



**LICENSED  
HOME  
CHILD CARE**

# PARENT HANDBOOK

FOR AGES 0-12

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## **Welcome to YMCA Licensed Home Child Care**

Welcome to YMCA of Simcoe/Muskoka Child Care. Each year thousands of families trust the YMCA to be a place where their children are safe and supported while they grow and develop to their full potential. The YMCA Mission, Vision, and Core Values are the driving principles that guide us to create environments that are welcoming, respectful, and provide positive experiences for children and their families.

The information in this handbook is to provide you with a better understanding of our Licensed Home Child Care Program, philosophy, policies, and procedures. If you have any questions, please feel free to ask the YMCA Home Consultant or your Home Child Care Provider and they will be more than happy to assist you.

The YMCA Licensed Home Child Care Program offers daily extended care to children from birth to 12 years of age. We ensure that all homes under our supervision operate according to the Child Care Early Years Act (CCEYA) and the YMCA's philosophy. Each home will provide a stimulating environment while maintaining a warm, family setting. We strive to gear play and learning experiences to each child's individual needs, interests, and abilities. The Ministry of Education's Pedagogy, "How Does Learning Happen?" is the philosophy through which our caregivers operate.

The Licensed Home Child Care Program matches families with compatible Home Child Care Providers within the family's own neighborhood or parents' work vicinity whenever possible. Home Child Care Providers are carefully screened, and a child is placed only after the Home Child Care Provider, parents and child have had an opportunity to meet and sign an agreement.

Our Licensed Home Child Care are monitored, at least quarterly, by a qualified YMCA Home Consultant (Home Visitor) to ensure that each Home Child Care Provider follows the guidelines and regulations of the Child Care Early Years Act, 2014. An orientation/ training session is required for Home Child Care Providers when they enter the Licensed Home Child Care Program. Workshops are provided regularly which cover information such as health and safety, child development and program planning.

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# Program Statement

## Introduction

Welcome to YMCA Licensed Home Child Care. Our program statement describes how our Licensed Home Child Care programs support and foster early learning as well as provide a nurturing home environment. It will outline our view of the child, our philosophy and pedagogy as well as the goals and approaches used to ensure healthy child development.

It will also outline how we evaluate our Licensed Home Child Care program and Home Child Care Providers to maintain quality and how we support the Home Child Care Providers who care for our children. The YMCA Licensed Home Child Care Program Statement is reviewed annually to ensure it is aligned with the Minister of Education's Policy Statement.

## Our View of the Child

Every child is special in the eyes of their parents and those who love them. The children are also special to us. As educators of young children, we know that each child is an individual of great human worth and potential. Every child is different in their looks, their growth patterns, their genetic make-up, their previous experience, the way they think and in every aspect of what makes them human beings. We appreciate each child's uniqueness and view the child's growth and development occurring in a holistic manner.

At the YMCA we understand that children learn through play. Play by definition is enjoyable, spontaneous, active, and undertaken without external goals and sanctions. This means children are self-learners and do not require an adult to choose what or how they should learn. When the child's natural activity of play is supported by caring and responsive professionals in positive, developmentally appropriate learning environments, capacity, curiosity and potential will be maximized.

## PHILOSOPHY

The study of the theoretical basis of a particular branch of knowledge.

## PEDAGOGY

The method and practice of teaching.

## GOAL

An aim of desired result.

## APPROACH

A means of attaining a goal.

## HOLISTIC DEVELOPMENT

The philosophy or view of human development that recognizes the necessity to include all aspects or domains of development in order to understand the whole person.

## SANCTION

For a recognized authority to give approval of something.

## INNATE

Existing from birth (i.e., born with).

*"[YMCA Playing to Learn] is a wonderful, academically sound, and highly accessible document. At the heart is a view of children, teachers and parents as capable and competent. This is one document that will be highly valued in the field, not just sitting on a shelf."*

- Jean M. Clinton, BMus MD FRCP(C), Associate Clinical Professor, Department of Psychiatry and Behavioural Neurosciences, McMaster University

## **YMCA Curriculum**

The YMCA of Simcoe/Muskoka has a well-established, research-based approach to early learning. Our curriculum YMCA Playing to Learn has been successfully implemented in all programs for children 0-6 since 2004. In 2006, all YMCAs across Canada adopted this curriculum.

