

Welcome to the Woodlands Kids Day Home Agency

Love - Laughter - Learning - Play



PARENT HANDBOOK

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Parent Handbook

Welcome to the Woodlands Kids Family

Welcome to Woodlands Kids Co.

We are honoured to be part of your child's early learning journey and are committed to creating nurturing, safe, engaging, and relationship-based learning environments within our approved and monitored licensed dayhomes.

At Woodlands Kids Dayhome Agency, we believe children thrive best in environments where they feel loved, respected, secure, and valued. Our agency was created by an experienced educator and childcare leader who understands the importance of quality childcare, strong educator support, and meaningful family partnerships.

Our approved educators provide warm home environments where children are encouraged to explore, create, imagine, and learn through play while developing confidence, independence, and strong social-emotional skills.





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Our Philosophy

Woodlands Kids Dayhome Agency follows a child-led, play-based philosophy inspired by:

- Montessori principles
- Reggio Emilia practices
- Relationship-based learning
- Nature and sensory exploration
- Alberta Early Learning and Child Care standards



We believe:

- Children are capable, competent, and curious learners
- The environment acts as a “third teacher”
- Learning happens through meaningful play and exploration
- Families are essential partners in a child’s development
- Strong relationships create secure and confident children



Our programs encourage:

- Creativity
- Independence
- Problem-solving
- Communication
- Self-regulation
- Exploration
- Social-emotional growth
- Respect for others and the environment





Our Mission

Our mission is to provide high-quality, nurturing, and inclusive childcare environments that support the development of the whole child while building strong partnerships with families and educators.

We strive to:

- Support children socially, emotionally, physically, cognitively, and creatively
- Create safe and enriching home environments
- Support educators in providing quality care
- Foster lifelong learning
- Build strong family and community connections



About our Licensed Day Homes

- Are licensed and monitored through the agency
- Follow Alberat Family Day Home Standards
- Meet health and safety requirements
- Participate in regular monitoring visits
- Carry required insurance coverage
- Maintain current First Aid & CPR certification
- Complete ongoing professional development
- Participate in agency training and support



About our Licesned Day Homes

At Woodlands Kids Co, we are committed to providing safe, nurturing, and high-quality childcare through our network of licensed and approved family dayhomes. All dayhomes registered under Woodlands Kids Dayhome Agency are carefully monitored and supported to ensure they meet Alberta Family Day Home Standards, licensing requirements, and agency expectations.

Our educators provide warm, home-based learning environments where children are encouraged to learn through play, exploration, creativity, and meaningful relationships. Each educator maintains current First Aid and CPR certification, required insurance coverage, criminal record checks, and participates in ongoing professional development and agency training.

To maintain the highest standards of care, Woodlands Kids Dayhome Agency conducts regular announced and unannounced monitoring visits, safety inspections, program support visits, and documentation reviews throughout the year.

Our agency team works closely with educators by providing ongoing mentoring, resources, and professional support to ensure children are cared for in safe, engaging, and developmentally appropriate environments. Through strong partnerships with educators and families, we strive to create positive childcare experiences where every child feels valued, supported, and inspired to grow.



Our Learning Approach

At Woodlands Kids Co, we believe children learn best through play, meaningful relationships, exploration, and hands-on experiences. Our dayhomes provide engaging environments where children are encouraged to discover, create, and learn at their own pace through a variety of developmentally appropriate activities. Daily experiences may include sensory play, loose parts exploration, outdoor learning, art and creativity, music and movement, literacy and language activities, STEM and discovery experiences, dramatic play, nature-based learning, cooking activities, and practical life skills.

These opportunities encourage children to build confidence, independence, creativity, problem-solving skills, and positive social connections in a warm and nurturing home environment.

Our programming is child-led and thoughtfully planned based on each child's individual interests, developmental stage, abilities, and unique needs. Educators observe and document children's learning and interests to create meaningful experiences that support growth across all areas of development. Family input is highly valued, and we believe strong partnerships with parents help us better support each child's learning journey.

By combining play-based learning with responsive caregiving and individualized programming, we create enriching environments where children feel safe, supported, and inspired to explore the world around them.

