



Parent Handbook





Welcome to Fueling Brains Academy!

Dear Parents and Guardians,

For many families, this is the beginning of a new chapter, a time of growth, discovery, and excitement. Whether your child is entering care for the first time or transitioning from another program, we're honoured to be part of their learning journey.



At Fueling Brains, we're not just a childcare center; we're a community focused on nurturing the whole child. Our team is dedicated to creating a safe and engaging environment where your child can develop confidence, independence, and form meaningful connections. From daily routines to brain-based learning experiences, everything we do is designed to fuel your child's development and curiosity.

Strong partnerships with families are key to a child's success. Our educators and campus directors will keep you informed and connected, providing regular updates on your child's academic progress, well-being, and developmental milestones. If you ever have questions or feedback, we welcome open and ongoing communication.

Thank you for choosing Fueling Brains Academy.
We're excited to work alongside you in supporting your child's early years.

Warm regards,

The Fueling Brains Academy Team



Fueling Brains Academy reserves the right to update the Parent Handbook throughout the year to reflect changes in policies, licensing requirements, or operational needs. Families will be notified of any updates through direct communication (email or app notifications), and a copy of the updated information will also be posted on the campus bulletin board.

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Guiding Principles



Our Purpose

At Fueling Brains Academy, our purpose is simple yet powerful. We lead the way in brain development research and practice to help every child reach their full potential and build a better world in the process.

Our Values

You may notice that our values form the acronym K.I.D.S.U., a nod to our original name, *Kids U*. Although our name has evolved, the values that shaped our vision from the very beginning remain unchanged.

These core values are more than words; they are actions. They guide every decision we make and influence every part of the experience we create for children, families, and staff:

- **Knowledge** – We are committed to advancing brain development through research and evidence-based practices.
- **Innovation** – We continuously seek out new possibilities in early learning to challenge the status quo and spark curiosity.
- **Development** – We believe that developing children and their brains is one of the most powerful ways to build a better world.
- **Service** – We strive to provide outstanding service to children, families, and our team members every day.
- **Uplift** – We aim to build strong communities by modelling kindness, compassion, and empathy in everything we do.

Our Educational Philosophy

At Fueling Brains Academy, we focus on teaching children *how* to learn, not just *what* to learn. By experiencing different teaching styles and learning environments, children build the skills they need to reach their full potential.

Our research-based approach strengthens Executive Function skills like working memory, inhibitory control, and cognitive flexibility. These skills contribute to improved academic performance, enhanced self-esteem, and increased self-control, serving them well through a lifetime of learning.

Guided by this philosophy, our program offers three distinct environments: Left Brain, Right Brain, and Movement. Each space nurtures growth while keeping children at the center of every decision. We see every child as capable, competent, and an active contributor to their own learning journey and the world around them.

Our Programs



At Fueling Brains Academy, each program is designed to support children's growth at their developmental stage. Our goal is to provide nurturing, stimulating, and age-appropriate experiences that build independence, confidence, and a lifelong love of learning.

Infant Program

Infants are supported through daily routines that focus on comfort, exploration, and secure relationships with educators.

- Classrooms offer opportunities for early learning through play, sensory activities, and movement.
- Educators communicate with families on a daily basis to share milestones and routines.
- Infants follow their own sleep and feeding patterns, with safe and flexible rest environments.

Junior Preschool Program

Junior preschoolers begin to explore the world with more independence and curiosity.

- Routines help children feel secure while encouraging confidence and self-help skills.
- Children experience a balance of creative, cognitive, and physical activities each day.
- Educators introduce new environments gradually, helping children adapt to change in a positive manner.
- Families are encouraged to partner with educators as children practice short goodbyes and learn to be independent at drop-off.

Preschool Program

Preschoolers are building the skills they need for kindergarten and beyond.

- Learning focuses on developing early thinking, problem-solving, creativity, and social skills.
- Children participate in a consistent routine that balances homeroom learning with sessions in Left Brain, Right Brain, and Movement classrooms.
- Rest or quiet time is included each day, with calm activities provided for non-nappers.
- Educators support independence at drop-off and encourage children to take responsibility for their belongings and routines.

Registration and Admissions Policies



Admissions

Fueling Brains Academy accepts children from 6 weeks to 6 years of age (provided the child has not yet started attending Grade 1). Please note that admission ages may vary by Academy.

For any new Fueling Brains families, we request that you take a tour of your respective campus before your child's first day with us. During your tour, campus staff will provide you with a better understanding of the program philosophy, transitions, class sizes, and other important program details covered in this handbook. Tours can be booked through our website or by contacting our Admissions Team.

Registration

Families must complete an online application and pay the \$300 Registration Fee (non-refundable). When a seat is offered, families must pay a \$500 Enrollment Deposit, which is applied directly to the family's final month of tuition. A portion of the deposit may be retained if the family does not attend or cancels without attending, to cover administrative costs. This replaces the previous "holding/waitlist fee."

To secure a spot at Fueling Brains Academy, all steps of the registration process must be completed for each child. See the following:

- Payment of a non-refundable Registration Fee of \$300.
- \$500 Enrollment Deposit upon seat offer (applied to final month's tuition).
- A signed Enrollment Contract.
- Payment of the \$300 Educational Start-up Package Fee.

Once our Admissions Team receives all items and space is fully secured, parents will be invited by the campus for a Parent Orientation, which will take place before your child's first day of attendance, led by the Campus Director. The Parent Orientation is considered mandatory, as the Director will ensure that any remaining paperwork required for your child's first day is completed and answer any additional questions. Parent orientations are set up at the campus level and can vary from a group format to individual family sessions.



