



PARENT HANDBOOK

2026-27

IDEA Lab Kids St. Albert

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1. Welcome, Mission, Philosophy & Curriculum

Welcome to IDEA Lab Kids St. Albert. As part of the IDEA Lab Kids family, our center is built around a shared belief that childhood is a formative time for curiosity, creativity, confidence and discovery. At IDEA Lab St. Albert, we bring that philosophy to life through hands-on STEAM learning, community-connected programming and safe, engaging experiences designed for the children and families we serve.

1.1 Mission Statement

Our mission is to create safe, engaging and inspiring environments where children **learn through doing**. We combine high-quality, activity-based learning with innovative curriculum, flexible programming, meaningful community involvement and strong partnerships to help children build curiosity, creativity, confidence, communication and problem-solving skills.

We aim to support children as whole learners and to support families with programs that are purposeful, welcoming and thoughtfully designed for the ages, interests and developmental needs of the children we serve.

1.2 Philosophy

IDEA Lab Kids believes that children learn deeply when they are active participants in the learning process. Our philosophy is grounded in hands-on, innovative learning that connects ideas to real-world experiences. Children are encouraged to investigate, experiment, build, code, design, create, cook, test, revise and try again.

- Learning by doing: children should have meaningful opportunities to handle materials, make decisions, solve problems and create rather than simply watch or listen.
- Curiosity before answers: questions, exploration and discovery are central to the learning process.
- Process matters: productive mistakes, testing and revision are valuable parts of learning and help children develop resilience and confidence.
- STEAM is interconnected: science, technology, engineering, art, mathematics and culinary arts learning often overlap and are most powerful when children can see how ideas connect.
- Children are individuals: activities should recognize different strengths, interests, personalities, learning styles, developmental stages and support needs.
- Confidence grows through competence: we want children to leave IDEA Lab increasingly willing to attempt unfamiliar challenges, communicate ideas and trust their ability to solve problems.

Our role is to provide appropriate instruction, guidance, encouragement and structure while giving children room to think independently, collaborate with others and take age-appropriate ownership of their learning.

1.3 Curriculum

IDEA Lab Kids St. Albert delivers age-appropriate experiential learning through Science, Technology, Engineering, Art, Mathematics and Culinary Arts. Curriculum varies by program, age group and learning objective, but is consistently designed around exploration, creativity, problem-solving, communication, collaboration and applied learning.

Depending on the program, children may take part in science investigations and experiments, coding, robotics, electronics, engineering designs and challenges, 3D design and printing, visual arts, mathematical thinking, culinary science, invention, literacy-rich activities and interdisciplinary projects. Activities may also reinforce broader skills such as reading, numeracy, teamwork, character development, independence, organization and social-emotional growth when these connections are appropriate to the program.

We recognize that children develop at different rates and bring different interests, experiences and strengths to the learning environment. Staff use age-appropriate materials, instruction and expectations and may adapt activities where reasonable so children can participate meaningfully and safely.

Specific curriculum structures, schedules and learning objectives differ between camps, enrichment classes, the Afterschool STEAM Academy, school and community partnership programs, special events and the licensed IDEA Lab STEAM Preschool. Families should refer to the applicable Program Guide, registration information or licensed-program documentation for program-specific details.

1.4 Different programs, one center-wide safety framework

IDEA Lab Kids St. Albert operates multiple program types. Some are short-term recreational or instructional programs. The IDEA Lab STEAM Preschool is a fully licensed facility-based preschool and is also subject to Alberta child-care legislation, licence conditions and licensed-program requirements. The Afterschool STEAM Academy and other enrichment offerings have their own Program Guides or registration terms where needed.

This Parent Handbook does not attempt to reproduce every program-specific rule. Instead, it provides the common expectations that families should be able to rely on throughout the center.