Program Statement

At Woodlands Kids Co, our mission is to provide nurturing, safe, and enriching early learning environments where children feel valued, supported, and inspired to learn through play and exploration. We believe children are capable, competent, and curious learners, and our programs are designed to support each child's social, emotional, physical, and cognitive development through meaningful, child-led experiences.

Using Montessori and Reggio Emilia inspired practices, our educators observe, listen to, and support children's interests to create engaging learning opportunities that encourage creativity, independence, confidence, and a lifelong love for learning.

Woodlands Kids Dayhome Agency is committed to building strong partnerships with families and educators to provide high-quality childcare that supports the unique needs of every child and family. Our goal is to create warm, responsive, and inclusive environments where children develop positive relationships, self-regulation skills, responsibility, and respect for others. Through play-based learning, hands-on experiences, quality nutrition, outdoor exploration, and supportive caregiving, we strive to help every child reach their full potential while creating a balanced and positive childcare experience for families.



Families Role

At Woodlands Kids Co, we believe families are an essential part of a child's learning and development journey. We value the unique partnership between parents, educators, and the agency and recognize that children thrive when families and caregivers work together in a supportive and respectful environment.

Our programs are designed to reflect the diverse cultures, values, and communities of the families we serve, and we encourage parents to actively participate in their child's learning experience. We view parents as co-learners and partners who provide valuable insight into their child's personality, interests, routines, and individual needs, helping educators create meaningful and responsive learning experiences.

Open and ongoing communication is a priority at Woodlands Kids Dayhome Agency. Families receive regular updates through daily communication, Brightwheel reports, photos, learning updates, and conversations with educators and agency staff. We encourage parents to share questions, concerns, and feedback at any time, and meetings can be arranged whenever additional support or discussion is needed. Our educators and agency team are committed to building trusting relationships with families and providing guidance, support, and resources to help create positive childcare experiences where children feel safe, supported, and connected both at home and within their dayhome environment.



Educators Role

At Woodlands Kids Co, our educators play an important role in creating safe, nurturing, and engaging learning environments where children feel valued, supported, and encouraged to grow.

Our educators are caring professionals who build strong relationships with children and families while supporting each child's individual development through play-based learning, exploration, and meaningful interactions. Educators observe, listen to, and respond to children's interests and needs to create developmentally appropriate experiences that encourage creativity, confidence, independence, self-regulation, and a lifelong love for learning.

Through ongoing professional development, agency support, and a commitment to high-quality care, our educators work closely with families and the agency team to ensure every child receives the support, guidance, and encouragement they need to thrive.



Positive Guidance and Behavior Support

At Woodlands Kids Dayhome Agency, we use positive guidance techniques that support children in learning appropriate behaviours through respectful interactions.

We focus on:

- Redirection
- Problem-solving
- Emotional coaching
- Teaching self-regulation
- Offering choices
- Positive reinforcement
- Modeling respectful behaviour

We do NOT permit:

- Physical punishment
- Humiliation or shaming
- Harsh language
- Isolation without supervision
- Deprivation of food, sleep, or toileting
- Any form of emotional or physical harm

Children are supported with patience, consistency, and compassion.

Inclusivity and Diversity

Woodlands Kids celebrates diversity and values each child and family for their unique background, culture, language, abilities, and experiences.

We strive to create inclusive environments where every child:

- Feels welcomed
- Feels safe
- Feels respected
- Feels represented
- Has opportunities to participate meaningfully



Communication with Families

We believe strong communication creates strong partnerships. Families can expect:

- Daily communication
- Updates through Brightwheel
- Photos and learning stories
- Attendance tracking
- Newsletters and announcements
- Open communication with educators and agency staff

Parents are encouraged to:

- Share updates about their child
- Discuss concerns openly
- Participate in their child's learning journey
- Communicate changes in routines or needs

Expected Behaviour Guidance Practise

At Woodlands Kids Co, all educators licensed under Woodlands Kids Dayhome Agency are expected to provide positive, respectful, and developmentally appropriate guidance practices that support children's emotional well-being, self-regulation, and social development.

Our educators work to create calm, nurturing environments where children feel safe, valued, and supported while learning appropriate behaviours through positive interactions, clear expectations, redirection, problem-solving, and encouragement. Behaviour guidance practices must always be appropriate to the child's age and stage of development and should help children learn responsibility, empathy, cooperation, and self-control in a supportive and respectful manner.

