless otherwise specified. Continued participation in the program constitutes acceptance of the revised policies.

### Diversity and Inclusion

ECC Family Day Home Agency is committed to creating inclusive, respectful, and supportive environments where all children and families feel a sense of belonging.

The Agency values diversity and promotes equitable and respectful treatment of all individuals. At all times, program operations must support the health, safety, and well-being of all children in care.

## SECTION 2 — PROGRAM STRUCTURE & DAILY OPERATION

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### Parent–Educator Agreement

Each family enters into a separate Parent–Educator Agreement directly with their chosen day home educator. This agreement outlines all specific arrangements related to care, including schedules, fees, closures, and daily program expectations.

The Parent–Educator Agreement is a private agreement between the family and the educator. The Agency is not a party to this agreement and does not determine, manage, or assume responsibility for the terms, payments, or arrangements made between the family and the educator.



This Parent Handbook provides general guidance and Agency-level policies to support consistency across programs but does not replace or modify the Parent–Educator Agreement.

In the event of any inconsistency:

- The Parent–Educator Agreement shall govern all matters related to individual care arrangements, including schedules, fees, closures, and daily program expectations;
- Provincial legislation and Alberta Family Day Home Standards shall take precedence in all regulatory matters;
- The Agency may provide general guidance or clarification but does not enforce or assume responsibility for individual contractual arrangements.

### **Program Structure & Ratios**

Family day home programs operate in accordance with Alberta Family Day Home Standards, including requirements related to the number of children in care, supervision, and safety.

Each day home educator is responsible for ensuring that their program operates within all applicable ratio, supervision, and regulatory requirements at all times.

The Agency provides oversight and monitoring; however, compliance with ratio requirements and daily operational standards remains the responsibility of the individual educator.

Children are grouped based on age and developmental needs to support appropriate care, supervision, and programming. Each educator independently determines their hours of operation within approved limits. Families are responsible for understanding and adhering to their educator’s specific schedule, including agreed drop-off and pick-up times.

Failure to follow agreed schedules or program expectations may impact the continuation of care.

### **Educator Vacation and Closures**

Day home educators independently establish their vacation schedules and planned closure days as part of operating their individual programs.

Families will be provided with advance notice of scheduled closures. These dates form part of the Parent–Educator Agreement and are considered accepted once the agreement is in place.

Families are responsible for reviewing and understanding all scheduled closures prior to enrollment.



Once confirmed, scheduled closures are not subject to change or dispute, except where required by applicable regulations or mutual agreement between the family and the educator.

All arrangements related to fees, closures, and absences are governed by the Parent–Educator Agreement.

### Statutory Holidays

Day home educators independently determine their operating schedules, including whether care is provided on statutory holidays.

Where a day home is closed for a statutory holiday, families will be notified in advance in accordance with the Parent–Educator Agreement.

Arrangements related to statutory holidays, including closures and any applicable fees, are determined between the family and the educator and are outlined in the Parent–Educator Agreement.

The Agency does not determine individual holiday schedules and does not guarantee care on statutory holidays.

The following list includes commonly observed statutory and program holidays. Actual closures may vary by educator and will be confirmed in the Parent–Educator Agreement.

Holiday	Date	Holiday	Date
New Year’s Day	January 1st	Labour Day	1st Monday in September
Family Day	3rd Monday in February	National Day for Truth and Reconciliation	September 30th
Good Friday	Friday before Easter	Thanksgiving Day	2nd Monday in October
Easter Monday	Observed by some programs	Remembrance Day	November 11th
Victoria Day	Monday before May 25	Christmas	
Canada Day	July 1st		
Heritage Day	1st Monday in August		

Families are encouraged to confirm holiday schedules directly with their educator in advance.

### Arrival and Pick-Up Procedures



Children must be brought into the day home by a responsible adult and must not be left unattended at the entrance.

Children may not be dropped off earlier than the agreed care start time unless prior arrangements have been made with the educator. Educators may not be able to accommodate early arrivals without prior approval, as this may impact supervision and program operations.