Re-Enrolment

The benefits of Fueling Brains Academy programs are best seen with consistent and long-term attendance. As such, should a family decide to withdraw their child from any Fueling Brains Academy program and request to return at a later date (such as during an extended vacation), we kindly request that the family re-register.

All returning families must pay all fees (including any outstanding amounts) to complete their re-enrollment. Returning families are required to pay the current Registration Fee (\$300), educational Start-up Package Fee (\$300), and Deposit (\$500).

Start Date Change

To confirm a child's start date, families must complete the enrollment agreement and pay the required registration and deposit fees. Once confirmed, the start date and schedule are considered part of the enrollment contract. If a family requests a change to the start date or schedule after enrollment has been confirmed, it will be treated as a termination of the existing contract. Families who wish to make changes will need to re-enroll, pay a new Registration Fee, and submit a new Deposit.

Transferring

Should parents choose to transfer to another Fueling Brains Academy, they must send an email requesting the transfer. Emails can be sent to registration@fuelingbrains.com. Please send requests at least two weeks before your expected transfer date. All requests will be reviewed and approved based on availability. Our Admissions Team will contact you with confirmation and address any additional questions you may have prior to the transfer.

Parents attending our Bridgeland campus are invited to transition to our sister campuses, Fueling Brains Academy Centennial and Fueling Brains Academy McKnight. Parents will be prompted with transfer paperwork before their children's program ends.



Schedule Change Requests

(Example: Part-time to Full-time)

All changes to your child's schedule must be requested through a Schedule Request Change Form and submitted by the 1st of the month to take effect the following month (e.g., a change request as of June 1 would require the form to be submitted by May 1). All approvals are based on availability within the campus and are granted on a first-come, first-served basis. If a schedule change cannot be accommodated for the requested month, it will be placed in the queue for the following month, pending any changes to the current enrollment at the campus. Your Campus Director will stay in communication with you throughout this process.

Schedule change requests received with less than 30 days' notice are subject to a 10% expedited fee for any reduction in the number of days attended. The 10% is calculated on your monthly tuition rate.

Ongoing File Updates

Parents are responsible for ensuring that their child's file remains accurate and up-to-date at all times. Any changes must be submitted in writing or by email to the Campus Administration Team. This includes, but is not limited to:

- Contact information (phone numbers, addresses, email addresses).
- Medical information (allergies, health conditions, medications).
- Authorized pickup persons.

Keeping files current helps us ensure the safety and well-being of every child in our care.

Allergies, Medical History, and Restrictions

Parents must inform the campus of any allergies, medical conditions, or food/activity restrictions. Written documentation, such as a doctor's note, may be required.

Guardianship Orders

If a guardianship order is in place, parents or guardians must provide the center with official court documentation. This ensures that we follow the legal directions outlined in the order and act in the best interest and safety of the child. A copy of the documentation will be kept on file at the center.



Registration Fee and Deposits

- A non-refundable registration fee of \$300 is required to begin the enrollment process at the Fueling Brains Academy.
- When the start date/schedule registered for is not available, the Registration Fee places the family on the waitlist in the order they paid.
- Upon confirmation of availability for placement, an Enrollment Offer will be sent to the family via email.
- A signature on the Enrollment Contract, payment of the \$500 Enrollment Deposit, and the \$300 Educational Start-up Package Fee are required to complete the enrollment process and fully secure the spot. The deposit will be applied to the final month's tuition.
- The deposit is refundable only if a family cancels with at least 30 days' written notice prior to their secured start date.

Future Campuses

When enrolling for a future Fueling Brains Academy campus, families are guaranteed a child care space at the designated location. Please note that the actual start date may shift, as it is dependent on construction completion, required permits, and provincial licensing approvals.

Tuition and Fees

Tuition is charged monthly at government-regulated flat parent fees:

- Full-time care (3 or 5 days; 100+ hours/month): \$326.25/month.
- Part-time care (2 days; 50–99 hours/month): \$230/month.

These amounts reflect the Alberta Child Care Affordability Grant and are applied automatically. Families will be notified by Fueling Brains Academy if any adjustments are mandated by the Government of Alberta.

Optional Add-On Programs (monthly):

- Optional Meal Program: \$90 (2 days), \$130 (3 days), \$215 (5 days).
- Optional Diaper & Wipes Program: \$30 (2 days), \$45 (3 days), \$75 (5 days).

One-Time Fees (before enrollment):

- Educational Start-Up Package: \$300.
- Family Registration Fee (Pre-Enrollment): \$300.

Other Fees:

- Late Payment Fee: \$50 per occurrence.
- NSF/Returned Payment Fee: \$50 per occurrence.
- Late Pickup Fee: \$2/minute.
- Activity/Field Trip Fee: \$10–\$50 per occurrence.
- Drop-In Fee: \$70 per occurrence.
- Bin Replacement Fee: \$15 after the first one.



Family Rates

- Sibling discounts do not apply to tuition, registration, or deposit fees.
- Priority registration is available for siblings.

Twin and Triplet Rates

- Families of twins or triplets receive a 10% discount.
- Discounts apply only to opt-in service fees (meals, diapers, wipes).
- This discount does not apply to tuition, registration fees, or deposits.

Collection of Fees

- Fees are billed/collected through the 1Core TAP system (Tuition Auto-Pay).
- Accepted payment methods:
 - ACH (bank account) – standard method.
 - Credit card (subject to a 3% processing fee).
- Families must keep their current payment details up to date in 1Core to avoid failed transactions.