In accordance with Alberta Family Day Home Standards and licensing regulations, prohibited practices are strictly not permitted within any Woodlands Kids licensed dayhome. This includes any form of corporal punishment, physical restraint used for discipline, harsh or degrading language, humiliation, threats, isolation without supervision, or deprivation of a child's basic needs including food, rest, toileting, shelter, or comfort. Educators may never inflict physical or emotional harm on a child under any circumstance.

When challenging behaviours arise, educators are expected to respond calmly and consistently using positive guidance strategies such as verbal redirection, offering choices, encouraging problem-solving, providing positive reinforcement, and helping children regulate emotions in a safe and supportive way. If ongoing concerns arise, educators will work collaboratively with families and the agency to develop supportive strategies that best meet the child's needs.

Brightwheel

Woodlands Kids uses Brightwheel for:

- Attendance tracking
- Daily reports
- Photos and updates
- Parent communication
- Billing and invoicing
- Documentation
- Learning updates

Families are encouraged to regularly check the app for important updates and communication.



At Woodlands Kids Co, we use Brightwheel as our main communication and childcare management platform to help families stay connected and informed throughout their child's day. Brightwheel allows educators and the agency to efficiently manage attendance tracking, daily reports, child observations, learning updates, documentation, billing, and parent communication in one easy-to-use platform. Families may receive daily updates including meals, naps, diapering or toileting information, activities participated in throughout the day, photos, important reminders, newsletters, and learning experiences. The app also helps support open communication between families, educators, and the agency team through messaging and notifications.



Brightwheel is also used for important administrative functions including invoicing, payment tracking, enrolment documentation, emergency contact information, and attendance records required under Alberta childcare regulations. Families are encouraged to regularly check the app for important updates, announcements, invoices, and communication from both their educator and the agency. We believe consistent communication helps build strong partnerships between home and childcare environments while ensuring families remain actively involved in their child's learning, development, and daily experiences.

Health and Safety

At Woodlands Kids Co, the health, safety, and well-being of every child in our care is our highest priority. We are committed to providing safe, clean, nurturing, and developmentally appropriate environments where children can learn, play, and grow with confidence.

All educators licensed under Woodlands Kids Dayhome Agency follow Alberta Child Care Licensing Regulations, Alberta Health guidelines, and agency policies and procedures to ensure children are cared for in environments that promote both physical and emotional well-being. Our educators maintain clean and sanitized spaces throughout the day, including toys, equipment, sleeping areas, washrooms, eating spaces, and high-touch surfaces to help reduce the spread of illness and maintain healthy environments for all children.

Educators supervise children at all times and are trained in emergency preparedness procedures, including fire safety, evacuation procedures, emergency response planning, and monthly fire drills. Each licensed dayhome maintains up-to-date emergency contact information, emergency plans, and first aid supplies that are easily accessible when needed. Safe sleep procedures are followed for all children requiring rest or naps, ensuring sleeping arrangements meet current safety standards and individual family requirements where appropriate.

Medication will only be administered with written parent consent and according to agency policies and Alberta regulations. Our educators work closely with families to ensure children's medical needs, allergies, dietary restrictions, and individual health concerns are understood and safely managed while in care.

Illness

At Woodlands Kids Co, the health and well-being of all children, educators, and families within our licensed dayhomes is extremely important. To help maintain healthy childcare environments and reduce the spread of illness, children who are unwell must remain at home until they are well enough to comfortably participate in the daily program and no longer pose a risk of spreading illness to others. Families are asked to closely monitor their child's health before attending care each day and to notify their educator if their child will be absent due to illness.

Parents or emergency contacts will be contacted for immediate pick-up if a child becomes ill while attending care. This may include symptoms such as fever, vomiting, diarrhea, persistent coughing, unusual lethargy, difficulty participating comfortably in daily activities, or signs of a contagious illness including unexplained rashes, pink eye, severe cold or flu symptoms, or other symptoms identified by Alberta Health guidelines.