1.5 Family partnership

A safe and successful program depends on accurate information and timely communication. Families are expected to provide information reasonably required for their child to participate safely, follow the arrival and release procedures that apply to their program, respect program schedules and communicate promptly when a child will be absent, late, ill, or affected by a material change in health, support needs, custody arrangements or authorized pickup.

2. Family Communication & Keeping Information Current

IDEA Lab St. Albert values clear, respectful and timely communication with families. Staff will communicate significant health, safety, behavioural, emergency or operational matters that require parent or guardian awareness or action. Routine details and communication methods may vary by program.

2.1 Information families must keep current

- Parent and guardian names, phone numbers and email addresses.
- Emergency contacts who can be reached if the primary parent or guardian is unavailable.
- Authorized pickup persons.
- Custody, access or release restrictions that IDEA Lab St. Albert is expected to follow, together with current legal documentation where applicable.
- Allergies, medical conditions, medication needs, mobility considerations and other information reasonably necessary for safe participation.
- School, grade, transportation or attendance information where relevant to the program.
- Any significant change that may affect the child's safety, participation, behaviour support or emergency response.

2.2 Routine questions and concerns

Families are encouraged to raise routine questions with the staff member or supervisor responsible for the program. More significant concerns, complaints, privacy questions, accommodation requests or unresolved issues should be directed to the Center Director. The formal concern pathway is described in Section 15.

2.3 Respectful communication

IDEA Lab St. Albert will make reasonable efforts to communicate professionally and respectfully and asks families to do the same. Concerns may be raised firmly and directly, but threatening, abusive, discriminatory or intimidating conduct toward children, staff or other families is not acceptable and may require management intervention.

3. Arrival, Attendance, Sign-In & Release of Children

The transfer of supervision at arrival and departure is a core child-safety responsibility. A child must never be left at the center without staff being aware that the child has arrived and accepted into the applicable program.

3.1 Arrival and sign-in

- Families must follow the arrival and sign-in procedure established for the applicable program.
- Children may not be dropped at the entrance, parking area or reception area and left without staff acknowledgement.
- Any health, medication, pickup or other special instruction that affects the day must be communicated to the appropriate staff member.
- Program-specific procedures may require classroom sign-in, electronic attendance, transportation reconciliation or another formal attendance process.

3.2 Authorized pickup

IDEA Lab St. Albert will release a child only to a parent, guardian or other person who has been authorized by the parent or guardian in accordance with IDEA Lab St. Albert procedures. Authorization may be established during registration and may be updated later in writing.

Government-issued photo identification is required when the pickup person is new, unfamiliar or not recognized by staff, or whenever staff has any doubt about the person's identity or authority to collect the child. Known authorized parents and guardians are not required to produce identification at every routine pickup.

3.3 Changes to pickup arrangements

Same-day pickup changes should be communicated as early as possible through a method accepted by IDEA Lab St. Albert. Staff may seek direct confirmation from a parent or guardian before releasing a child where a change is unusual, unclear or cannot be verified.

3.4 Custody, access and release restrictions

Families are responsible for providing current written legal documentation for any custody, access or release restriction that IDEA Lab St. Albert is expected to enforce. IDEA Lab St. Albert cannot rely on verbal allegations alone to override another person's apparent legal authority where the legal position is unclear. If a dispute occurs at pickup, staff will prioritize the child's immediate safety, avoid releasing the child where authorization cannot be verified, contact the appropriate parent or guardian and may contact police when circumstances warrant.

3.5 Unauthorized pickup attempt

If an unauthorized or unverified person attempts to collect a child, IDEA Lab St. Albert will not release the child. Staff will keep the child in a supervised safe location, contact an authorized parent or guardian and escalate to management or contact police where appropriate.

4. Late Pickup & Children Not Collected

Center-wide late pickup default

Unless the applicable Program Guide or registration terms state otherwise, the late pickup fee is \$1 per minute per child beginning 5 minutes after the published program end time. No additional standing grace period applies unless it is expressly established in program-specific terms or permitted by the Center Director in advance.

