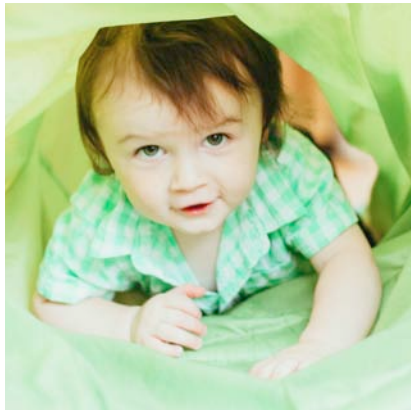


YMCA of Simcoe/Muskoka

# Child Care Parent Handbook





# Welcome to YMCA Child Care

**Welcome** to the YMCA of Simcoe/Muskoka. YMCA Child Care programs put the best interests of your child as it's top priority and values parents as the expert of their children. We look forward to embarking on a partnership with you to ensure your child reaches his/her full potential. This book will provide you with the information you may need to know while your child is in our care.

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## Our Program Statement

To obtain a full copy of our Program Statement please ask your supervisor or visit our website at <http://ymcaofsimcoemuskoka.ca/childcare/about-ymca-child-care>

## YMCA Staff

All YMCA staff must adhere to a number of policies and practices including the YMCA Program Statement as well as Ministry, Fire and Health Regulations. Annual review of these policies and procedures ensure our staff are knowledgeable and prepared to handle situations. The following practices are not permitted.

- Any practice based on a negative control technique
- Leaving a child unsupervised
- Interacting or relating to children or vulnerable persons outside of a YMCA program activity (e.g. home visits, baby sitting, on line chatting etc.)

## Inclusion

In keeping with our mission and vision, the YMCA believes in the development of healthy, confident children. We're committed to treating children with respect and dignity and helping them grow and develop to their full potential in a safe, nurturing and learning environment.

Central to our work at the YMCA is diversity and social inclusion. We believe that all children and families should have an inclusive and respectful experience in our program.

- YMCA programs are designed to develop children in spirit, mind and body
- Every child is a unique individual and adds value to our program
- Parents and families are involved, consulted and informed partners with YMCA staff and volunteers (where appropriate)
- YMCA staff and volunteers (where appropriate) strive to ensure the environment and programs are adapted to meet the needs of all children
- YMCA staff and volunteers (where appropriate) seek out community partners to enhance our ability to support children with special needs through training and consultation



## Prohibited Practices

In accordance with the Child Care And Early Years Act, the following practices are prohibited in all licensed YMCA Programs.

- Corporal punishment of the child
- Physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent
- Locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures
- Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth
- Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- Inflicting any bodily harm on children including making children eat or drink against their will

## Minor Accident Reporting

Minor accidents and illnesses are common occurrences with children. YMCA Child Care staff have the responsibility to report minor incidents and share the YMCA Incident Report with families.

## Serious Occurrence Reporting

In light of best practices serious occurrences can sometimes take place. Within 24 hours of an incident being deemed serious in accordance with the Ministry of Education, a Serious Occurrence Report will be filed on the Ontario Child Care Licensing System. A Serious Occurrence Notification Form will be posted in the child care centre or school age program in a visible area for 10 days.



## Volunteers and Placement Students

Volunteers are an integral part of our programs and services. All Placement Students and Volunteers must adhere to a number of policies and procedures as well as Ministry, Fire and Health Regulations.

The roles and responsibilities of the licensee, supervising employees, the volunteers and students are reviewed with the volunteer/student as part of the orientation process.

All Placement Students and Volunteers will be supervised by YMCA Staff at all times and will not be left alone with children or have unsupervised access to children in our child care centres.

## College of Early Childhood Educators

The College of Early Childhood Educators is the professional self-regulatory body for Early Childhood Educators in Ontario. The College mandate is to protect the public interest and ensure quality standards of practice of early childhood education. YMCA staff with an Early Childhood Education Diploma or Degree must hold a current, clear membership with the College. Memberships must be renewed annually.

## Duty to Report

The YMCA of Simcoe/Muskoka has a legal obligation to report any suspicions of child abuse to the local Children's Aid Society.