Failure to Pay Fees

- Fees are due between the 1st and 5th of each month.
- If fees are not received by the 15th of the month:
 - The account will be considered delinquent.
 - The child's enrollment may be suspended until the balance is paid.
- Families remain responsible for all outstanding balances, including any funding shortfalls that may occur.
- Accounts in arrears may be referred to an external collections agency.

What's Included?

- Tuition includes:
 - Daily educational programming.
 - Required classroom learning materials.
 - Individualized child assessments and progress reports.
- Optional opt-in service packages may include meals, diapers, wipes, and diaper cream (billed separately).
- Bedding is provided in infant programs.
- Field trips are optional and charged separately based on destination.



Funding Support

- Under the Alberta Child Care Affordability Grant, all children enrolled in licensed child care at Fueling Brains Academy are eligible for the flat parent fee:
 - Full-time care (100+ hours/month): \$326.25/month.
 - Part-time care (50–99 hours/month): \$230/month.
- These amounts are applied automatically; no application is required.
- Attendance requirement: if a child does not attend at all in a full calendar month, the grant for that month cannot be claimed, and the full program fee will be charged to the family.

Issuance of Receipts

- Families can access receipts at any time via the 1Core Family Portal.
- Annual tax receipts will also be available electronically through the portal.

Late Pick Up Fees

- Families who pick up children after the scheduled closing time will be charged \$2 per minute.
- Repeated late pickups may result in termination of care.

Refunds

The following are non-refundable:

- Registration Fee (\$300).
- Field trip fees.
- PD days or early dismissal days.
- Christmas break and other scheduled closures.

The Registration Deposit (\$500) is refundable only if:

- The family cancels with at least 30 days' written notice prior to the secured start date, or
- It is applied to the final month's tuition.

Termination of Services



01

Parent and Caregiver Initiated Termination

Parents are required to provide written notice of termination of care at least 30 days prior to the termination date. Notice must be given by the first day of a calendar month in order for the last day of care to be the final day of that same month.

- Example: Notice provided on June 1 → last day of care is June 30.
- Example: Notice provided on May 15 → the 30-day notice period does not begin until June 1, so the last day of care is June 30.

02

Campus Initiated Termination

Under exceptional circumstances, Fueling Brains Academy may need to terminate care for a family. These circumstances may include when a family is unwilling to follow the policies and procedures as outlined in this Handbook, when the behaviour of a child or parent/caregiver is disruptive to others, causing a safety risk, is disrespectful or threatening to staff members, or requires support beyond what Fueling Brains Academy can provide.

At times, if a child's behaviour does not improve or if the parent is unable to work with Fueling Brains Academy to implement behaviour support, a campus-initiated termination may be the result.

Daily Routines and Expectations



Hours of Operation

Our operating hours, including drop-off and pickup times, are from 7:30 AM to 5:30 PM for all Calgary campuses.

The hours of operation for our Strathmore campus are 6:45 AM to 5:45 PM.

Fueling Brains Academy is open Monday - Friday, with the exception of Statutory Holidays as listed by the Government of Alberta and other closure dates in the Parent/School Academic Calendar.

It is expected that all children are dropped off at the campus no later than **8:30 am, as this is the time the curriculum begins.**

Detailed expectations for attendance are outlined in our Arrival and Dismissal Policy.

What Families Need to Bring

To help your child fully participate in Fueling Brains Academy programs, we kindly request that families provide a few essential items from home. Please ensure all items are clearly labelled with your child's first name and last initial.

01 Daily Essentials

- Indoor running shoes (non-marking soles).
- Water bottle.
- Weather-appropriate outdoor clothing (snow gear in winter, rain gear in spring, hat/sunscreen/bug spray in summer).
- Spare set of clothing (including socks and underwear); children who are potty training should have at least two full changes of clothes.

02 Rest and Comfort

- For children who nap: a comfort item such as a blanket, soother, or stuffed animal.
- Preschool children who nap may require additional cot bedding (as directed by staff).

03 Infant Program

- Formula or expressed breast milk (if not yet on cow's milk), labelled with the child's name and date.
- Prepared bottles and soothers as needed.

04 Other Information

- Clothing that becomes soiled during the day will be sent home and should be laundered and returned promptly.
- Please check your child's bin daily for soiled clothing, notes, or completed work.
- Fueling Brains Academy is not responsible for any damage to clothing that may occur during play and activities.



Items Not Permitted

For safety and focus, please note that toys and electronic devices from home are not permitted. These items can distract children from learning and may be lost or damaged. Fueling Brains Academy does not accept responsibility for missing or damaged personal belongings.

Personal Storage Bins or Backpacks

Each child is provided with a personal storage item, which may be either a backpack or a plastic bin, depending on the campus. These are used to keep track of your child's belongings.

Bins or backpacks are taken back and forth between home and the center each day. We ask that they be treated with care, as they are part of helping children learn independence and responsibility.

If a replacement is requested or required (for example, due to damage or loss), a \$15 replacement fee will be charged.

Arrival & Dismissal Policy

To ensure all children benefit from the planned curriculum, children are expected to arrive no later than **8:30 am**. This allows our team to:

- Get the full classroom settled.
- Introduce the day's learning projects.
- Prepare for nature walks and other elements of the routine.
- Focus on being with the children rather than watching the doors.
- Naturalize the children to the daily routine.
- Participate in special events, such as field trips, guest speakers, and class parties.

**Please note: In the event of pandemics or other emergency closures, additional protocols may apply.*



Independent Entry Policy

At Fueling Brains Academy, we support children in developing independence from the moment they arrive. Our entry routines are designed to help children feel confident and settle quickly.