YMCA Playing to Learn 2<sup>nd</sup> Edition was published in 2015. This edition incorporates new research, best practices, knowledge and experience. There is more information on infants and toddlers, and it has a greater focus on the social and emotional development of the young child.

Our school age curriculum, A Place to Connect has been successfully implemented for children 5-12 since September 2016.

The YMCA has been involved in shaping the development of the provincial early learning framework by sharing YMCA Playing to Learn and our training materials to support educators in implementing a play-based approach. The goals and approaches of the YMCA curricula align in philosophy, standards, and recommendations with the provincial frameworks below. It is gratifying to see Ministry of Education embrace play and adopt a very similar approach.

- ❖ Minister of Education's Policy Statement on Programming and Pedagogy  
<https://www.edu.gov.on.ca/childcare/programCCEYA.pdf>

## **CURRICULUM**

The deliberately organized part of the child's experience and the experience that occurs through everyday aspects of life. Playing to Learn is a curriculum based on play development.

## **SOCIAL LEARNING**

The process of acquiring knowledge about individuals and groups by observing, imitating and interacting with others.

## **EMOTIONAL DEVELOPMENT**

The complex changes within the individual over time that involves the self and feelings and regulating behavior.

- ❖ "How Does Learning Happen?" Ontario's Pedagogy for the Early Years  
<http://www.edu.gov.on.ca/childcare/pedagogy.html>
- ❖ Early Learning for Every Child Today (ELECT)  
<http://www.edu.gov.on.ca/childcare/oelf/>

## Our Statement on Play

Each child can reach his or her full human potential through play. Our intention is to provide the best possible environment that allows the best possible play for all children in our care. We endeavour to meet the play needs of all children and must do whatever possible to support the natural urge to play.

Play helps the child to be both engaged with everyday realities and to be absorbed in an ecstatic self-forgetfulness. It ensures involvement, enjoyment, and various forms of success. Play can be powerful or profound, but it is always purposeful.

Play is a vehicle that propels learning and development.

Play and development are intertwined; neither precedes the other. All domains of development are supported by play, and play has the additional benefit of being self-initiated and therefore a joy rather than a chore. Play makes discovery pleasurable, but it also propels the child into the vast realm of learning. Play provides a way for children to be healthy in body, mind and spirit.

Play fosters **skill** development. It offers opportunities for gaining new skills as well as refining existing ones.

Play is directly linked to the child's learning. His or her **cognitive** development and academic success are enhanced by the play experience.

Play is **physical** and increases activity levels, fitness, balance, gross motor skills and fine motor actions. A wide range of scientific, mathematical, perspective-

### LEARNING

The process of changing existing understanding to accommodate new ideas; acquiring new knowledge, skills, and/or dispositions; discovering through play.

### BODY

The physical self.

### MIND

The individual's place of thinking; human consciousness emanating from the brain.

### SPIRIT

The part of the self that transcends the physical self or thought processes.

### DEVELOPMENTAL DOMAINS

The categories that academics and practitioners use to manage the vast amount of information about human development.

### SKILL

A learned behaviour.

### COGNITIVE

Related to thinking or reasoning.

### GROSS MOTOR SKILLS

Learned actions involving the large muscles of the body. (E.g., kicking a ball)

taking and other cognitive processes in discovery and other types of play.

Play is **social** and aids in **language** learning while supporting social skills development. Self-concepts and emotions are better understood through play, as is the building of **emotional** intelligence. Important **self-regulatory** skills may be acquired and reinforced through play.

Play builds **resilience** and can help children **manage stress**. There are often therapeutic benefits to play. Typically, children direct their play in ways that address their own socio-emotional issues.

*"The YMCA's Playing to Learn is a curriculum guide built on the importance and value of play for young children. The document makes, and backs up, arguments of why and how children's play is essential to the healthy social, physical and cognitive development of all children."*

- Martha Friendly, Executive Director of the Childcare Resources and Research Unit

## **YMCA Curriculum Goals & Approaches**

### **Promoting health, safety, nutrition & well-being:**

Keeping children healthy and safe is a priority at the YMCA and we understand that the well-being of their child is a parent's number one concern. Therefore, we have developed comprehensive, research-based procedures to support children.