Families must plan to arrive early enough to complete the required sign-out and leave by the published end time. Calling to advise that you are delayed is appreciated and allows staff to reassure the child, but it does not extend the program end time or automatically waive the late fee. Subject to the discretion of the Center Director.

Late fees may be added to the family account. Repeated late pickup may result in an administrative review and may lead to additional restrictions, suspension or discontinuation of participation where ongoing lateness materially interferes with safe staffing or center operations. Subject to the discretion of the Center Director.

4.1 Child not collected after closing

If a child remains after the applicable program has ended, IDEA Lab St. Albert will begin contacting the parent or guardian numbers on file immediately and will then contact listed emergency contacts as needed. Staff will continue to supervise the child while reasonable contact attempts are made.

If no authorized adult can be reached after approximately 30 minutes, management may contact police, Child Intervention or another appropriate authority based on the circumstances and the child's safety needs. This escalation is a safety measure, not a substitute for the family's responsibility to arrange timely pickup.

5. Food, Allergies & Anaphylaxis

Nut-conscious center

Families should not send food containing peanuts or tree nuts. IDEA Lab St. Albert is a nut-conscious facility, not an allergen-free facility, and cannot guarantee the absence of allergens. A specific program, group or individual allergy plan may require stricter food restrictions.

5.1 Family responsibilities

- Disclose known food allergies, anaphylaxis risks and other relevant dietary safety concerns before participation begins.
- Provide current emergency medication and written instructions when required.
- Update IDEA Lab St. Albert promptly if an allergy or emergency plan changes.
- Follow additional food restrictions communicated for a specific group or child when necessary to manage a significant allergy risk.

5.2 Other allergens and culinary activities

IDEA Lab St. Albert programs may involve culinary learning or materials containing common allergens such as milk, egg, wheat, soy or other ingredients. Families must disclose allergies so staff can assess participation and reasonable precautions. Depending on the activity and the child's allergy plan, IDEA Lab may modify an ingredient, provide an alternative activity or determine that participation in a particular food activity cannot be safely accommodated.

5.3 Meals and snacks by program

Whether meals or snacks are supplied by IDEA Lab St. Albert or must be brought from home is determined by the applicable program information. **Families should not assume food is provided unless the program materials expressly say so.**

6. Health, Illness & When Children Must Stay Home

Children should attend only when they are well enough to participate safely and comfortably in the normal activities of the program and do not present a health risk to others. A child should also remain home when their illness requires a level of care or supervision that cannot reasonably be provided without compromising the care or supervision of other children.

6.1 General exclusion criteria

A child should not attend, or may be required to leave, when they exhibit any of the following:

- **Fever of 38.0°C or higher.** A child should generally return only after being fever-free for at least 24 hours without fever-reducing medication. Where an applicable Program Guide establishes a more conservative fever threshold, that program-specific rule governs.
- **Vomiting or diarrhea.** Where symptoms may represent gastrointestinal illness, the child should generally remain home until vomiting and diarrhea have resolved for at least **48 hours**, unless a health professional or Public Health provides different guidance or confirms a non-infectious cause.
- A **new or unexplained rash or cough**, or other symptoms that may indicate a communicable illness or health risk.
- A suspected or confirmed communicable illness where attendance may create a health risk to others or Public Health requires exclusion.
- Significant lethargy, persistent distress, difficulty breathing, uncontrolled symptoms or another condition that prevents safe or comfortable participation.
- Any illness or symptom that requires greater care and attention than IDEA Lab can reasonably provide without compromising the care, supervision or safety of other children.

These are general center-wide rules. Disease-specific Alberta Health Services or Public Health direction, an order of a Medical Officer of Health, or an applicable licensed-program requirement may establish different or more restrictive exclusion, testing, clearance or return criteria and will take priority.

6.2 Illness that develops during the program

If a child becomes ill during a program, staff will assess the child's immediate needs, provide appropriate supervision and contact a parent, guardian or authorized emergency contact when pickup is required. The child may be moved to a comfortable supervised area away from group activity while awaiting pickup where practical.