## Standard First Aid and CPR

All Child Care Staff hold current certification in Standard First Aid and Infant Child CPR.

## Sleep Supervision and Position Requirements

Staff will ensure that children under 12 months old are placed for sleep in a manner consistent with the recommendations set out in the Joint Statement of Safe Sleep from the Public Health Agency of Canada, unless a child's physician recommends otherwise in writing.

Staff will periodically perform direct visual checks of sleeping children. Children are only permitted to sleep on an individual cot or crib that has been assigned to them. Parents will be consulted respecting their child's sleeping arrangements at the time the child is enrolled and at any other appropriate time, such as at transitions between programs or rooms or upon a parent's request. The observance of any significant changes in a child's sleeping patterns or behaviours during sleep will be communicated to parents and will result in adjustments to the manner in which the child is supervised during sleep.

# YMCA Curriculum

## YMCA Playing to Learn

Our YMCA Playing to Learn curriculum focuses on small group, play based, inquiry programming provided by qualified educators who engage in play with your child. Throughout the preschool years your child will be learning through developmentally appropriate play experiences that will prepare him/her for school. YMCA Playing to Learn exemplifies the Principles of the Ontario Framework for Early Learning; Early Learning for Every Child Today.

### Infant (0 to 18 mths)

- Ratio is 1:3
- Infants individual schedule is followed (input from family required)
- Infant daily record is documented (sleep times, eating, diapering)
- A significant play experience is written daily in each child's Continuum of Development Profile
- Parent/educator conferences available upon request
- Staff write weekly documentations highlighting learning that occurred during a play experience
- Includes opportunities for exploring indoors and outdoors, songs and stories, discovering creative and sensory materials, imitation play, and lots of time for hugs and cuddles



### Toddler (18 mths to 30 mths)

- Ratio is 1:5
- Toddlers follow a flexible group schedule
- Daily record is documented (sleep times, eating)
- A significant play experience is written daily in each child's Continuum of Development Profile
- Parent/educator conferences available upon request
- Staff write weekly documentations highlighting learning that occurred during a play experience
- Program includes opportunities for exploring indoors and outdoors, music and movement, discovering creative and sensory materials, puzzles, stories, blocks, dramatic play and learning to play with others

### Preschool (30 mths to 5 yrs)

- Ratio is 1:8
- Preschool children follow a flexible group schedule
- A significant play experience is written daily in each child's Continuum of Development Profile
- Parent/educator conferences available upon request
- Staff write weekly documentations highlighting learning that occurred during a play experience
- Program includes opportunities for exploring indoors and outdoors, creating with the arts (visual, dramatic and music), discovering science, engaging in mathematics and literacy activities, developing social skills, gross and fine motor skills and problem solving

# YMCA Curriculum

## Weemarkable App

We're making it easier for our YMCA Preschool Child Care families to connect to the small moments and big milestones of their child's day, through our YMCA app - Weemarkable™. Weemarkable is the window into your little one's day - from wherever you are. It's the app you love to get notifications from - as you receive messages and photos sharing in their excitement and fun. It keeps your mind at ease with the ability to access important child care notices, photos, milestones, educator observations, menu information and direct to educator messaging with just a tap. And most importantly, even when you can't be with them, it's Weemarkable how connected you'll be. Please speak to your supervisor and enrol in Weemarkable today.

### It's the app you love to hear from...

- Follow all your children registered in YMCA Preschool Child Care on one feed
- Direct messaging to and from your child's educators
- Review your child's weekly menu
- Daily educator observations about their play, nap and meals
- Integrated with YMCA Playing to Learn Curriculum
- Important notifications, such as centre closures due to weather, sent directly to your mobile device
- Photos of your child engaged in learning
- Add additional followers, such as grand parents, to your child's profile and customize the content they can view
- Completely safe and secure

YMCA Child Care families can access it free for Apple and Android devices.



## What to Bring?

Please ensure all of your child's belongings are clearly labeled with their name. You will need to supply:

### Infant/Toddler

- Complete change of clothing
- Seasonal outdoor clothing
- Lightweight, and breathable blanket for rest time
- Diapers and wipes
- Bottles/sippy cups
- Formula or expressed milk if your child has not transitioned to 2% milk

### Preschool

- Complete change of clothing
- Seasonal outdoor clothing
- Blanket for rest time



# YMCA Curriculum

## YMCA A Place To Connect

Our YMCA A Place to Connect curriculum focuses on children engaging in fun activities that the children help to plan and direct with a qualified educator. A major component of this program is creating a positive social environment where children engage in physical activity for a minimum of 45 min. per day.