### **Supporting relationships:**

At the YMCA we understand that young children flourish in all areas of development when they are in positive and responsive relationships with adults. Home Child Care Providers build a foundation of trust

### **FINE MOTOR SKILLS**

Learned actions involving the small muscles of the body, including the mouth and feet. (E.g., cutting with scissors)

### **SELF-REGULATION**

The child's conscious or unconscious control of her body, relationships and other aspects of him or herself.

### **RESILLIENCE**

The ability to recover quickly from difficulties.

### **WELL BEING**

The state of being comfortable, healthy or happy.

### **RESPONSIVE CAREGIVING**

The process of offering consistent, reliable care via careful observation of cues.

with children by being available, sensitive, responsive, and caring.

Home Child Care Providers create an inclusive and respectful environment to foster positive, equitable, and collaborative relationships. When children feel safe, secure, valued and a contributing member of their world they are able to explore, discover, try new things, grow, learn and develop.

To support each child's care, growth and development Home Child Care Providers interact and communicate with parents on a daily basis sharing observations, documentations, and reflections.

### **Encouraging children to interact, communicate, & self-regulate:**

The YMCA believes that it is the role of the adult in a child's life to support them to learn how to interact effectively with the world around them including other children, adults, and the environment.

Generally self-regulation involves gaining a degree of control over one's bodily functions and impulses, managing one's emotions, changing one's behaviours and maintaining focus or attention on something or someone.

*"The better a child can stay calmly focused and alert, the better he integrates the diverse information coming from his different senses, assimilates it and sequences his thoughts and actions."* **(Shanker 2012)**

*"Caring consistent relationships with adults, provide external supports that serve as the basis for developing self-regulation."* **(Gillespie & Seibel 2006)**

Some of the approaches implemented by Home Child Care Providers to set the stage for positive interactions among children include:

Provide small group experiences that allow for more individualized adult attention

### **DISCOVER**

To find something unexpectedly.

### **OBSERVATION**

The informal or formal perception of an individual or group of people, or the perceptions gained from looking at an environment or object.

### **DOCUMENTATION**

The process of observation, data collection, careful analysis and reflection resulting in display that is an integral part of a play curriculum.

### **REFLECTIVE PRACTICE**

The capacity to reflect on action so as to engage in a process of continuous learning.

### **STRATEGY**

A plan or method of achieving a goal.

Role model inclusive, respectful, and collaborative interactions with children and other adults

Ensure the learning environment is flexible so they can respond in the moment and build on or scaffold the children's interests

Ensure toys, equipment, and materials are plentiful and available to children at all times

Children are given freedom to make choices

By engaging as a play partner with children, Home Child Care Providers are able to demonstrate pro-social skills including promoting discussion, problem solving when conflict arises, and understanding how their actions affect others Home Child Care Providers are encouraged to attend trainings that address self-regulation and resilience.

### **Fostering exploration, play & inquiry:**

Children are born with a natural sense of curiosity and wonder. They play naturally.

As parents and educators, we watch children explore their world through their senses, repetition of tasks, imitation, asking questions, pretending. But what are children really doing? Children are putting together all the pieces of how the world works through exploration, play and inquiry.

Home Child Care Providers understand the importance of play. They foster, expand and scaffold this natural talent called play by being:

- ❖ active participants
- ❖ architects of the play scape
- ❖ keen observers
- ❖ planners
- ❖ reporters
- ❖ collaborators
- ❖ reflective practitioners

Observing a day-in-the-life of a YMCA Licensed Home Child Care program, you will note that the majority of

### **ROLE-MODELLING**

Demonstrating appropriate behaviour that can be seen by the children so that they can observe and internalize what they see; showing how a particular role is conducted.

### **SCAFFOLD**

The role of the adult (or more mature child) in providing a mental bridge to support a child's learning.

### **PRO-SOCIAL SKILLS**

Learned behaviour that demonstrates empathy, esteem, honour and consideration to another person.

### **CURIOSITY**

Mental interest that leads to behaviours of discovery and learning.

### **INQUIRY**

The act of asking questions in order to gather information.