If a child becomes too ill to participate comfortably in programming, requires one-on-one care that impacts the supervision of other children, or shows symptoms that may place others at risk, they must be picked up promptly. Children may return to care once symptoms have improved and according to Alberta Health recommendations, agency policies, and any exclusion periods communicated by the educator or agency. In some cases, a doctor's note may be requested before returning to care.



Medication

At Woodlands Kids Co, the safety and well-being of children is our highest priority. Medication will only be administered when absolutely necessary and must follow Alberta Child Care Licensing Regulations and Woodlands Kids Dayhome Agency policies and procedures.

All medications, including prescription and non-prescription medications, may only be administered with written parent or guardian consent. Medication must be provided in its original labelled container with the child's name, dosage instructions, and administration information clearly visible.

Educators will only administer medication according to the instructions provided on the label or as directed by a physician. Families are responsible for informing educators of any medical conditions, allergies, or changes to their child's medication requirements.

All medications are stored safely and out of reach of children, while ensuring emergency medications remain quickly accessible when needed. Documentation is maintained for all medications administered, including the name of the medication, dosage, time administered, and educator signature or initials. Emergency medications such as EpiPens, inhalers, or seizure medications are kept in easily accessible locations known to all educators and are taken on all outings or outdoor activities.

Educators work closely with families and the agency to ensure children with medical needs or allergies are safely supported while in care, and individualized care plans may be implemented when required to support the child's health and safety.

Nutrition and Meals

At Woodlands Kids Co, we believe healthy eating plays an important role in children's growth, development, learning, and overall well-being. Our educators encourage positive eating habits by creating calm, supportive mealtime environments where children are encouraged to explore a variety of nutritious foods and develop healthy relationships with eating.

Depending on the individual licensed dayhome, families may be required to provide nutritious lunches, snacks, bottles, formula, and any special dietary items needed for their child. Some Woodlands Kids licensed dayhomes may offer optional meal and snack programs for families. Meal participation, arrangements, and any additional meal fees will be discussed directly with the educator at the specific dayhome during the enrolment process. Parents are encouraged to provide balanced and nutritious meals that support their child's health and daily nutritional needs.

The health and safety of all children within our programs is extremely important, particularly when it comes to allergies, food sensitivities, and dietary requirements. Parents must inform educators and the agency of any allergies, medical dietary needs, cultural preferences, or food restrictions prior to care beginning and whenever changes occur.

Families will be informed of allergies or food restrictions within the dayhome program to help maintain safe eating environments for all children. Educators follow allergy-aware practices and work closely with families to ensure children's dietary needs are safely supported while in care. We encourage positive mealtime experiences that support independence, social interaction, self-help skills, and the development of healthy lifelong eating habits.

Outdoor play

Children participate in daily outdoor play whenever weather permits.

Outdoor play supports:

- Gross motor development
- Physical health
- Exploration
- Nature-based learning
- Emotional well-being

Children should arrive with weather-appropriate clothing daily.

Outdoor play may be limited during:

- Extreme cold (-20°C including wind chill)
- Extreme heat
- Severe weather conditions

Children participate in daily outdoor play and exploration whenever weather permits, as we recognize the many benefits outdoor environments provide for growing minds and bodies. Outdoor experiences support gross motor development, physical health, coordination, balance, creativity, problem-solving, and social development while also encouraging children to connect with nature and explore the world around them. Outdoor play may include free play, nature walks, sensory exploration, loose parts play, physical activities, educator-led experiences, and opportunities for discovery and imaginative play in natural environments.

Outdoor time also supports children's emotional well-being by providing opportunities for movement, fresh air, self-regulation, and stress reduction in calm and engaging outdoor settings. Families are responsible for ensuring children arrive daily with weather-appropriate clothing suitable for all seasons, including jackets, snow gear, hats, mittens, rainwear, sunscreen, or appropriate footwear as needed. Outdoor play may be limited, shortened, or moved indoors during extreme weather conditions, including temperatures below -20°C including wind chill, extreme heat, severe storms, heavy rain, poor air quality, or other unsafe weather conditions. The safety and comfort of children will always remain the priority when determining outdoor play opportunities.