Parents are required to sign their child in and out daily using the Agency-designated system (ProCare). Accurate attendance records are required for safety and government funding purposes.

Care hours are established during the enrollment process and must be followed consistently. Families must communicate with the educator in advance if any changes are required.

If a child is to be picked up by someone other than a parent or authorized guardian, families must notify the educator in advance and ensure the individual is listed as an authorized contact.

A government-issued photo ID may be required before a child is released to any individual.

Children will only be released to individuals authorized by the parent/guardian. The educator reserves the right to refuse release if there are safety concerns.

Late pick-up may impact program operations and the well-being of children in care. Any applicable fees or consequences will be outlined in the Parent–Educator Agreement.

The educator is responsible for the supervision of children during agreed care hours. Outside of these agreed hours, responsibility for the child remains with the parent/guardian.

If a child is not picked up within a reasonable time and no contact can be made, the educator may follow emergency procedures in accordance with applicable requirements.

### **Late Pick-Up and Schedule Changes**

Families are expected to follow the agreed-upon care schedule, including drop-off and pick-up times, as outlined in the Parent–Educator Agreement.

If a delay is anticipated, families must notify the educator as soon as possible.

Late pick-up may affect program operations and the well-being of children in care. Where late pick-up occurs, additional fees or consequences may apply as outlined in the Parent–Educator Agreement.

Repeated or significant schedule disruptions may impact the continuation of care.



Requests for schedule changes must be discussed and agreed upon in advance with the educator. Approval of any changes is subject to availability, program capacity, and operational considerations.

The educator reserves the right to decline or adjust schedule changes where they cannot be reasonably accommodated.

The Agency does not determine individual schedules or schedule changes and is not responsible for arrangements made between the family and the educator.

All schedule-related decisions are subject to the educator's discretion.

### **Extended Hours**

Standard care hours are established between the family and the educator as outlined in the Parent–Educator Agreement.

Requests for care outside of agreed hours, including early drop-off, late pick-up, or extended care, must be discussed and approved in advance by the educator.

Extended hours are not guaranteed and are subject to educator availability, program capacity, and operational considerations.

Where extended hours are approved, additional fees may apply as determined by the educator and outlined in the Parent–Educator Agreement.

Repeated requests for extended hours or ongoing schedule changes may not be accommodated and may impact the continuation of care.

The Agency does not arrange or guarantee extended hours and is not responsible for agreements made between the family and the educator.

### **Backup and Emergency Care**

In situations where a day home educator is unavailable due to illness, emergency, or other unforeseen circumstances, care may be temporarily unavailable.

Where possible, the educator or the Agency may provide information regarding alternative care options; however, availability is not guaranteed.

The Agency does not arrange, manage, or guarantee substitute or backup care.

Families are solely responsible for arranging alternative care when regular care is unavailable.



Any temporary care arrangements, where applicable, are subject to availability, program capacity, and Agency approval, and must comply with all applicable regulations and policies.

### **Attendance and Funding Requirements**

Government funding programs, including affordability grants, are subject to minimum attendance requirements.

For general reference:

- Full-time care: generally, a minimum of 100 hours per month
- Part-time care: generally, 50–99 hours per month
- Drop in care: less than 50 hours per month and does not constitute part-time enrolment.

Families are responsible for ensuring that registered hours reflect actual care needs. Attendance records must be accurate and may be reviewed to determine funding eligibility.

Families acknowledge that, except for approved vacations or illness, if minimum attendance requirements are not consistently met, the child's enrolment type (full-time or part-time) may be adjusted, and funding eligibility may be affected.

Fees for drop-in services are determined by the educator and are not eligible for government funding. The Agency reserves the right to review and adjust enrolment status, funding eligibility, or program participation based on attendance records.

### **Drop-In Services**

Drop-in childcare services may be offered by an educator on an occasional basis, subject to the educator's discretion, program capacity, and operational considerations.

Drop-in care is not intended to replace a regular enrolled childcare arrangement.

The Agency does not arrange, manage, or guarantee drop-in services.