Pickup after illness notification

Families are expected to arrange pickup as soon as reasonably possible and ordinarily **within one hour of notification**. Where applicable licensing or Public Health requirements call for immediate removal, those requirements take priority.

6.3 Medical clearance and return

A child may return when IDEA Lab is reasonably satisfied that the child can participate safely and comfortably and no longer presents a health risk to others, subject to any applicable Public Health or licensed-program requirements.

IDEA Lab may request reasonable medical or Public Health confirmation when necessary to determine whether return to group participation is appropriate. A physician's note is **not automatically required for every illness**. The nature of the illness, symptoms, Public Health guidance and applicable program requirements will determine what information is reasonably necessary.

Where Alberta Health Services, a Medical Officer of Health or another competent health authority has provided specific exclusion or return instructions, those instructions must be followed before the child returns.

6.4 Communicable Disease and Outbreak Response

IDEA Lab St. Albert will comply with applicable Alberta Health Services and Public Health requirements for communicable diseases and outbreak management. Where reporting is required, IDEA Lab St. Albert will notify the appropriate health authority and follow any direction concerning exclusion, testing, cleaning and disinfection, cohorts, communication or return to programming.

7. Injury, Emergency Medical Care & Medication

7.1 First Aid and Injuries

All IDEA Lab Kids St. Albert staff are required to maintain current and valid First Aid and CPR certification. Staff will respond to injuries, medical events and other health concerns according to the child's immediate needs, within the scope of their training, and in accordance with IDEA Lab St. Albert procedures.

Minor injuries may be assessed and treated with appropriate first aid while the child continues to participate where it is safe and reasonable to do so. For all of our programs, including the licensed STEAM Preschool, a parent or guardian will be notified without delay following an accident or serious illness where required by Alberta child-care licensing requirements.

Where an injury or incident requires documentation under IDEA Lab St. Albert procedures or an applicable licensed-program requirement, IDEA Lab will complete an incident record. A parent or guardian may be asked to review or acknowledge receipt of the record. Acknowledgement of an incident record confirms that the information was received and does not, by itself, constitute an admission of fault or responsibility by the parent, guardian or IDEA Lab Kids St. Albert.

7.2 Emergency medical care

If staff reasonably believe emergency medical attention is required, IDEA Lab St. Albert may call 911 and follow the direction of emergency responders. Emergency action will not be delayed solely because a parent or guardian cannot immediately be reached. IDEA Lab St. Albert will continue attempts to contact the family until reached.

7.3 Medication authorization

- Written parent or guardian authorization is required before IDEA Lab Kids St. Albert administers any medication.
- Medication must be provided directly to designated staff in its original labelled container, current and unexpired, and will be administered only in accordance with the authorized instructions and labelled directions.
- Medication must not be left loose or unattended in a child's backpack, lunch kit or personal belongings, except where an approved emergency-medication plan specifically provides otherwise.
- Emergency medication and any child-specific medical plan will be managed according to IDEA Lab St. Albert procedures and the requirements of the applicable program.
- A child may carry or self-administer emergency medication only where IDEA Lab St. Albert has approved an individualized arrangement in advance.

7.4 Emergency medication and individual plans

Children with anaphylaxis, asthma, seizure disorders or other conditions that may require urgent medication should have a current emergency plan appropriate to the program. Families are responsible for ensuring required medication is available, labelled, unexpired and replaced before expiry. Licensed preschool requirements may impose additional documentation or storage procedures.

8. Inclusion, Accommodation & Individual Support Needs

IDEA Lab St. Albert welcomes children with a range of abilities, backgrounds and support needs. Families are encouraged to tell us about any needs or barriers that may affect their child's ability to participate safely and successfully.