Rest and Quiet Time

At Woodlands Kids Co, we understand that rest and quiet time are important parts of a child's overall health, development, and emotional well-being. Children are provided with opportunities throughout the day for rest, quiet play, and sleep based on their age, developmental stage, and individual needs. Quiet time allows children an opportunity to relax, recharge, and regulate their bodies and emotions in a calm and supportive environment.

Younger children who require naps will be supported in maintaining consistent rest routines, while older children who no longer sleep may participate in quiet activities such as reading, puzzles, sensory play, or other calming experiences during designated quiet times.

All educators follow safe sleep practices and Alberta Child Care Licensing guidelines to ensure children rest safely and comfortably while in care. Sleeping areas are regularly cleaned and monitored, and children are supervised at all times during rest periods. Families are encouraged to share their child's sleep routines, comfort needs, and any special considerations to help educators provide supportive and consistent care.

Parents may be asked to provide comfort items such as blankets, pacifiers, sleep sacks, or stuffed animals if needed to help children feel secure and comfortable during rest times. Appropriate bedding or sleep items may also be requested by the educator depending on the age of the child and the specific arrangements within the licensed dayhome.



Arrival and Departure

Parents are responsible for:

- Signing children in and out
- Informing educators of absences
- Ensuring authorized pick-up persons are listed

Identification may be requested when necessary.

Children will only be released to authorized individuals.



Transportation & Field Trips

Some educators may provide transportation or participate in community outings.

Parents will provide written consent for:

- Transportation
- Walking excursions
- Field trips



All transportation follows Alberta safety regulations including:

- Appropriate car seats
- Insurance requirements
- Supervision procedure

Transportation

At Woodlands Kids Co, we believe children benefit from opportunities to explore their community and participate in experiences outside of the dayhome environment. Some licensed dayhomes may provide transportation or participate in community outings, walking excursions, nature walks, playground visits, library trips, or planned field trips as part of their programming.

These experiences help support children's social development, physical activity, community awareness, confidence, and learning through real-life exploration and hands-on experiences. Families will be informed of any regular outings or transportation arrangements within their child's dayhome program.

Written parent or guardian consent is required prior to children participating in any transportation, walking excursions, or field trips outside of the licensed dayhome. All transportation provided within Woodlands Kids licensed dayhomes follows Alberta Child Care Licensing Regulations and agency policies to ensure children's safety at all times.

This includes the use of appropriate car seats and booster seats based on the child's age, height, and weight, maintaining proper vehicle insurance coverage, and following safe supervision procedures during all outings and transportation activities. Educators are responsible for ensuring children are appropriately supervised, attendance is accounted for at all times, emergency information is accessible during outings, and all safety procedures are followed to provide safe and enjoyable experiences for every child.

Emergency Procedure

At Woodlands Kids Co, the safety and well-being of children is our highest priority. All licensed Woodlands Kids dayhomes are required to maintain detailed emergency preparedness plans to help ensure children, educators, and families are supported during unexpected situations or emergencies.

Each dayhome has clearly established emergency procedures that include fire evacuation plans, emergency contact information, shelter-in-place procedures, and emergency relocation plans if the home must be evacuated or becomes unsafe to occupy. Emergency information and procedures are reviewed regularly with educators to ensure they are prepared to respond quickly, calmly, and safely in the event of an emergency situation.

Educators conduct monthly fire drills with children to help familiarize them with evacuation routines and emergency safety procedures in a calm and developmentally appropriate manner. Emergency exits and evacuation routes are clearly identified and accessible at all times, and emergency contact information for each child is kept current and readily available.

Shelter-in-place procedures may be implemented during situations such as severe weather, environmental concerns, or community emergencies where remaining safely inside the dayhome is required. If an emergency relocation becomes necessary, families will be contacted as quickly as possible and children will be safely relocated to the designated emergency location outlined in the dayhome's emergency plan. Woodlands Kids Dayhome Agency works closely with educators to ensure all emergency procedures align with Alberta Child Care Licensing Regulations and support the safety and protection of every child in care.

Parent Concerns

At Woodlands Kids Co, we believe open communication, mutual respect, and collaborative problem-solving are essential in creating positive relationships between families, educators, and the agency. We encourage families to openly share questions, concerns, feedback, or suggestions at any time, as we value strong partnerships and believe children benefit most when everyone works together to support their growth and well-being.