Morning Drop-Off

At drop-off, families bring their child to the reception area, where staff will guide them into their classrooms. Parents can support their child's independence by encouraging them to take part in getting ready, such as removing their own coat, changing shoes, and carrying their belongings.

Once prepared, children enter their classroom with staff support, place their items in the designated areas, and begin their daily routine. These small moments of independence help children practice self-help skills, build confidence, and make morning transitions smoother.

End-of-Day Pickup

At dismissal, children will be brought to the lobby or reception area to meet their families. We ask for patience while children gather their belongings and complete their routines. For hygiene and safety, we kindly request that parents and guardians remove their footwear before entering the classrooms.

Absence Policy

In the event of an absence, Fueling Brains Academy requests that families notify the campus by telephone, email, or through the FBA Family App. When reporting an absence, please include the reason (for example, illness or personal circumstances) and, if possible, the anticipated date of return. This helps us support your child's classroom and reduce the potential spread of illness. Voicemail is available 24 hours per day for phone reporting.



Rest & Nap Time

- 01 All children are offered a daily rest period.
- 02 Younger children typically nap as part of their routine, while older children who no longer need naps are provided with a quiet rest time that may include reading books or engaging in calm activities.
- 03 Educators actively supervise children during all rest periods to ensure comfort and safety.
- 04 Families are encouraged to share their child's sleep needs with staff so we can adjust rest times as the child grows.

Learning Assessments

Educators observe and document children's growth across key developmental areas. These observations help us plan activities that meet each child's needs and support their ongoing development.

Formal updates are shared during Parent-Teacher Interviews. At these meetings, educators review your child's progress, celebrate achievements, and discuss goals with you and your family together.

We recognize that every child develops at their own pace. Assessments are not tests, but tools to help educators understand how to support your child's growth best. Families are encouraged to ask questions, share observations from home, and partner with us in celebrating and guiding their child's learning journey.



School Calendar

A complete listing of campus closure dates is available on the main bulletin board and online on the Fueling Brains Academy website. The calendar is updated annually.

Christmas and New Year Break

Fueling Brains Academy campuses will close for the holiday break, giving families and staff an opportunity to rest, recharge, and enjoy the season. To support the staff and maintain the program's integrity, regular tuition rates apply in December.

Professional Development Days

Based on Fueling Brains Academy's educational philosophy and commitment to knowledge and development, educators and other staff members need to participate in regular, paid training opportunities during the day. As such, the campuses close for Professional Development Days.

Early Dismissal

There are occasional early dismissal days during the year. These are scheduled for important operational needs (such as educator training, assessments, or classroom preparation) and for special events, including the annual Christmas Concert in December. All early dismissal dates are clearly outlined in the annual calendar provided to families.

Make-Up Days and Emergency Closures

There are no 'make-up days' for days that children miss due to school closures, quarantines, illness, or vacation times.

In the event of an emergency closure due to facility, weather, or other crisis issues, Fueling Brains Academy will review each circumstance independently before applying any decisions. During these events, the Fueling Brains Academy team will send communication directly to parents via email.



Parent-Teacher Meetings

Parent-teacher meetings are scheduled throughout the year. On these days, campuses close for instruction, allowing educators to dedicate time to meeting with families.

These meetings give parents and educators the opportunity to:

- Hear about their child's progress and learning goals.
- Ask questions about classroom experiences, curriculum, and daily routines.
- Share insights from home to support a consistent approach between school and family.

Ongoing communication with educators and campus leadership is always encouraged outside of these meetings; however, the dedicated parent-teacher interviews provide a focused opportunity to celebrate growth and plan together for your child's continued development.

Field Trips & Special Guests

To enrich our program, Fueling Brains Academy may invite special guests or schedule field trips during the year. These experiences connect children to their community and expand their learning.

- **Special Guests:** Visitors such as firefighters, police officers, librarians, cultural presenters, or professionals (e.g., chefs, veterinarians) may visit classrooms. Guests are supervised by staff at all times and are never left alone with children.
- **Field Trips:** Families receive a consent form in advance outlining the location, times, transportation, activity, and supervision plan. Written consent is required for children to participate. If there are not enough volunteers to support safe supervision, the field trip will be cancelled.
- **Transportation:** Only community walks, chartered buses, or public transit are used. We do not transport children requiring safety seats in vehicles.
- **Family Involvement:** Families who wish to share their own skills or experiences as special guests are encouraged to connect with their Campus Director.
- **Fees:** Some trips or guest activities may have a small additional cost. Participation is always optional.



Observation of Classrooms

We have an open-door policy and invite you to visit your child's classroom at any time. You are always welcome to step in, see what your child is learning, and be part of their day.

To help keep the classroom running smoothly, we ask that you enjoy your visit without distracting children or educators during learning time.



Birthdays

Campuses celebrate birthdays by singing Happy Birthday in the child's homeroom during afternoon snack on the day of their birthday.

If families would like to bring a treat, it must be store-bought and nut-free.

Communication and Feedback Policies

01 Daily Reports

Daily updates about your child's experience are shared through the FB Family App. For additional details, parents are encouraged to communicate regularly with the campus team. Families may also request a meeting with their child's educator if they would like more in-depth information than what is provided in the app.

02 Monthly Newsletter

Fueling Brains Academy publishes a monthly newsletter containing information relevant to children attending, including an overview of campus operations. Monthly updates for each classroom are provided along with other points of interest, such as learning projects and themes in the classrooms, upcoming events, and other happenings.

03 Parent Feedback

We welcome comments and suggestions. Parents are encouraged to speak directly with their Campus Director and share their feedback in writing.