### **CHILD DIRECTED PLAY**

Spontaneous activity initiated by the child that is allowed to take the course decided upon

activities are directed by the children. Children decide where, when, what and how they wish to play. Their decisions are based on their interests and curiosity. The Home Child Care Provider responds by adapting the environment by adding new toys, materials and equipment, posing questions, and being a play partner. This sets the stage for further play, inquiry, discovery and learning. The Home Child Care Provider's role is to support play so that learning and development flourishes.

### **Providing child-initiated & adult-supported experiences:**

Children and parents are warmly greeted upon arrival. After a brief check-in to share news from the evening before; the children get down to the serious business of playing.

The program is set up with a variety of activities that support the observed interests of the children. The children might join some friends at the creative art table to work collaboratively on a collage, or they might work on a Lego structure they safely stored to complete the next day.

There are no expectations imposed by the Home Child Care Provider or curriculum on where children play, or whom they play with, or how long they play at one activity. That is for the child to choose based on their interests.

You may overhear a child or children in the dramatic play centre dressed in costumes acting out a scene of being "mama, papa, and baby at the doctor." The Home Child Care Provider has been assigned the role of "doctor" by the child and takes this opportunity to ask the child questions that expand their understanding of what happens at a check-up.

Tomorrow the Home Child Care Provider supports the children's interest by adding books about doctors and hospitals to the dramatic play centre hoping to build on the children's interest and spark more questions and play – resulting in more learning.

by the child; may involve careful adult planning.

### **PLAY PARTNER(SHIP)**

One or more individuals playing together with a shared interest; in the case of adult-child play partnership, the adult allows the child to take the lead.

### **DRAMATIC PLAY**

Sustained pretend play in which the child acts out a role using movement and props.

### **CHILD CENTRED EDUCATION**

A philosophy of childcare and education that emphasizes the importance of the child's need to direct his own activity, to make play choices spontaneously, and to learn at a self-determined level.

### **PLANNING**

The act of preparing and designing experiences and activities (in this instance in accordance with YMCA curriculum).

### **ENVIRONMENT**

Aspects of the immediate surroundings including the delineation of space, the presence or absence of

## **Planning learning environments to support every child's learning and which is inclusive of all children, including children with individualized plans:**

YMCA Licensed Home Child Care programs are located in a variety of facilities including single family dwellings and multi family dwellings (townhouses, condominiums, apartments etc.).

At the YMCA we understand that the parent is the child's first teacher. The Home Child Care Provider is the second teacher. And the learning environment is the child's third teacher.

The YMCA's unique approach to planning and creating learning environments supports children's play so that early learning and healthy development is maximized.

YMCA Home Child Care programs are designed to be flexible and responsive to the needs of the children, including children with individualized plans.

We have created environments that include calm colours, soft furnishings, items from nature like plants and pets, family photographs, and accessories that are intended to make children feel comfortable and safe.

Home Child Care Providers understand that children learn holistically not in one area of development at a time. We understand that riding a tricycle involves gross motor and fine motor skills, but the play children engage in while riding a tricycle involves many more - communication skills, social skills, etc.

Therefore, you may find books, paper and crayons in the block area because children are using these items to figure out how to build a bridge from one shelf to another. Or you may find play dough in the dramatic play area where children are making pizza. And on a beautiful day you may see indoor furniture move outdoors to take advantage of the weather.

objects, furniture, light, colour, toys and play things and the inclusion/exclusion of indoor and outdoor space.

### **LEARNING CENTRES**

Specially prepared places where materials are provided to respond to children's interests or trigger new ones; spaces for learning in content specific areas; discovery or inquiry-based spaces designed by educators for small groups of children.

### **PLAY MATERIALS**

Any found items or purpose-made manufactured items that are used for props, for creative enterprises or construction.

### **TRANSITIONS**

Aspects of the planned and unplanned day that create changes from one type of activity or event to another.

### **WHOLE CHILD**

A concept of the child that sees all developmental domains as interacting, the child being more than the sum of domains.

### **FAMILY**

## **Incorporating indoor, outdoor, active, rest & quiet activities:**

Home Child Care Providers design a daily schedule that meets the needs of the children and provides for a balance of activities throughout the day.

Consideration for the care requirements, age, developmental level, energy level, and interests of the children are included.

Generous blocks of time for children to explore, play, and inquire are included both indoors and outdoors.