Parents are encouraged to first speak directly with their child's educator regarding any questions or concerns related to their child's care, routines, development, programming, or dayhome environment. In many situations, open and respectful communication between families and educators can help resolve concerns quickly and effectively.

If additional support is needed, parents are encouraged to contact the Woodlands Kids Dayhome Agency team for assistance. Our agency is committed to working collaboratively with families and educators to ensure concerns are addressed respectfully, professionally, fairly, and in a timely manner.

We strive to create supportive solutions that focus on the best interests of the child while maintaining positive and respectful relationships with all families and educators within our programs. Families can expect concerns to be taken seriously, handled confidentially where appropriate, and responded to with care, professionalism, and open communication.

Confidentiality

Woodlands Kids Dayhome Agency is committed to protecting the privacy and confidentiality of all children, families, educators, and staff within our programs. All personal information collected by the agency and licensed dayhomes is securely stored and handled in accordance with Alberta privacy legislation, childcare regulations, and agency policies and procedures.

This may include enrolment information, emergency contacts, medical information, attendance records, billing information, developmental information, and any documentation related to the child's care and participation within the program. Access to confidential information is limited only to individuals who require the information to support the care, safety, and well-being of the child or to meet regulatory requirements.

Information regarding children and families will only be shared with written parent or guardian consent, when legally required, or when necessary for licensing, health, safety, or child protection purposes. Educators and agency staff are expected to maintain strict confidentiality at all times and to respect the privacy of all families within the program. Families are also encouraged to respect the privacy and confidentiality of other children, families, and educators connected to the dayhome community.



Fees and Funding

At Woodlands Kids Co, we are committed to providing families with high-quality, affordable childcare while supporting licensed educators in maintaining safe, nurturing, and enriching dayhome environments.

Woodlands Kids Dayhome Agency participates in Alberta Child Care Funding Programs, including the Affordability Grant and Child Care Subsidy programs where applicable. These funding programs help reduce childcare costs for eligible families while allowing educators to continue providing quality care within their licensed dayhome programs.

Monthly childcare fees are invoiced through Brightwheel on the 25th of each month for the upcoming month of care. Payment for childcare fees is due no later than the 1st day of the month care will be provided. For example, invoices issued on January 25th are for February childcare fees and must be paid by February 1st. Families are responsible for reviewing invoices carefully and ensuring payments are submitted on time to avoid disruptions in childcare services.

Payments are typically made by e-transfer to the agency, and families are required to include their child's full name in the payment details to ensure payments are correctly applied to their account. Billing statements, invoices, payment reminders, and attendance records are managed directly through Brightwheel to help families stay informed and organized regarding their childcare account and attendance information.

Fees and Funding

Under the Alberta Affordability Grant funding model, eligible families enrolled in licensed dayhome care may qualify for reduced parent fees. As outlined by the provincial funding framework effective April 1, 2025, current parent fee structures are based on attendance hours and program type. Full-time care (100+ hours per month) and part-time care (50-99 hours per month) are eligible for reduced parent fees under the Affordability Grant model.

Government grant funding is processed and claimed at the end of each month after attendance hours have been submitted and verified through Brightwheel attendance records. It is the responsibility of parents to ensure their child attends the minimum required hours needed to qualify for government funding. If a child does not meet the required attendance hours outlined by Alberta funding regulations, the government grant funding may not be paid to the agency

. In these cases, parents will be fully responsible for paying the full childcare fees as outlined in the individual educator's fee schedule and parent agreement signed during enrolment.

Children attending care on a drop-in or irregular basis may not qualify for government grant funding. Families utilizing drop-in care will be responsible for paying the educator's regular daily or drop-in rates as outlined by the specific licensed dayhome.

Fees and Funding

Some licensed Woodlands Kids dayhomes may also offer optional additional services and programs that may include meal programs, transportation, extracurricular activities, special outings, or enhanced programming opportunities. Optional fees vary between educators and dayhomes and will be discussed directly with families during the enrolment process.

These optional fees may include meal fees, transportation fees, and activity fees depending on the services provided within the individual dayhome program. Families will receive clear information regarding any optional services and associated costs before enrolment is finalized.