Annually, parents may be asked to complete a satisfaction survey or a similar document, allowing us to gather feedback on our services and their levels of satisfaction with the services provided. Fueling Brains Academy strongly encourages all families to participate in these voluntary surveys to ensure an accurate picture of the campus's functioning, its services, and ways we can continue to improve.

04 Two-Way Communication Acknowledgement

By enrolling at Fueling Brains Academy, you agree to receive email updates from our communication platforms (such as Gmail and 1Core). These tools help us keep you informed about important updates, events, and daily information related to your child's care.

05 Concerns

In cases where parents, community members, or other stakeholders have concerns they would like to share, we ask that you first share them directly with the campus director. For more serious concerns, we request written documentation to be submitted via email to the campus director.

If you would like to discuss any concerns with your child's educator, this can be arranged with your Campus Director.

Parent Code of Conduct



Fueling Brains Academy values strong partnerships with families. To ensure our campuses remain safe, respectful, and supportive environments, we kindly request that all parents, caregivers, and visitors adhere to this Code of Conduct.

Respectful Communication

- Speak to staff, children, and other families calmly and respectfully.
- Address concerns directly with your campus leadership team rather than with other parents or through social media.
- Refrain from gossip, personal criticism, or public negative comments about staff, children, or families.

Commitment to Our Community

Parents and caregivers agree to:

- Support a welcoming, inclusive, and nurturing environment.
- Model positive behaviour for children and contribute to a safe, cooperative atmosphere.
- Work with staff in good faith to resolve concerns in a timely and respectful way.

Safe and Positive Behaviour

- Threatening, abusive, discriminatory, or harassing language or actions will not be tolerated.
- Physical or verbal punishment of any child (your own or others) on centre property is strictly prohibited.
- If you have concerns about another child's behaviour, bring them to the Director; do not discipline children who are not your own.

Failure to Follow the Code

If the Code of Conduct is not followed:

- The incident will be documented and reviewed by the Executive Director, who is the senior leader responsible for supervising multiple campuses and ensuring that policies and standards are upheld.
- A meeting may be arranged to address concerns.
- Continued or serious violations may result in termination of care to protect the safety and well-being of the community.



Allergies and Medical Conditions

Fueling Brains Academy expects parents/guardians to act as professional partners in ensuring the safety of all children. This includes keeping all medical information up to date and notifying campus staff immediately, in writing, of any changes to this information.

All allergies, food restrictions, and medical conditions will be documented using Fueling Brains Academy's Medical Conditions form. These forms will outline the severity of the condition, associated triggers, expected symptoms, and the type of medication that will be provided, as well as any additional information you choose to include.

If a child requires an inhaler, EpiPen, seizure medication, or any other life-saving medication, it is the parent/guardian's responsibility to provide the campus with these items. Fueling Brains Academy will ensure that parents are informed of medication expiration in advance. If the medication is not at the campus or has expired, Fueling Brains Academy will call and notify the parent/guardian, who will be required to bring it to the campus immediately or pick up their child.

Educators will ensure that emergency medication moves with the child between classrooms and is available for use at all times. Educators will be directly responsible for overseeing any medical safety plan. Campus directors will be responsible for enforcing all Fueling Brains Academy policies regarding medical conditions and life-threatening allergies, as well as ensuring that all parties are aware of their roles and responsibilities.

Bottles and Nap Time

The use of glass bottles for infants and children aged 1 year and older shall be accommodated by the campus; however, it will be the responsibility of the family to ensure that all glass bottles are provided with an impact-reducing/resistant cover to minimize the chances of breakage. These covers are typically made of silicone and can be found in most stores that sell glass bottles.

Under licensing regulations, children cannot be put to sleep with the use of bottles or training cups in their beds. Soothers are considered acceptable in their place at this time.



Communicable Diseases and Illness

Fueling Brains Academy prioritizes the health and safety of all individuals on campus. To achieve this goal, the campus adheres to the recommendations for controlling communicable diseases as outlined by Alberta Health Services (AHS).

Children exhibiting any of the following symptoms or conditions will be asked to stay home from the campus:

- Fever more than 38 degrees Celsius (24 hours from last fever reading) or;
- Any temperature higher than 37 degrees Celsius, which is also accompanied by a change in the child's temperament/behaviour (eg, crying, lethargy, irritability, refusal to participate in activities, expressions of general discomfort/pain).
- Vomiting (24 hours from last incident).
- Diarrhea (24 hours from previous incident).
- Continuous green or yellow nasal discharge (indicates infection).
- Discharge from eyes (indicates infection).
- Head lice (until the first treatment has been applied).
- Conjunctivitis (Pink Eye) (until 24 hours from the beginning of treatment).
- Any other communicable disease (until a medical note can be provided to indicate a safe return to campus).

During an outbreak (defined by AHS as two or more cases of the same cluster of symptoms), removal times from the campus may be increased to 48 hours or more, as advised by AHS or the Government of Alberta. In such circumstances, parents will be informed via email about the symptoms to watch for, the mandatory exclusion period, the steps the campus will take to deal with the outbreak, as well as steps that parents and families can take to prevent the spread of diseases outside the school.

Children who exhibit any of the above symptoms or conditions will be removed from childcare and taken to a quiet area for proper supervision. At the same time, parents, guardians, or emergency contacts are notified of the immediate need for the child to depart from the campus. Additionally, any child who is known to be, or suspected to be, suffering from any condition listed on Schedule 1 of the Communicable Diseases Regulation will not be able to attend care at Fueling Brains Academy until the communicable disease has passed.

In rare circumstances, certain other conditions which may pose a threat to the health and safety of other clients or staff may also warrant the required removal of a child from the campus, at the discretion of the campus director.