### School Age Program (3.8 to 12 years)

- Ratio is: 1:15
- If 25% or more of the group are kindergarten age then the ratio reduces to 1:13
- Children enrolled in the school age program have the option of attending before and/or after regular school hours and on non-instructional days
- Program includes opportunities for physical activities indoors and outdoors, dramatic performances, works of art, nutritious snacks, clubs and tournaments, developing leadership skills, problem solving and developing moral understanding



# Registration Information

## Admission

Child care request forms are available to families to complete wishing to register their child in a YMCA Program. To secure a child care space a complete registration package, billing information form, pre-authorized payment form and up to date immunization record is required to be submitted to the supervisor.

## Part-Time Attendance

In order to staff appropriately, we must know the exact days your child will be attending. Full time participants are given priority. Should there be an insufficient number of full time participants then part time care will be offered to fill the available spaces. The minimum commitment of part time families is one day per week. Part time families will be offered the first right of refusal should another participant wish the available full time space.

## Waiting List

If the program is operating at capacity, the child care request form will be added to the centre's waiting list. There is no fee for a family to be placed on our waiting list. Available child care spaces are to be filled by families on the waiting list according to the ordinance of sequential dates as indicated on the child care request forms. Priority will be given to families wishing to register their child in a full time space. Families transferring from other YMCA Child Care Centres, YMCA Staff or siblings who are already registered will have priority for the next available waiting list space.



When a space becomes available the first person on the waiting list is contacted and asked if they are interested in the space or if they would prefer to remain on the waiting list. If they cannot be reached on the first attempt, contact will be attempted again on the next business day. If they cannot be reached, or do not return our call within 24 hours after the second call, the next person on the list will be contacted. A family has 24 hours after initial contact has been made to confirm their acceptance of the child care space. Families on the waitlist can contact the supervisor at any time to determine their standing on the waiting list.



## Drop Off and Pick Up Procedure

The safety and well-being of all children participating in YMCA Programs is of utmost importance, therefore, we expect all parents to drop off and pick up their children from their child's classroom teacher daily and to sign the attendance sheet.

## Hours of Operation

At the YMCA, our standard hours of operation are 7:00 a.m. to 6:00 p.m. There are some exceptions, so be sure to check the hours of the program you have chosen.

## When Someone Else Picks Up Your Child

For the protection of all children, if someone other than the usual parent or guardian will be picking up your child, they must be 18 years of age or older. Please notify the Centre Supervisor in writing of the person's name. Staff will ask for identification and cooperation from the pick-up.



# Registration Information



## Fees

Child Care Fees are paid through Preauthorized Payment on the first of the month with the option of splitting your monthly amount between the 1st and the 15th. You will be able to view your upcoming payments through your online account 7 days prior to the 1st of the month. This amount is based on the number of days your child(ren) is registered to attend YMCA Child Care. Any addition to your registered days will be added to your future monthly invoice. Fees are subject to change. The YMCA will provide a minimum of 30 day's notice before an increase in fees is made.

## Holidays

YMCA Child Care Programs are closed on statutory holidays, Family Day and Civic Holiday during the year. Fee payment is required for all statutory holidays, Family Day and Civic Holiday if they fall on your regularly scheduled days. If scheduled to be in program but away due to family holidays, illness etc. full payment is still required.

## School Holidays and PA Days

Care may be provided on non-instructional days such as winter vacation, March Break, and PA days at some locations. Providing service is based upon enrollment. Please discuss arrangements with your supervisor to determine which locations offer this service.

## Inclement Weather

Any interruption in Child Care Services due to inclement weather or loss of facility utilities, is not subject to a refund. Please listen to local radio/television stations or check their websites.

## Financial Assistance

The YMCA has a purchase of service agreement with the City of Kawartha Lakes, County of Grey, County of Simcoe, District of Muskoka and District of Parry Sound. If you require assistance with child care fees, please see your supervisor for information about municipal and YMCA financial assistance.