Periods of active and quiet play are interwoven throughout the day both indoors and outdoors.

At the YMCA we do not let the weather stop us from having fun in nature. The children love to bundle up in warm dry clothes and head out to jump in puddles or make snowballs. In very poor weather active play takes place indoors so that children get the physical activity their bodies require.

Home Child Care Providers are trained to keep transitions from activity to activity to a minimum, so children get to play more.

However, young children thrive on regular schedules and feel secure when they can predict what will occur throughout the day therefore snacks and mealtimes are consistent as is the rest period in the afternoon for young children.

A number of people who decide to live together or who are bonded by birth-ties, who share a home and who share common values and similar lifestyles; adults taking on a parental role, and one of more children living and functioning as a unit.

### **ENGAGEMENT**

Time spent paying attention to something or someone.

### **COMMUNICATION**

The two-way process of sending and receiving information to reach a shared understanding.

## **Fostering engagement & communication with parents:**

At the YMCA we understand that a parent is the most important person in a child's life. Home Child Care Providers play a supporting role while parents go to work and school.

Home Child Care Providers and parents communicate on a daily basis about children's activities and health. Home Child Care Providers keep a record of each infant, toddler, and preschool aged child's learning and development in their *Daily Journal* available to parents to read each day.

Getting to know family members is critical as an educator and including family members in program helps a child to feel a greater sense of belonging.

- ❖ Other strategies to engage parents and gain input include:
- ❖ Parent/ Licensed Home Child Care Provider interviews
- ❖ Celebrations & events
- ❖ Parent surveys
- ❖ Displays of children's artwork, sculptures, and creations
- ❖ Photographs of children at play

Posting planning documents that include observations of children's interests and activities introduced by Licensed Home Child Care Providers

## **Involving community partners:**

The YMCA works closely with local community agencies and partners in order to support the children and families in our programs. We view the community as a valuable resource and our staff plan learning opportunities to engage the community in our programs.

The YMCA actively seeks out opportunities to share our knowledge and to learn from others in the community through networking opportunities, community planning tables and conferences.

## **Supporting educators' continuous professional learning:**

The YMCA is committed to the ongoing professional development of all our educators.

After all, what the educator learns informs practice and the benefit is passed onto the children. YMCA Home Child Care Providers attend a series of curriculum training sessions throughout their career with the YMCA. Additionally, the YMCA provides opportunities for Home Child Care Providers to attend external learning

events and conferences and keep legislated training requirements like Standard First Aid & Infant and Child CPR up to date.

On a day-to-day basis the YMCA Home Consultant is responsible for the leadership, mentorship, coaching and development of the Home Child Care Providers. Based on the learning needs of the Home Child Care Provider, the YMCA Home Consultant may meet with Home Child Care Provider to suggest strategies, invite Home Child Care Providers to collaborate with one another to reflect and plan, invite speakers from other YMCA departments or community agencies to provide workshops, or provide materials including links, articles, and various readings to supplement the Home Child Care Provider's professional learning.

### **Documentation:**

Home Child Care Providers participate in a continuous cycle of observation.

- ❖ Documenting play and its significance
- ❖ Determining the children's interests
- ❖ Planning activities that support the interests
- ❖ Discussion with team members
- ❖ Reflection that informs the planning of activities and the learning environment

Links are made between theory, research, YMCA curriculum, the YMCA Program Statement,

Government pedagogy, and children's interests to inform the planning decisions Home Child Care Providers make.

You will see this cycle reflected in the toys, materials, and equipment provided in the play areas, the furniture arrangement, the creative work of children, the activities children are engaging in, on the planning documents posted weekly for parents to read and discuss with the Home Child Care Provider, in individual children's Daily Journals, and in photographs and written descriptions of activities.

This process of continuous program assessment is called reflective practice. Daily, Home Child Care Providers are observing and engaging with children and evaluating the effectiveness of the learning environment to build on children's interests. Weekly they are reviewing planning and discussing with their YMCA Home Consultant to ensure they are supporting children's learning and development and monthly they are meeting as a team to look back on what did and did not work and then plan for the future.