Where accommodation is required under Alberta human-rights law, IDEA Lab will work with the family to identify reasonable supports or adjustments that allow the child to participate, to the point of undue hardship. Accommodation will be considered based on the individual child and may include reasonable adjustments to activities, instructions, transitions, communication methods or the learning environment.

IDEA Lab does not provide specialized clinical, therapeutic, medical or one-to-one support unless specifically arranged. Where significant safety or participation concerns remain after reasonable accommodation has been considered, IDEA Lab St. Albert may modify, pause or discontinue participation in accordance with applicable human-rights obligations.

9. Behavior, Student Expectations & Positive Guidance

IDEA Lab Kids St. Albert is committed to providing a safe, respectful and supportive learning environment. Children are expected to participate safely and respectfully so that everyone can learn, create, explore and take appropriate risks in hands-on activities.

9.1 Student expectations:

- Treat other children, staff, visitors, equipment and the facility with respect.
- Follow reasonable safety directions and program rules set out by IDEA Lab St. Albert staff.

- Use materials, technology and equipment for their intended purpose.
- Keep hands, feet and objects to oneself unless an activity appropriately requires physical interaction.
- Use respectful and appropriate language and avoid bullying, harassment, threats, intimidation or deliberate exclusion.
- Make a reasonable effort to participate, problem-solve and repair harm when conflicts occur.

9.2 Positive guidance approach

IDEA Lab St. Albert staff use positive guidance, clear limits, redirection, coaching and proportionate consequences. The goal is to help children build self-control, accountability, communication and conflict-resolution skills rather than using fear, embarrassment, or punishment as a behaviour-management approach.

When helpful, a child may be temporarily redirected away from a conflict or activity to regain composure and speak about it with staff. This is intended as a supportive regulation and problem-solving strategy, not as punishment.

IDEA Lab St. Albert staff do not use physical punishment, verbal or physical degradation, emotional deprivation, or the denial or threatened denial of necessities as disciplinary practices. For the licensed STEAM Preschool, Alberta child-care requirements also prohibit the use of any form of physical restraint, confinement or isolation as child discipline. Additional licensed-program child-guidance requirements are governed by the Preschool Handbook, program procedures and Alberta child-care licensing requirements.

9.3 Aggression, bullying, and unsafe conduct

Physical aggression, repeated intimidation, bullying, threats, deliberate property damage, leaving supervision without permission, dangerous misuse of equipment or other conduct that threatens the safety of children or staff will be addressed promptly.

Depending on the seriousness of the situation, IDEA Lab St. Albert may separate children, modify participation in an activity, contact the family, document the incident or require early pickup.

9.4 Escalation and continued participation

When inappropriate behaviour is repeated or significantly disruptive, IDEA Lab St. Albert will normally communicate with the family and work to identify practical strategies that may support successful participation.

If a child's behaviour continues to create an unreasonable safety risk or materially prevents a program from operating safely and effectively, IDEA Lab St. Albert may require early pickup, suspend participation or discontinue enrollment.

IDEA Lab St. Albert will always consider the circumstances of the behaviour, the child's age and needs, prior incidents, available supports, reasonable accommodation requirements, the impact on others and the safety of the program when determining an appropriate response. Subject to the discretion of the Center Director.

10. Child Protection & Mandatory Reporting

IDEA Lab Kids St. Albert is committed to protecting the safety and well-being of children. Under Alberta's *Child, Youth and Family Enhancement Act*, any person who has reasonable and probable grounds to believe that a child is in need of intervention must **report the matter forthwith, meaning without delay, to a director under the Act or to a police officer**. IDEA Lab staff and management are required to comply with this legal duty.

10.1 Reporting is a legal responsibility

A child-protection report does not require parent or guardian consent or prior approval from IDEA Lab management.

Where the legal reporting threshold is met, notifying a supervisor or Center Director does not replace the obligation to ensure the concern is reported to the appropriate authority. A person does not need to prove that abuse, neglect or another intervention concern has occurred before making a report.