## Late Pick-Up Policy

There is a late fee charge of five dollars for every ten minutes, or part thereof, after your centre's closing time. Late fees will be added to your future invoice. If there is an emergency and you are going to be late, please call your centre. Program registration may be terminated or suspended at the discretion of YMCA Management due to consistent late pick-up.

## Tax Receipts

The YMCA of Simcoe/Muskoka strives to be environmentally responsible. You will be able to access your Child Care tax receipt electronically from our website on or before February 28 of each year for the prior year's fees.

# Registration Information

## Privacy Policy

The YMCA strives to ensure that volunteers and staff conduct their relationships with each other, participants and all other Association contacts with integrity, good judgement and fairness.

The YMCA respects the right of individuals to the protection of their personal information.

The YMCA is committed to maintaining the confidentiality, privacy, and accuracy of personal information it collects, uses and discloses about its participants, members, donors, parents/guardians, staff and volunteers.



## Program Cancellations

The YMCA will endeavor to keep programs operating which meet the needs of the community. The YMCA reserves the right to limit program components, and/or locations based on enrolment.

## Withdrawal of Service

Child Care Services may be cancelled at any time upon receipt of proper written notice. Written notice must be received 14 days prior to but not including the next preauthorized payment date. Failure to provide proper written notification will result in your payment being processed as agreed. No refund will be provided. Please note we are unable to accept cancellation by phone. Admission and discharge of children is at the discretion of the YMCA.

In each situation where it may be necessary to withdraw services, the YMCA of Simcoe/Muskoka makes these considerations:

- Reasonable care has been given in assessing the child's needs, including the program's ability to support those needs
- Special needs resources and other outside agency supports are unavailable or have been exhausted
- Two-week written notice of withdrawal will be given and documentation of meetings and discussions with special needs support staff (if applicable) will be shared with parents. In extreme circumstances, termination of care may be immediate.

The following additional situations may be considered cause for terminating care:

- Non-payment of program fees
- Chronic late pick-up
- Situations that require specialized services that the YMCA is unable to provide
- Parents or children who exhibit abusive behavior towards staff, volunteers, other children and families
- Children who are unable to manage in group care settings
- Refusal by parent/guardian to meet with the YMCA staff and/or consent to the use of support services for children

The YMCA is an inclusive organization that strives to meet the needs of children and families. In situations where the program is having difficulty meeting the child's need, it may be deemed, in the interest of the family and/or YMCA, to end care.



# Program Information

## Anaphylaxis Policy

We strive to minimize the risk of exposure to known allergens to the children in our care. In the case where a child has an Anaphylaxis Allergen it will be the responsibility of the parent to provide a detailed individual emergency plan for their child and to train the supervisor and as appropriate all centre staff and volunteers on their child's emergency plan prior to the first day of care. It is the Parent/Guardian's responsibility to inform centre staff of a child's allergy at the time of registration and provide an annual update of any allergy changes. An Anaphylaxis Alert Poster will be placed at the entrance of the building requesting that families avoid bringing items containing the known Anaphylaxis Allergen(s).

## Expectations of Behaviour

At all times, staff will role model, encourage and assist children to be courteous to others, use appropriate language to express themselves, respect the ideas, property and personal well-being of others and use "peace-making" as the preferred method of conflict resolution. The safety of all the children is our primary concern. The provision of our service is conditional on both you and your child's demonstration of these expectations. Staff will work with children and parents to provide consistency in self-regulation techniques. Behaviour which poses a safety hazard for the other children and the staff, will not be accepted, and could result in immediate withdrawal of services.

## Health and Illness

Illness in group settings is often unavoidable. If your child shows symptoms of ill health such as fever, vomiting or diarrhea, your child will not be admitted to care. In the case of discharge from eyes or ears and rashes deemed suspicious by staff, a physician's note may be required stating the nature of the illness. If your child develops symptoms of ill health while in our care, you will be contacted to pick-up your child. In order for children to attend care they must be well



enough to go outside and participate in all aspects of the program. Exclusion periods vary per illness. Please speak to the supervisor to refer to the local health unit guidelines for length of exclusion to determine when your child can return to care. A copy of the YMCA's Exclusion from Child Care Policy is available upon request.