### **Monthly Attendance Confirmation**

Families may be required to review and confirm monthly attendance records to support funding requirements and administrative accuracy. Timely confirmation may be required to maintain eligibility



for continued funding. Attendance confirmation may be completed through the Agency-designated system.

### **Personal Belongings**

Families are responsible for labelling all personal items brought into the daycare home.

The Agency and educators are not responsible for any lost, damaged, or misplaced personal belongings.

Families are encouraged to avoid bringing valuable items home from the day home.

### **Outdoor Play**

Outdoor play is an important part of the daily program and will take place regularly, weather permitting and in accordance with health and safety guidelines.

Families are responsible for providing appropriate seasonal clothing to support children's participation in outdoor play.

Children who are not dressed appropriately for outdoor conditions may have limited participation in outdoor activities.

### **No Smoking or Vaping**

Smoking or vaping is not permitted within or near the day home environment, in accordance with health and safety regulations. This applies to all individuals, including educators, family members, visitors, and parents.

The day home is a smoke-free and vape-free environment at all times.

### **Camera and Monitoring Policy**

All approved day homes operate under an agreement with ECC Family Day Home Agency that requires the use of monitoring cameras within the day home environment.

These cameras are installed to support children's safety, supervision, and overall program quality.

Camera systems are not live-streamed and are not accessible to families. Recordings are not intended for parent access and are not shared as part of regular communication.



Families acknowledge that camera footage may be reviewed by the Agency, in collaboration with the educator, when necessary for purposes such as monitoring, quality assurance, or reviewing incidents.

All recordings are handled in accordance with privacy and confidentiality requirements.

By enrolling in the program, families acknowledge and consent to the use of cameras as outlined in this policy.

Camera footage will not be provided to families upon request, except where required by law.

The Agency's role is limited to oversight and monitoring. The educator is solely responsible for the day-to-day operation of the program. Families are responsible for complying with all applicable agreements and policies.

### SECTION 3 — HEALTH, ILLNESS & MEDICATION

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#### Health and Illness Expectations

The health and well-being of all children in care is a shared responsibility between families and educators.

To help maintain a safe and healthy environment, families are expected to keep children at home when they are unwell or unable to fully participate in daily activities.

Children who are ill may not attend care until they are well enough to safely participate in the program.

The educator has the sole and final authority to determine whether a child is well enough to attend or remain in care.

If a child becomes ill during the day, families must arrange for immediate pick-up upon request.

The educator reserves the right to refuse care upon arrival if a child is displaying symptoms of illness.

#### When Children Must Stay Home

For the safety of all children and educators, children must remain at home if they exhibit symptoms that may indicate illness or infection.

For clarity, this may include, but is not limited to:

- Fever (generally 37.7°C or higher underarm)
- Vomiting (two or more times within 24 hours)



- Diarrhea (multiple loose or watery stools within 24 hours)
- Unexplained rash, especially with fever or itching
- Eye discharge or symptoms of pink eye
- Severe fatigue, irritability, or inability to participate
- Open or oozing sores that cannot be properly covered
- Any symptoms identified as contagious or requiring exclusion under public health guidance

The educator has the sole and final authority to determine whether a child's symptoms require exclusion from care. Children must be symptom-free for a minimum period, as guided by public health recommendations, before returning to care.

### **Illness During Care**

If a child becomes ill while in care, families will be contacted and must arrange for immediate pick-up. Children who are unwell may not remain in care for extended periods, as this may affect the health and safety of others.

Families must ensure that a backup contact is always available in case immediate pick-up is required. Additional conditions, such as lice or other communicable concerns, may require temporary exclusion from care.

Failure to arrange a timely pick-up may result in additional fees or further action as outlined in the Parent–Educator Agreement.

### **Return to Care**

Children may return to care once they are well enough to fully participate in daily activities and no longer pose a risk of transmitting illness to others, as determined by the educator.

Unless otherwise directed by a medical professional or public health guidelines, children must be symptom-free for at least 24 hours before returning to care.

Additional requirements may apply depending on the type of illness, severity of symptoms, and recommendations from public health authorities.

The educator may require a longer exclusion period based on the child's condition.