## **Our Home Child Care Providers**

YMCA Home Child Care Providers come with a wide background of education and experience. Home Child Care Providers go through a rigorous screening process that includes demonstrating their values and skills, providing 2 references, providing a police reference check that is renewed every 3 years, holding a valid Standard First Aid and Infant and Child CPR certification, having up to date immunizations, obtaining proper insurance coverage and undergoing a fire inspection of their home. Once selected, new Home Child Care Providers participate in orientation and training on YMCA policies and procedures and the Ministry of Education regulations.

## **Ministry of Education**

YMCA Licensed Home Child Care is licensed through the Ministry of Education. Licensing requires a yearly renewal with the Ministry which includes home inspections by a Ministry Program Advisor.

## **Program Monitoring and Support**

Unannounced visits are conducted by a YMCA Home Consultant at least quarterly. During these visits, the YMCA Home Consultant conducts an assessment provided by the Ministry of Education to ensure overall quality indicators are met. The YMCA Home Consultant completes a monitoring visit report to support the Home Child Care Provider with feedback, suggestions, recommendations, or positive reinforcements and is shared with the Home Child Care Provider and the Ministry of Education.

## **College of Early Childhood Educators and Other Bodies**

The **College of Early Childhood Educators** is the professional self-regulatory body for registered early childhood educators (RECE) in Ontario. The College's role is to protect the public interest by setting requirements for registration to practice as a RECE, setting ethical and professional standards and holding RECEs (Registered Early Childhood Educator) accountable for their practice. RECEs are trained in child development and the planning and delivery of play-based learning in child care programs. Home Child Care Providers with an early childhood education diploma or equivalent qualifications degree must be current members of the College in good standing. RECEs must renew their membership with the College on an annual basis.

Home Child Care Providers who are teachers and/or social workers adhere to the College of Teachers, the College of Social Workers, or the College of Social Service

Workers. Home Child Care Providers with a diploma or degree must hold a current, clear membership with their college. Home Child Care Providers are responsible for renewing their membership annually.

## **Our Volunteers and Students on Educational Placements**

YMCA Licensed Home Child Care programs are enhanced by the involvement of volunteers and placement students. Volunteers and placement students are always under the supervision of a YMCA staff member and never left alone with children. All volunteers and placement students must provide a police reference check before interacting with children and are required to adhere to all YMCA policies and procedures and Ministry of Education regulations.

## **Self-regulation and Positive Behaviour**

The YMCA believes that it is the role of the adult in a child's life to support them to learn how to interact successfully with the world around them including other children, adults, and the environment. Self-regulation is a skill children develop over time and involves learning how to respond efficiently and effectively to one's bodily functions, impulses, emotions, and to maintain focus or attention so they can learn. Calm, caring, and consistent Home Child Care Providers and a child's family provide external supports that serve as the basis for a child developing self-regulation.

Home Child Care Providers set the stage for positive behaviour by implementing the following approaches:

- ❖ Building dependable, positive, and nurturing relationships with children and their families
- ❖ Fostering healthy social connections with other children
- ❖ Responding to each child's individual developmental needs through observation and reaction to cues
- ❖ Providing small group experiences which allow for more individualized adult attention
- ❖ Role modelling inclusive, respectful, and collaborative interactions with children and other adults
- ❖ Ensuring the learning environment is flexible and materials are always plentiful and available to children
- ❖ Providing children with the freedom to make choices
- ❖ Engaging as a play partner with children, to demonstrate pro-social skills including promoting discussion, problem solving when conflict arises and understanding how our actions affect others

## Prohibited Practices

A prohibited practice is any behaviour by a staff, provider, volunteer, or placement student that puts children at risk or that can inhibit a child's growth, self-esteem, or healthy development. All YMCA staff, Home Child Care Providers, volunteers, and placement students are aware that the following practices are unacceptable at the YMCA.