## Infectious and Communicable Diseases

The YMCA follows the Ontario regulations under the Health Protection and Promotion Act. Working with the Simcoe Muskoka District Health Unit staff and the North Bay Parry Sound District Health Unit, the YMCA has developed guidelines for proper disinfection and follows their direction regarding reporting of Communicable Diseases and exclusion periods from program.

## Medication

Only medication prescribed by a licensed physician or accompanied by a doctor's note will be administered. Parents are required to complete and sign a Medication Authorization form outlining dosage and times to be given. Over the counter medication will only be given if accompanied by a note from a licensed physician and a pharmacy label. All prescription or non-prescription medication must be in the original container, labeled with the child's name, date of purchase, name of drug, dosage and storage instructions.

# Program Information

## Head Lice

Throughout the year, spot checks will be conducted on children and staff. If a child has either nits or lice, contact will be made to immediately have the child picked up. The child must then be treated and all nits must be removed prior to admittance to the program. Your support and co-operation is greatly appreciated in this matter.



## Nutrition

Our full day child care programs offer a variety of nutritious morning snacks, lunches and afternoon snacks prepared by a caterer or on-site cook. School age programs receive a morning and afternoon snack. To ensure your child receives a well-balanced meal, our menus follow Eating Well with Canada's Food Guide and are planned in consultation with the Simcoe Muskoka District Health Unit and the Ministry of Education. Our weekly menus are posted for your information. Infants are fed according to their individual needs. Due to children with allergies and food restrictions the YMCA discourages food from home in our programs.

## Bag Lunches

School aged children in attendance during PA Days, School Breaks or Summer Camp Programs are required to bring a peanut/nut free, nutritious lunch following the guidelines listed below.

- The bagged lunch and snacks are nutritious and follows Canada's Food Guide
- Lunch is provided in a labeled lunch bag with an ice pack
- Foods that contain or may have come into contact with nuts are not in the child's lunch or snack
- A refillable plastic bottle labeled that they can use to drink water throughout the day

Below, please find a variety of different suggestions to create interesting, healthy and delicious peanut/nut free snacks and lunches for your child(ren).

- Breads, Bagels, bagel crisps, bread sticks, whole wheat bread, buns, melba toast, pita pockets, whole grain crackers
- Fruit, Dried fruit, apple, banana, blueberries, pears, oranges, frozen grapes, frozen bananas, fruit salad
- Vegetables, Broccoli, carrot sticks, cherry tomatoes, vegetable juice, radishes, cucumber, celery sticks
- Milk and Dairy, Cheese slices, cottage cheese, dips, milk, yogurt, fruit smoothies, pudding
- Meats, Cold cooked chicken, hard boiled egg, tuna, turkey, roast beef, hummus, falafel
- Extras, Dried cereal, muffins, nachos and salsa, pizza, granola mix, pretzels

You can also access a copy of the Eating Well with Canada's Food Guide at [www.hc-sc.gc.ca/fn-an/food-guide-aliment/index-eng.php](http://www.hc-sc.gc.ca/fn-an/food-guide-aliment/index-eng.php)

# Program Information

## Peanuts and Tree Nuts

We are a peanut/nut reduced environment. If providing food for your children please ensure that all food does not contain nor may contain nut or nut products.

## Safe Schools Act

The Safe Schools Act, 2000 puts into law various ways to increase safety, respect and responsibility in Ontario schools. Mandatory Suspension or expulsion includes all school-related activities, including the YMCA Program. If a Discretionary Suspension is given to the student, the principal will determine if the student is fully suspended from all school and school-related activities.

## Smoke Free Policy

YMCA Child Care Programs is a Smoke Free environment. Smoking or handling a cigarette or tobacco on YMCA premises including all indoor and outdoor areas is prohibited under the Smoke-Free Ontario Act, 2005. Failure to comply could result in a penalty of up to \$5,000.00.

## Sun Safety

Each full day program will supply sunscreen with SPF of 30 or higher that offers UVA and UVB protection for all children over one year of age. This will be applied both morning and afternoon during the summer months. If personal sunscreen is provided from home, it must be nut free.