IDEA Lab St. Albert may make a report without first notifying the child's parent or guardian. IDEA Lab's privacy and confidentiality obligations do not prevent the disclosure of information where disclosure is required or otherwise permitted by law.

10.2 Cooperation with authorities

IDEA Lab St. Albert will cooperate with Alberta Child Intervention, police and other competent authorities as required or permitted by law. Personal information will be disclosed only as reasonably necessary for the child-protection, investigation, emergency or other lawful purpose.

Where a child appears to be in immediate danger or requires urgent emergency assistance, IDEA Lab St. Albert may contact 911 in addition to fulfilling any applicable child-protection reporting obligations.

11. Emergency Preparedness, Evacuation, Severe Weather & Closures

11.1 Emergency response

IDEA Lab maintains emergency procedures appropriate to the facility and the programs operating within it. Depending on the event, staff may evacuate, shelter in place, secure the site, call emergency services, relocate children or initiate another response necessary to protect children and staff.

11.2 Evacuation and reunification

If the center is evacuated or cannot safely be occupied, children will remain under staff supervision and will be accounted for using available attendance and emergency information. Families will be contacted as soon as reasonably practical with instructions regarding pickup or reunification. Children will continue to be released only to authorized persons in accordance with IDEA Lab St. Albert's authorized-pickup procedures

11.3 Severe weather and facility closure

IDEA Lab will make reasonable efforts to operate as scheduled, but safety takes priority. The center or an individual program may close, delay, modify operations or require early pickup because of severe weather, unsafe roads, utilities failure, building conditions, public-health direction, staffing emergency or another event that makes normal operation unsafe or impractical.

When a closure decision is known in advance, IDEA Lab St. Albert will communicate with impacted families as early as reasonably practical using the contact method available for the program. Program-specific transportation, refund or credit rules continue to apply and are not replaced by this section.

11.4 Family emergency preparedness

Families must maintain current contact information and emergency contacts who can respond when the primary parent or guardian cannot be reached. Children should arrive dressed and equipped appropriately for the weather and activities identified for their program.

12. Privacy, Confidentiality, Photography & Digital Information

IDEA Lab Kids St. Albert is a private-sector organization and handles personal information in accordance with Alberta's **Personal Information Protection Act (PIPA)**. IDEA Lab St. Albert collects, uses and discloses personal information only for reasonable purposes connected with operating the center, delivering programs, protecting children and staff, administering accounts and meeting legal, licensing, insurance or regulatory obligations.

Consent will be obtained where required by PIPA. Where PIPA or another applicable law authorizes collection, use or disclosure without consent, IDEA Lab St. Albert may rely on that authority. Personal information will be collected, used and disclosed only to the extent reasonably necessary for the applicable purpose.

12.1 Information we may collect

- Child and parent or guardian names and contact information.
- Emergency contacts and authorized pickup information.
- School, grade, attendance, registration and program information.
- Allergy, health, medication, support and safety information reasonably necessary for participation.
- Attendance, incident, communication and accommodation records.
- Billing and payment information.
- Photographs, video or other media where collected for an identified and authorized purpose. Separate optional consent is required for marketing or promotional use.

12.2 How personal information may be used or disclosed

IDEA Lab St. Albert may use personal information reasonably necessary to administer registration and attendance; communicate with families; verify authorized pickup; support health, allergy, accommodation and safety needs; administer billing; document incidents; deliver programs; coordinate authorized services; and meet legal, insurance, licensing or regulatory obligations.

Except where PIPA or another applicable law permits or requires otherwise, IDEA Lab St. Albert will obtain appropriate consent before disclosing personal information to a third party. Where disclosure is authorized, IDEA Lab St. Albert will limit the information disclosed to what is reasonably necessary for that purpose.

12.3 Safeguards and service providers

IDEA Lab St. Albert uses reasonable administrative, physical and technological safeguards appropriate to the sensitivity of the personal information under its control. Access is limited to individuals who require the information for legitimate program, safety, administrative, business or legal purposes.