### **Medication**



Medication may only be administered with prior written authorization from a parent or guardian.

All medication must:

- Be in its original packaging
- Be clearly labelled with the child's name
- Include clear instructions for administration
- Not expired
- Be provided directly to the educator along with a completed Medication Authorization Form

Educators will follow Agency and provincial guidelines when administering medication.

Educators may decline to administer medication that does not meet these requirements.

### **Medication Storage**

All medication must be stored safely and out of reach of children.

Families must not leave medication in bags, clothing, or personal items and must provide all medication directly to the educator.

Medication must only be accessed and administered by the educator. Any medication found in a child's belongings may be removed and returned to the family.

### **Emergency Medical Care**

In the event of a medical emergency, emergency services (911) will be contacted immediately. Families will be notified as soon as possible.

Educators will take all reasonable steps to ensure the child's safety and well-being and may seek emergency medical treatment if required.

Emergency contact persons must always be reachable during care hours. Families are responsible for ensuring that all emergency contact information is accurate and up to date.

### **Health and Safety Practices**

Educators follow established health and safety practices to reduce the spread of illness and maintain a safe environment.

This includes regular hand washing, cleaning and sanitizing of materials, and monitoring of children's



well-being throughout the day. Practices are implemented in accordance with Agency policies and public health guidelines.

## SECTION 4 — FEES, FUNDING & PAYMENTS

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### Fee Structure

Childcare fees are established between families and their chosen day home educator through the Parent–Educator Agreement.

Fees may vary depending on the program, schedule, and services provided. All fees, payment terms, and conditions are outlined in the Parent–Educator Agreement.

Families are responsible for reviewing and understanding all fee arrangements prior to enrollment.

### Government Funding and Parent Portion

Childcare fees in Alberta may be supported through government funding programs, including affordability grants and applicable subsidy programs.

For children aged 0–6, the current affordability structure may include:

- Full-time care (100 hours or more per month): \$326.25 per month
- Part-time care (50–99 hours per month): \$230 per month
- Drop-in care (less than 50 hours per month): Fees are determined by the educator and are not eligible for government funding

These amounts represent the base parent portion under the affordability program and may vary depending on individual circumstances, eligibility, additional services, or program-specific arrangements. The total amount payable by families is determined by the agreed childcare fee, minus any applicable government funding, plus any optional or additional fees.

Drop-in care, where offered, is considered occasional, temporary care of less than 50 hours per month and does not constitute part-time enrolment. Fees for drop-in services are determined by the educator and are not eligible for government funding.

Funding amounts and eligibility are subject to change in response to government policies. Families are responsible for applying for and maintaining eligibility for any applicable subsidy programs.



The Agency does not guarantee funding eligibility, approval, or payment amounts.

### **Parent Payment Responsibilities**

Families are responsible for

- Paying their portion of childcare fees directly to their day home educator, as outlined in the Parent–Educator Agreement
- Following the agreed payment schedule, method, and due dates
- Covering the full cost of care if government funding or subsidy is delayed, reduced, suspended, or declined

Payment schedules, methods, and due dates are determined between the family and the educator and are outlined in the Parent–Educator Agreement.

Failure to meet payment obligations may result in additional fees or termination of care, as outlined in the Parent–Educator Agreement.

Any delay, reduction, suspension, or denial of funding does not affect the family’s obligation to make full payment as scheduled.

### **Initial Payment Responsibility**

Families may be required to pay the full amount of childcare fees until government funding or subsidy is approved and applied.

Delays in funding approval do not affect the family’s responsibility to make payments as scheduled. Any adjustments or reimbursements will be handled in accordance with the Parent–Educator Agreement.

### **Attendance and Funding Eligibility**

Government funding is based on attendance and eligibility requirements.

Families are responsible for ensuring that registered hours reflect actual care usage. Inaccurate or inconsistent attendance may affect funding eligibility and result in fee adjustments.

Families acknowledge that, excluding approved vacations or illness, if minimum required care hours are not consistently met, the child’s enrollment type (full-time or part-time) may be adjusted accordingly.