Please note: Fueling Brains Academy may request to see a doctor's note at any time to rule out if symptoms or a condition are contagious, cause for exclusion, and/or require additional staff support and training. Symptoms for exclusion from the program may also vary depending on pandemic restrictions.



Pandemic

During pandemics, Fueling Brains Academy will adhere to all regulations by AHS and may adjust our programming and policies based on their guidance. Fueling Brains Academy will provide parents with a comprehensive guide outlining the regulations and restrictions via email.

Nut-Free Facility

Fueling Brains Academy attempts to maintain a nut-free facility at all times. Any item found to contain or have the possibility of containing nuts of any kind will not be served and/or allowed on our campuses. This includes those items that say, "May contain traces of tree nuts and peanuts" or "Made in a facility that also processes nuts."

The above request also applies to food brought in to celebrate special occasions and birthdays for children. Fueling Brains Academy requires that any food served to children be prepared in a professional facility (excluding homemade birthday cakes and cookies) and does not contain any nuts. We will require an ingredient list to be provided. Items not fulfilling protocol will be sent home individually rather than being consumed.



Handwashing

Regular and ongoing hand-washing routines are in place on campus and are promoted to all children by the campus staff. Staff will ensure children practice thorough hand washing on a regular and ongoing basis. This includes the use of warm water and soap, and is completed:

- | | |
|---|------------------------------------|
| 01 Before and after eating food; | 05 After wiping noses; |
| 02 Before and after food preparation and handling; | 06 After sneezing or coughing, and |
| 03 After diapering and toileting; | 07 Whenever hands are soiled. |
| 04 After playing in sand, water, or other sensory tables; | |

Proper handwashing and diapering methods are posted in the classrooms and should be observed by staff at all times.

Cleaning and Disinfecting

The campus adheres to the guidelines set forth by AHS for the daily maintenance and sanitation of various areas within the campus. Diluted bleach solutions are used by campus staff as per the recommended mixing concentrations provided by AHS.

Appliances

Any appliances used by the campus will be subject to ongoing inspection. Safety concerns and/or product failure will be removed from the campus. Appliance checks will be part of the routine safety inspection checklists completed by the campus staff. Any appliance or electronic device used in the presence of children must have cords made inaccessible to them.



Materials

Fueling Brains Academy uses only non-toxic art and craft materials at all times. Although the campus encourages the reuse of certain materials to promote recycling efforts and support our Loose Parts programming in the Right Brain classrooms, health and safety considerations are of top priority. For instance, empty food containers will be washed before use in the classroom. Additionally, items that pose a risk to children's health or safety shall not be used (e.g., styrofoam that breaks into small balls and poses an inhalation risk).

Aerosols/Pesticides

Fueling Brains Academy will not use aerosols or pesticides on the campus in the presence of children for any reason. Additionally, when the campus is made aware of a public application of pesticides (i.e. on the public park adjacent to the campus), children attending the campus shall not be allowed to use these areas until the risk of exposure has passed. Alternative sites will be used to provide similar experiences to the children.

Please note: Fueling Brains Academy does not accept aerosol sunscreen or bug repellent on any of our campuses.

Safety and Emergencies



Outdoor Policy

Parents/guardians must provide their children with the correct gear to enjoy outdoor time, including snow pants and rain boots. Parents should send children only if they can participate in all activities, including outside time. Requests to remain indoors due to illness will not be accommodated unless accompanied by a written note from a doctor.

Children will not be taken outside for outdoor time if:



Hot

- The temperature is higher than 18 degrees Celsius for Infants - including "feeling like."
- The temperature is higher than 20 degrees Celsius for Junior Preschool - including "feeling like."
- The temperature is higher than 25 degrees Celsius for Preschool - including "feeling like."



Cold

- The temperature is lower than -12 degrees Celsius for Infants (including wind chill).
- The temperature is lower than -16 degrees Celsius for Junior Preschool (including wind chill).
- The temperature is lower than -20 degrees Celsius for Preschool (including wind chill).

If the Air Quality Rating is 4, 5, or 6, outside time will be reduced, and children with respiratory conditions and infants will be closely monitored. If the air quality rating is seven or higher, children should remain indoors.

Neighbourhood Walks and Outings

Fueling Brains Academy believes in the importance of daily physical activity, including outdoor time, at least once per day, when weather permits. Children will leave the campus with the regular room staff, who will bring a first aid kit, an emergency contact information binder, emergency medications, and a cell phone to maintain communication with campus leadership at all times.

Children may be taken on neighbourhood walks or outings in proximity to the campus. The use of any public park or pathway shall be subject to a safety inspection to be completed by campus staff before allowing children to use the structure or play site. Should a staff member become aware of a safety risk, whether potential or imminent, the children shall be immediately removed from the area and redirected to a more suitable location or returned to the campus.

Neighbourhood walks will follow a predetermined route shared with parents at the time of enrollment. These nature walks and adjacent community parks are indicated on the campus Walking Permission form, which varies by campus. Spaces and pathways not indicated on the permission form will not be used by Fueling Brains Academy teams without first obtaining parental permission.



Accident/Incident/Illness Reporting

Should a child be injured while in the care of the campus, a report will be completed by the staff person who witnessed the event. This report will detail the event, including how it occurred, who witnessed it, whether first aid or other medical intervention was required, and any other relevant information. The child's parent or guardian should sign these reports upon pick up from the campus. A copy will be maintained digitally in our application and emailed to you upon request.