## Off Premises Activities

Off-site trips can provide valuable experiences for children and allow staff the opportunity to extend program activities outside of the regular program location. When these opportunities arise, parents will be required to complete a permission form giving consent for their child to participate in the activity. Community walks may be part of the regular program and as such do not require a permission form.

## Outdoor Play

The Child Care and Early Years Act requires that children who are enrolled in full day care need to have two hours of outdoor play, weather permitting. Before and after school programs need to have 30 minutes of outdoor play. The YMCA strives to make outdoor play safe, adventurous and fun for all children. Please ensure that adequate clothing is available so that your child can participate comfortably in these daily outdoor activities.

# Program Information

## Extreme Weather

During extreme weather alerts, including, heat, smog, wind chill advisories children will not participate in the outdoor program and an alternative indoor plan will be implemented.

## Parent Partnership

Parents/guardians are encouraged to participate in the program whenever possible. Parental involvement is a key element to the success of your child's experience in YMCA Child Care. Participation can include verbal or written feedback, sharing information about your child's development, attending meetings or events.



## Parent Issues and Concerns

At the YMCA we understand that a parent is the most important person in a child's life. To support your child's care, growth and development we encourage parents to communicate daily with YMCA educators sharing feedback, questions or comments. In the event that the parent feels the educator has not fully addressed the issues and or concerns, the parent can then contact the program supervisor. Upon receiving a concern, YMCA staff will work towards resolving the concern. If unable to resolve the concern, staff will contact families within 1 business day

to confirm receipt of the concern and provide an initial response to the parent. Any parent issues or concerns that the supervisor is unable to resolve can then be forwarded by the parent to the centre manager.

## Personal Belongings

Any items that are brought into a program from home must be labeled with the child's name. Please be advised that the YMCA is not responsible for any lost or stolen items. Our child care staff are committed to providing quality play experiences for your child. Toys from home are not permitted in the child care centre.

## Water Safety Guidelines

Sensory exploration is an integral part of the YMCA Playing to Learn curriculum. A part of sensory exploration is the use of water play tables, splash pads, sprinklers and hoses. When these items are used, a staff member must be positioned directly in the area of play. If no other outdoor play activities are taking place at the same time, all staff members are expected to supervise the water play activities. Portable wading pools are not to be used for water based activities.

The YMCA Supervisor must ensure that the following is in place when visiting a regulated public pool; a qualified lifeguard is on duty at all times, rules and regulations of the public pool are followed, children are directly supervised by an adult (18 years or older) at all times, reduced ratios are in place, parents are advised and have signed off permission for their child to participate in the field trip.

## West Nile Protocol

Human illness from West Nile virus is rare, even in areas where the virus has been reported. In accordance with the Simcoe Muskoka District Health Unit, the YMCA is taking this health situation seriously. From May 1st until September 31st, a YMCA staff may apply insect repellent that you have provided upon written consent.



### **The YMCA Mission**

The YMCA is dedicated to the growth of all persons in spirit, mind and body, and to their sense of belonging to each other and the global community.

### **The YMCA Vision**

The Y inspires people to reach their full potential

### **The YMCA Values**

Caring • Honesty  
Inclusiveness • Respect  
Responsibility

### **The YMCA of Simcoe/ Muskoka also offers the following programs:**

YMCA Day Camps

YMCA Geveva Park Conference  
Centre and Family Camping

YMCA Camp Kitchikewana

YMCA Immigrant Settlement  
Services

Youth Employment and  
Outreach Programs

The YMCA of Simcoe/Muskoka also offers a variety of programs that support the whole family.

**Health and Fitness centres** are located throughout Simcoe/Muskoka in Barrie, Collingwood, Gravenhurst, Innisfil, Midland, Orillia, Parry Sound and Wasaga Beach.

**YMCA Employment Centres** in Huntsville, Midland and Parry Sound provide opportunities to assist in career development.

**YMCA Community Literacy Services** are offered in Huntsville and Parry Sound providing learning through one-on-one tutoring or as part of a small group.

For more information on these programs and services visit our website at

**[www.ymcaofsimcoemuskoka.ca](http://www.ymcaofsimcoemuskoka.ca)**