Funding eligibility may be reassessed based on attendance patterns and program requirements.



### **Absences and Refunds**

Childcare fees are non-refundable for absences due to illness, vacation, or other personal reasons, unless otherwise specified in the Parent–Educator Agreement. As childcare spaces are reserved based on enrollment, fees continue to apply regardless of attendance, unless otherwise specified in the Parent–Educator Agreement.

### **Deposits and Adjustments**

Deposits, where applicable, are governed by the Parent–Educator Agreement.

Refunds or adjustments, where applicable, may be subject to verification of attendance, funding reconciliation, or other administrative requirements, and may not be processed immediately.

Any applicable refunds or adjustments will be handled in accordance with the Parent–Educator Agreement.

### **Optional and Additional Fees**

Educators may offer optional services for an additional fee.

These services are not mandatory and will only be provided with family consent. Families are encouraged to discuss all optional services and associated costs directly with their educator prior to enrollment.

All optional services and related fees must be agreed upon in advance and outlined in the Parent–Educator Agreement.



## Optional Services – Permitted

- ✓ Programs are permitted, **but not required**, to charge supplemental parent fees for optional services.
- ✓ Optional services may include services that programs were not able to charge additional fees for previously.
- ✓ Parents must have the choice whether to participate in and pay for an optional service.
- ✓ Programs will be required to report to the Ministry of Jobs, Economy and Trade on the optional services they provide for a supplemental parent fee.

- Examples of optional services for which a supplemental parent fee may be charged include:
- |                       |                              |                                 |
|-----------------------|------------------------------|---------------------------------|
| • Field trips         | • <b>Extended hours care</b> | • Cultural activities           |
| • Meals and/or snacks | • <b>Overnight care</b>      | • On-site experiential learning |
| • Transportation      | • Diapers/Sunscreen          | • Specialized classes           |

Drop-

### In Services

Drop-in childcare services, where offered by an educator, are considered occasional and non-regular care arrangements.

Drop-in services do not meet minimum attendance requirements and are not eligible for government funding, including affordability grants or subsidy programs. All fees associated with drop-in services are the sole responsibility of the family and must be paid in full, as agreed upon with the educator.

Availability of drop-in care is not guaranteed and is subject to the educator’s sole discretion, program capacity, and operational considerations.

The Agency does not arrange, manage, or guarantee drop-in services.

### Changes to Fees or Funding

Childcare fees and funding structures may be subject to change due to updates in government policy or program requirements.

Where changes occur, families will be notified as appropriate. Updated fees or funding adjustments will apply in accordance with the Parent–Educator Agreement and applicable regulations.

Continued enrollment constitutes acceptance of any updated fees or funding adjustments. Changes may take effect as required by government policy or as outlined in the Parent–Educator Agreement.



### **SECTION 5 — COMMUNICATION & EXPECTATIONS**

#### **Contacting the Agency**

ECC Family Day Home Agency provides support during regular working hours and for urgent situations outside of business hours.

For general inquiries, administrative matters, or non-urgent concerns, families are encouraged to contact the Agency during office hours:

- 
- Office Phone: 587-206-0680 / 403-497-7666
  - Office Hours: Monday to Friday, 9:00 AM – 5:00 PM (by appointment)

For urgent situations occurring outside of regular office hours, including emergencies, accidents, or incidents requiring immediate attention, families may contact the Agency's emergency line. Emergency Contact: 403-497-7666

The emergency line is intended for urgent matters only and should not be used for general inquiries or routine communication. Misuse of the emergency line for non-urgent matters may result in delayed response or redirection to office hours. Response times may vary depending on the nature of the concern and operational requirements.

#### **Communication with Educators**

Open and respectful communication between families and educators is essential to supporting a positive experience for children.

Families are encouraged to communicate directly with their educator regarding daily routines, schedules, and any concerns related to their child's care. Families are expected to address concerns with their educator first, where appropriate.

Clear and timely communication helps ensure consistency and supports the well-being of all children in care.

#### **Communication with the Agency**

ECC Family Day Home Agency is available to support both families and educators.