At times, an incident report may be completed to inform families of your child's behaviour while at Fueling Brains Academy. Examples of the kinds of behaviour that will be reported to parents in the form of an incident report include biting, swearing, or other disruptive behaviour that lasts longer than is considered developmentally reasonable.

Occasionally, disruptive behaviours may require the child to be sent home for the safety of other children and staff. If the behaviour continues or does not improve over time, different avenues of support will be considered, and more extreme cases may include termination of care.

Serious Incident Reporting & Transparency

Fueling Brains Academy is licensed by the Government of Alberta and follows all provincial requirements for reporting serious incidents.

These include situations such as:

- Injuries requiring medical services.
- Missing or unsupervised children.
- Allegations of abuse or neglect.
- Any other event that may seriously affect a child's health, safety, or well-being.

When a serious incident occurs:

- It is reported immediately to Alberta Child Care Licensing.
- The parents of the child involved are notified immediately.
- Investigation summaries and Licensing follow-up reports are posted on the campus to keep families informed.

This process ensures transparency, accountability, and compliance with Alberta's licensing standards.



Duty to Report Suspected Abuse or Neglect

Alberta law requires that anyone who has reasonable grounds to believe a child may need protection must report it immediately. This is called the "duty to report," and it applies to every staff member in our centre.

- Reports are made directly to Child Intervention Services through the 24-hour Child Abuse Hotline (1-800-387-KIDS) or to police if a child is in immediate danger.
- Staff are not permitted to wait, investigate on their own, or seek approval before reporting.
- All employees receive training on how to recognize possible signs of abuse or neglect and how to respond if a child discloses concerns.
- Allegations involving a staff member or volunteer are reported right away, and the individual is removed from contact with children while authorities investigate.

This duty to report is set out in Alberta's Child, Youth and Family Enhancement Act and reinforced through provincial child care licensing regulations. Our role as a centre is to cooperate fully with authorities to ensure children are protected.

Impaired or Medically Unfit Pickup

We will delay releasing a child if a parent or pickup person appears unable to safely care for or transport them (e.g., suspected drug/alcohol impairment or a medical emergency). Staff may call another authorized contact or arrange a taxi/ride-share. If anyone attempts to drive while impaired, we will call 911.

If we believe a child may be at risk, we are legally required to contact Child Intervention (1-800-638-0715). This approach follows Alberta law and licensing requirements for child safety.





Administration of First Aid

Before the first day of service can be provided, families must provide written consent to the administration of emergency first aid to their child by campus staff, as outlined in their signed enrollment contract. The campus ensures all staff have current first aid training, should administration of first aid to your child be required.

Should your child require additional medical attention beyond the scope of emergency first aid treatment that can be provided by campus staff, Fueling Brains Academy will, depending on the severity of the incident, attempt to reach:

- (You) the parent(s) or guardian(s) listed on the child's emergency contact form;
- The emergency contacts listed on the child's emergency contact form;
- Call 911 at the direction of the campus director/designate, or immediately after an EpiPen is administered.

Emergency Medical Services Personnel

If the need arises for EMS to attend the campus and provide medical assistance to your child, any associated costs will be billed to the child's parents or caregivers. Fueling Brains Academy will make every effort to act in the best interest of the health and safety of your child.

Administration of Medication

Fueling Brains Academy may administer medication to children under parental request, including prescription, over-the-counter, and herbal remedies.

Fueling Brains Academy will allow the administration of medication to children within their care under the following conditions:

- Parents or guardians have provided written consent for the administration of the medication through the completion of the campus's appropriate paperwork;
- The medication is in the original labelled container and indicates in English:
 - The name of the medication;
 - If the medication is prescribed, the first and last name of the child (which must match the child's registration/profile);
 - The dosage of the medication to be administered, which must match the known age/weight of the child;
 - The frequency of administration of the medication;
 - The length of time over which the medication is to be administered (i.e., 2 weeks, until finished, etc.);



Any other directions provided by a doctor;

- For emergency medications (i.e., asthma inhaler, EpiPen, etc.), under what conditions the medication is to be administered (i.e., physical signs that will be present indicating the need for the medication;)
- The symptoms requiring the administration of any medication (i.e., pain for teething)

In all cases of administration of medication, only persons with a valid first aid certificate will be allowed to administer medication to children in the campus's care. For ongoing medications, a form for administering the medication will need to be completed on a regular basis. Completed medication forms are kept on campus in the child's file.

Following the administration of medication, staff will ensure that children are observed to check for any signs of adverse reactions and that the appropriate paperwork is completed. The following information is documented:

- Name of the medication;
- Time of administration;
- Amount administered;
- Name and initials of the person who administered the medication

All medications on campus are made inaccessible to children. Emergency medications on campus are stored in a marked container that is readily accessible to staff. Non-emergency medications are stored in a locked container.

Families who wish to have over-the-counter medication, herbal remedies, or supplements administered to their child, while in the care of Fueling Brains Academy, must provide the campus with the same documentation required for regularly prescribed medication.

In addition to the conditions outlined above, parents and guardians are also required to disclose whether their child has received medication before arriving on campus. The administration of medication form must be completed by the parent or guardian each time medication is administered.



Fire Drill, Emergency Evacuation, and Campus Lockdown Procedures

Fueling Brains Academy practices emergency evacuation and campus lockdown procedures throughout the year and conducts fire drills to ensure that all staff and children are familiar with and understand these procedures.

Evacuation routes are posted in each campus classroom to ensure clarity for all individuals during drills or emergencies. All staff are provided with a complete outline of the procedures required for each type of situation. Additionally, a copy of the procedure is provided in the emergency contacts binders. Emergency contact information and first aid kits are removed from the campus and stored with staff during all emergency evacuations, fire drills, and lockdowns.