IDEA Lab St. Albert remains responsible for personal information under its control when service providers are used to perform functions on its behalf. Service providers will be given access only as reasonably necessary for their function, and IDEA Lab St. Albert will take reasonable steps to ensure personal information is appropriately protected.

Where IDEA Lab St. Albert uses a service provider outside Canada to collect, use, disclose, process or store personal information, IDEA Lab St. Albert will maintain and provide the notices, policies and information required by PIPA, including information about how families may obtain details concerning those service-provider arrangements and whom they may contact with questions.

12.4 Retention and secure disposal of information

Personal information will be retained only for as long as reasonably required for program, business, insurance, licensing, legal or regulatory purposes, including any minimum retention period required by applicable law.

Where PIPA requires information used to make a decision directly affecting an individual to be retained for a specified period so that the individual has a reasonable opportunity to obtain access to it, IDEA Lab St. Albert will comply with that requirement. Records relating to the licensed STEAM Preschool will also be retained for the periods required under Alberta child-care legislation and licensing requirements.

When personal information is no longer reasonably required and no law requires its continued retention, IDEA Lab will securely destroy the information or render it non-identifying.

12.5 Access & correction

Individuals may request access to or correction of their personal information in accordance with PIPA. Parents or guardians may make requests concerning a child's personal information where legally authorized to do so.

Requests should be directed to IDEA Lab's Privacy Contact. Access may be subject to the exceptions, procedures and timelines established by PIPA. Requests for correction will be handled in accordance with applicable PIPA requirements.

12.6 Privacy incidents

IDEA Lab St. Albert will investigate suspected loss, unauthorized access to, or unauthorized disclosure of personal information and will take reasonable steps to contain the incident, assess the risk and prevent recurrence.

Where a breach creates a **real risk of significant harm** to an individual, IDEA Lab St. Albert will notify the Office of the Information and Privacy Commissioner of Alberta without unreasonable delay and will comply with any applicable requirements concerning notification of affected individuals.

12.7 Privacy responsibility & primary contact

IDEA Lab Kids St. Albert designates the Center Director as its operational Privacy Contact and the individual responsible for overseeing compliance with PIPA, with support and escalation to the owner or management as appropriate.

IDEA Lab maintains privacy policies and practices designed to meet its obligations under PIPA. Information about those policies and practices will be made available upon request as required by law.

Privacy questions, access or correction requests, concerns or complaints may be directed to the Center Director using the contact information in Section 17.

12.8 Photography, video and media consent

Enrollment in an IDEA Lab Kids St. Albert program does not, by itself, authorize IDEA Lab St. Albert to use a child's photograph, video, image, likeness or other identifiable media for optional marketing or promotional purposes.

Marketing and promotional use requires separate optional consent, which may be declined without affecting ordinary program participation.

IDEA Lab St. Albert may photograph or record information where reasonably necessary for another identified and lawful purpose, such as documenting an incident or program matter, subject to applicable privacy requirements.

Families, guests and visitors should not photograph, video record or publish identifiable images of other children without permission. IDEA Lab St. Albert may prohibit or restrict photography or recording in program areas where necessary to protect child safety, privacy or confidentiality.

13. Registration, Fees, Absences, Cancellations & Program Terms

IDEA Lab St. Albert programs have different registration models. Camps, recurring enrichment, the Afterschool STEAM Academy, preschool and special events may have different tuition, deposits, cancellation periods, withdrawal rules, credits, discounts and payment schedules.

13.1 Program-specific commercial terms govern

The applicable registration terms, invoice, enrollment agreement or Program Guide governs the fees and cancellation rules for that program. Families are responsible for reviewing those terms before enrollment.

13.2 Absences and missed days

Registration fees and tuition generally reserve staffing, instructional and facility capacity. An absence does not automatically create a refund, account credit, make-up day or right to substitute another date. Any refund, credit, make-up or exceptional absence treatment is determined by the applicable program terms. Any exception is subject to the Centre Director's discretion where permitted by those terms.