Families may contact the Agency for:



ECC Family Day Home Agency  
5224 7005 FAIRMOUNT DR. SE  
EMT: [eccinfo22@gmail.com](mailto:eccinfo22@gmail.com)  
[www.eccdayhomeagency.com](http://www.eccdayhomeagency.com)



## Parent Handbook

- Administrative inquiries
- General program information
- Concerns that cannot be resolved directly with the educator

Families are encouraged to address concerns with their educator first, where appropriate.

The Agency will review concerns and may request additional information, and provide guidance, clarification, or follow-up as appropriate. The Agency does not intervene in day-to-day care arrangements, enforce individual Parent–Educator Agreements, or act as a mediator in disputes between families and educators.

Families are responsible for reviewing and responding to communications in a timely manner, particularly when the information affects their child’s care.

### **Addressing Concerns**

If a concern arises, families are encouraged to first discuss it directly with their educator in a respectful, constructive manner.

Many concerns can be resolved through open communication at the day home level. If a concern remains unresolved, families may contact the Agency for further support.

The Agency may request additional information and provide guidance or clarification as appropriate.

### **Respectful Conduct**

All interactions between families, educators, and the Agency are expected to be respectful and professional.

Behaviours that may disrupt the program or negatively impact the well-being of children, educators, or families are not acceptable. This includes, but is not limited to, disrespectful, aggressive, or inappropriate behaviour.

The Agency reserves the right to take immediate action, including suspension or termination of services, where necessary. Repeated or serious concerns may result in further action, including termination of services.

### **Privacy and Confidentiality**

Families are expected to respect the privacy of all children, families, and educators within the program.



Information related to other children or families must not be shared without permission.

Photos, videos, or personal information must not be shared publicly without prior consent.

With signed parental consent, photos or videos of children participating in program activities may be used by the educator or the Agency for documentation, communication, or promotional purposes, including use on day home or Agency communication platforms.

Families may withdraw consent in writing at any time. The Agency will make reasonable efforts to ensure that any shared content respects privacy and confidentiality.

### **Use of Technology**

Communication tools such as Procare support daily communication, attendance tracking, and program updates.

Families are expected to review messages and notifications regularly to stay informed about their child's care. Families are responsible for ensuring that their contact information in the system is accurate and up to date.

The Agency and educators may rely on these communication tools for important updates, notices, and documentation.

### **Changes and Updates**

Families will be informed of important updates related to program operations, policies, or requirements.

It is the responsibility of families to review communications and remain informed of any changes.

Updates may be communicated through the Agency's designated communication platforms.

Continued participation in the program indicates acceptance of any updates.

### **Family Participation**

Families are encouraged to participate in program activities when appropriate and to contribute to a positive, respectful community environment.

Ongoing collaboration between families and educators supports a strong and supportive program for all children.



### Incident Reporting

Families will be informed of any incidents involving their child in accordance with Agency policies and regulatory requirements.

Incidents will be documented and reported as required. Families may be required to review and sign incident reports where applicable.

The Agency reserves the right to make final decisions regarding program operations, policies, and compliance matters.

### SECTION 6 — PARENTS' BOARD

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Each day home maintains a designated area where important information is available to families.

This may include:

- Licensing and Agency information
- Emergency procedures
- Daily routines and schedules
- Menus and nutrition information
- Other relevant program documentation

Families are encouraged to review this information regularly to stay informed about their child's care environment. Families are responsible for reviewing posted information and updates.



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## Parent Handbook

Day Home Educator's Name	
Name of Child (ren)	
Name of Parent	

I, the undersigned Day Home Parent, acknowledge that I have received, read, and understood the ECC Family Day Home Agency Parent Handbook provided during registration.

I understand that this handbook outlines the policies, procedures, and expectations for participating in the ECC Family Day Home Program. By signing below, I agree to comply with all terms, policies, and regulations set out in the handbook.

I further acknowledge that it is my responsibility to regularly review the Parent Handbook, including any updates or revisions issued by ECC Family Day Home Agency. I agree to always follow the most current version of all policies.

**Signature:**

**Date:**