In the event of an emergency evacuation, all parents will be notified as soon as possible. Should the center need to remain evacuated due to imminent danger, parents and guardians of children will be contacted from the evacuation site by telephone and email. Parents and guardians will be notified of the situation and informed of the location where your children can be picked up.

In the event that parents or guardians cannot be reached, emergency contacts will be notified of the situation.

Please note that if you are advised of a lockdown/lockout event, you will not be able to pick up or drop off your child until the event is over. We understand how stressful these events are, but ask that you refrain from calling the campus, as the leadership team may be using the phone lines to speak with government officials.

Inclement Weather Closures

Fueling Brains may close on rare occasions due to extreme weather conditions such as heavy snow, icy roads, severe flooding, or high winds. Families will be notified of closures by 6:00 AM through email, FBA family app, our social media channels, and our website.

To minimize disruptions, weather-related closures are limited to two days per school year, except in severe or prolonged emergencies. In some cases, the Academy may open with a delayed start (e.g., 10:00 AM). Please always check our communication channels before heading to campus on stormy days.



At Fueling Brains, we believe children learn best when they feel safe, respected, and understood. Challenging behaviour is part of growing up. It's how children develop self-control, problem-solving skills, and learn to get along with others. Our role is to guide them with warmth and consistency, enabling them to develop the social and emotional skills they need for life.

Our Approach

- We guide behaviour through positive language and clear expectations.
- Educators use calm voices, get down to the child's level, and acknowledge feelings ("I can see you're upset").
- We focus on what children can do, instead of what they cannot.
- Routines, choices, and engaging activities help prevent problems before they start.
- We celebrate successes, noticing and praising positive behaviour every day.

What Families Can Expect

- Children are treated with kindness, patience, and respect at all times.
- Guidance is consistent and predictable, so children feel secure.
- Educators help children calm down and learn new strategies when big feelings take over.
- Families are kept in the loop. We share both the joyful moments and any concerns.
- If ongoing challenges arise, we work together with you to create a plan that supports your child.



Never Permitted

In line with Alberta's Early Learning and Child Care Act and Regulations, the following are strictly prohibited in our program:

- Physical punishment of any kind (hitting, spanking, shaking, rough handling).
- Yelling, shaming, threatening, or humiliating language.
- Isolating or restraining a child as punishment.
- Withholding food, comfort, or basic needs.

Working Together

Parents are our partners. You know your child best, and by sharing ideas and strategies, we can provide consistent support that spans both home and childcare. If additional resources help your child thrive, we will guide you through the options, always with your consent and involvement.

Children Requiring Additional Support

Every child deserves the chance to reach their full potential. While most children's needs are met through our daily program, some benefit from additional support along the way. If your child may need additional support, we will discuss this with you and work together to determine the best next steps.

Fueling Brains partners with Fueling Brains Education Services, a specialized not-for-profit accredited by Alberta Education, to provide seamless early intervention within our childcare programs. Children who qualify for PUF or Mild/Moderate (MM) funding receive their support right in the classroom as part of their regular day. Rather than being separated from peers, children are supported by therapists, therapy assistants, and Alberta-certificated teachers who work hand-in-hand with classroom early childhood educators. This model ensures that learning happens in the most natural environment, alongside friends, while promoting belonging, confidence, and independence, with professional guidance built into each child's daily experiences.

We work closely with families to understand each child's needs and to access the proper supports. Our team helps parents navigate funding programs, such as PUF, FSCD, or Jordan's Principle, and coordinates services so that families don't have to manage everything alone.

With the proper support, every child can succeed, and we are committed to making sure yours does.



Social Media and Technology Policies



Photos, Creative Arts & Social Media

To enhance and promote the learning experience at Fueling Brains Academy, our team may take videos and photos of your children for internal campus use and external media purposes. These photos and videos may also be used for educator and pedagogy development, communication with parents and a variety of other purposes, all aimed at improving the learning experience at Fueling Brains Academy.

Photos and videos may include individual images/videos of your children, photos/videos of children involved in various activities throughout the campus, pictures/videos taken to document a series of events to reach a learning goal or objective identified by campus staff, or for similar reasons.

Media Release

Fueling Brains Academy uses images of children on our social media accounts, website, newsletters, community media outlets and at childcare sector workshops. Parents will be required to complete the media consent form as part of their parent orientation paperwork.

Group Photos, Videos and Event Media

Fueling Brains Academy regularly takes group photos and videos in the classroom and during internal and external social events, field trips and for documentation of our programs for marketing and informational purposes. Children who are on the media denial list will still appear in these photos or videos in a large group setting (five children or more). In these situations, we take care to avoid showing close-up or front-facing shots of children with media denial forms. However, we cannot guarantee they will not be filmed or photographed during their participation.

Use of Technology

Fueling Brains Academy does not promote the use of televisions except when special videos are presented around children's interests or for special events. At those times, the video played will be posted and logged in the classroom and shall be made available to parents upon request.

During special occasions, Movie Days may be offered to children as an activity, such as on Pyjama Day. At these times, parents will be informed in advance of the activity, and all movies and shows will be selected with a "G" rating. During Movie Days, children will have the option to access other materials and activities.

Fueling Brains Academy Parent Handbook Acknowledgement



I, _____, certify that I have read, understand, and agree to comply with the provisions listed herein. I acknowledge that failure to act in accordance with the regulations listed herein, or with any other policy or procedure outlined by Fueling Brains Academy, will result in possible termination.

Parent/Guardian Name (Printed)

Signature

Child/rens Name/s (Printed)

Date