Parents of school-age children enrolled in Out-of-School Care (OSC) programs may qualify for Alberta Child Care Subsidy based on household income and attendance. Families are responsible for applying for subsidy directly through the Government of Alberta and for providing updated approval documentation to the agency when requested. Any changes to subsidy status, employment, family income, custody arrangements, or attendance schedules must be communicated to the agency immediately to avoid interruptions in funding or unexpected charges to the family account.

To maintain consistency within the program and support the operation of licensed dayhomes, all childcare fees must be paid on time each month. Late fees will apply to overdue accounts beginning on the 3rd day of the month. A late payment penalty of \$40 per day will be charged to accounts that remain unpaid after this date. If childcare fees have not been received by the 5th day of the month, children will not be permitted to attend care until the outstanding balance has been fully paid and the account has been brought up to date. Continued non-payment impacts the operation of the dayhome program and the educator's income and ability to hold childcare spaces.

Fees and Funding

If fees remain unpaid by the 10th day of the month and suitable payment arrangements have not been approved by the agency, the child's childcare space may be terminated immediately.

Families will remain responsible for any outstanding balances owed to the agency or educator, including late fees or additional charges incurred. Woodlands Kids Dayhome Agency reserves the right to suspend care, deny attendance, or terminate childcare services due to non-payment or repeated late payments. We encourage families experiencing financial difficulties or unexpected circumstances to communicate with the agency as soon as possible so that support and payment discussions can take place where appropriate.

Woodlands Kids Dayhome Agency is committed to maintaining open communication, transparency, and professionalism regarding all billing and funding matters. Families with questions regarding invoicing, payment schedules, subsidy applications, attendance requirements, or optional program fees are encouraged to contact the agency administration team for assistance and clarification at any time.



Termination Policy

At Woodlands Kids Co, we value open communication, professionalism, and respectful partnerships between families, educators, and the agency. We understand that childcare needs and family circumstances may change over time, and we ask that all families provide appropriate notice when withdrawing their child from care to allow educators adequate time to fill the childcare space and maintain stability within their licensed dayhome program.

Families wishing to terminate childcare services are required to provide a minimum of one full calendar month written notice effective from the 1st day of the month. Notice must be submitted in writing to both the educator and Woodlands Kids Dayhome Agency administration

. For example, if notice is provided on March 15th, the termination period will begin on April 1st, and care fees will remain payable for the full month of April, with the child's final day of care being April 30th. Partial month notice periods will not be accepted in place of the required full calendar month notice. Families remain financially responsible for all childcare fees, optional fees, and applicable charges during the notice period regardless of attendance.



Termination Policy

All outstanding balances, including childcare fees, optional program fees, transportation fees, meal fees, late payment fees, or any other charges owing to the educator or agency, must be paid in full prior to the child's final day of care. Failure to provide the required written notice may result in families being charged one full month of childcare fees in lieu of notice based on the child's agreed enrolment schedule and educator fee structure.

Woodlands Kids Dayhome Agency reserves the right to terminate childcare services immediately or with limited notice under certain circumstances where the health, safety, well-being, or operation of the program may be impacted. This may include, but is not limited to:

- Non-payment or repeated late payment of childcare fees
- Failure to comply with agency policies and procedures
- Repeated late pick-ups
- Harassment, threatening behaviour, or inappropriate conduct toward educators, children, agency staff, or other families
- Failure to provide required documentation or accurate information
- A child's needs exceeding the level of care the educator or agency can safely provide
- Repeated breaches of the parent agreement
- Situations where the safety or well-being of children, educators, or families may be compromised

Termination Policy

Where possible, the agency and educator will work collaboratively with families to address concerns before termination of care occurs. However, the agency reserves the right to suspend or terminate care immediately without notice in serious situations involving safety concerns, abusive behaviour, or policy violations.

If a child is absent from care for an extended period without communication or payment arrangements approved by the agency, the childcare space may be considered abandoned and care may be terminated. Childcare spaces cannot be held without payment unless prior written arrangements have been approved by the agency and educator.

Families are encouraged to maintain respectful and open communication with both the educator and the agency throughout the enrolment and termination process to help ensure a smooth transition for the child and all parties involved.



Contact Information

Woodlands Kids Co

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