13.3 Accounts in good standing

Families are expected to keep program accounts in good standing. IDEA Lab St. Albert may restrict future registration, suspend optional services or take another reasonable administrative step when an account remains materially overdue after reasonable notice, subject to the applicable program terms and law.

14. Visitors, Personal Belongings & Lost and Found

14.1 Visitors and access to program areas

Unaccompanied visitors are not permitted in any program areas. Visitors, tours, contractors and other non-program persons must follow IDEA Lab St. Albert entry, identification and supervision procedures. IDEA Lab St. Albert may restrict access to any area where necessary for child safety, privacy or program operation.

14.2 Personal belongings

Families are encouraged to label clothing, water bottles, lunch/snack containers and any other personal items. Valuable or unnecessary personal belongings should remain at home unless required for the program. IDEA Lab St. Albert will take reasonable care but cannot guarantee against loss, damage or mix-ups involving personal property.

14.3 Lost and found

Lost property will be kept in the center's designated lost-and-found area for a reasonable period. Unclaimed items may be donated, recycled or discarded periodically. Families should check promptly when an item is missing.

15. Questions, Concerns & Complaints

IDEA Lab St. Albert welcomes all constructive feedback and wants families to raise concerns early so they can be reviewed fairly and addressed where possible.

15.1 Internal concern pathway

1. Raise routine program questions with the designated staff member or program supervisor or Center Director where appropriate.
2. If the matter is significant, sensitive or unresolved, please contact the Center Director directly.
3. If the concern involves the Center Director or remains unresolved after Director review, please request escalation to the owner.

15.2 What IDEA Lab will do

IDEA Lab St. Albert will always consider the information available, speak with relevant staff where appropriate, review records or policies as needed and communicate a response or next step as soon as possible. Privacy obligations may limit the amount of information IDEA Lab St. Albert can share about another child, family or staff member.

15.3 External rights are not limited

Nothing in this handbook prevents a family from contacting police, emergency services, Child Intervention, the Office of the Information and Privacy Commissioner, Alberta Human Rights, Alberta child-care licensing or another authority where the

family has a legal right to do so. Families enrolled in the licensed preschool may also contact Alberta's child-care oversight channels regarding licensed-program concerns.

At IDEA Lab Kids St. Albert, the safety, wellbeing and experience of every child, family and team member matter to us. We value open communication and are committed to addressing concerns thoughtfully, respectfully and promptly.

16. Contact Information & Acknowledgement

16.1 Contact Information

IDEA Lab Kids St. Albert Ltd.	
Address	1135 St. Albert Trail, Unit 120, St. Albert, Alberta T8N 7X1
Phone	780-983-5350
Email	st.albert@idealabkids.com
Center Director	Sumi Opakunle
Operational Privacy Contact, Primary Contact	Center Director
Owner	BKR Holdings Ltd., Ryan Baker

IDEA Lab® International
Lyricos® Learning, LLC d/b/a IDEA Lab® International 7 Paradise Cove Laguna Nigel, CA 92677 Idealabkids.com

16.2 Family acknowledgement

Families are responsible for reviewing this Parent Handbook together with the registration terms and Program Guide, if any, that apply to their child's specific program. IDEA Lab may request a separate written or electronic acknowledgement confirming receipt and acceptance of applicable policies. A program-specific acknowledgement supplements this handbook and does not replace any center-wide requirement that continues to apply.

This handbook is intended to communicate IDEA Lab Kids St. Albert's operating policies clearly and consistently. It does not waive or limit any right or obligation that cannot lawfully be waived. If an applicable legal or regulatory requirement conflicts with this handbook, the legal or regulatory requirement prevails.

Thank you!

Thank you for trusting IDEA Lab Kids St. Albert with your child's learning experience. Clear policies help us protect children, support families and create a consistent environment where students can explore, build, create and grow.