- ❖ Corporal punishment
- ❖ Physical restraint of a child, such as confining the child to a highchair, car seat, stroller, or other device for the purpose of discipline in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting themselves or others. Is used only as a last resort and only until the risk of injury is no longer imminent.
- ❖ Any form of abuse (physical, emotional, sexual or neglect)
- ❖ Depriving a child of basic needs including food, drink, shelter, sleep, toilet use, clothing, or bedding.
- ❖ Inflicting any bodily harm on children including making children eat or drink against their will.
- ❖ Leaving children unsupervised.
- ❖ Deliberately using harsh or degrading measures or threats, 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 divinity or self-worth.
- ❖ Locking the exits of the home for the purpose of confining a child or confining a 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.
- ❖ Using a locked or lockable room or structure to confine a child when separating them from other children.
- ❖ Interacting or relating to children or vulnerable person outside of a YMCA program activity (e.g., Babysitting, online chatting)

## Our Families our Partners

At the YMCA we understand that the most important people in a child's life are their family. Our Home Child Care Providers play a supporting role while parents go to work or school. Involving, consulting with, and informing family members about the YMCA Licensed Home Child Care program helps a child feel a greater sense of belonging.

## **Diversity and Social Inclusion**

The YMCA is committed to creating and sustaining an environment that celebrates diversity and appreciates the dignity and worth of all members of the community. We are committed to pursuing equality and to creating an environment free from discrimination, harassment, and barriers to equal opportunity.

YMCA programs are designed to develop children in spirit, mind, and body. We believe every child is a unique individual and adds value to our programs. YMCA staff and Home Child Care Providers strive to ensure the environment and programs are adapted to meet the needs of all children and will seek our community partners to enhance our ability to support children.

## **Resolving Concerns and Issues**

YMCA staff and Home Child Care Providers are committed to connecting, partnering, and engaging parents to provide the best possible care for each child. Daily conversations benefit the child, family, and the Home Child Care Providers. They help provide consistency for the child, support staff to understand the child and therefore plan for their success and give families the opportunity to be part of their child's day.

Parents/guardians are encouraged to take an active role in our YMCA Licensed Home Child Care Programs and regularly discuss what their child(ren) are experiencing with our YMCA Home Consultants and Home Child Care Providers. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and staff and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our YMCA Home Consultants are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by the YMCA Home Consultants and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within 24 hours or 1 business day. The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial, and respectful to the parties involved.

## **Confidentiality**

Every issue and concern will be treated confidentially, and every effort will be made to protect the privacy of parents/guardians, children, Home Child Care Providers, other persons in the home child care premises, staff, students, and volunteers, except when information must be disclosed for legal reasons (e.g., to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

## **Conduct**

The YMCA is guided by values that influence our actions and the decisions we make. The YMCA values are Kindness, Integrity, Inclusiveness, Respect and Optimism. The YMCA is a shared experience for everyone to enjoy. When conflict arises, it is expected that the conflict will be resolved in a respectful manner in keeping with the YMCA Values.

If at any point a parent/guardian, Home Child Care Providers and/or staff feels uncomfortable, threatened, abused, or belittled, they may immediately end the conversation and report the situation to the YMCA Licensed Home Child Care Office.

## **Child and Youth Safeguarding**

Everyone, including members of the public and professionals who work closely with children share the responsibility to protect children and vulnerable persons from harm.<sup>1</sup> The YMCA recognizes its responsibility to promote safe environments and practices to protect children and vulnerable persons.

Home Child Care Providers are trained to recognize the indicators of neglect and abuse and are legally required to report any suspicions that a child may require

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<sup>1</sup> **Duty to Report** is defined under section 72(1) of the Ontario Child and Family Services Act and sets out what must be reported to a child protection agency (e.g., Children's Aid Society - CAS).

protection. The role of the child protection agency is to investigate and determine if there is any proof of abuse or neglect and implement support for the child and their family. It is important that Home Child Care Providers ensure all reports are kept confidential, including only discussing with the family that a report has been made if the child protection agency authorizes them to do so.

## **Our Licensed Home Child Care Programs**

### **Hours of Operation**

Home Child Care Providers are independently contracted and have the flexibility and control to determine the terms of their services, opening hours, as well as the number and ages of the children (always adhering to the Child Care and Early Years Act). Depending on the Home Child Care Provider, the program can be available seven days a week, up to 23.5 hours a day including:

- ❖ Full and part-time care and non-traditional hours available for those working shifts
- ❖ Flex care or on call
- ❖ After-hours care
- ❖ Weekend care

Please feel free to speak with a YMCA Home Consultant for more information.

### **Communication with Families**

At the YMCA we know how important it is to you as a parent to have all the details of your child's day. Home Child Care Providers keep a daily record of your infant or toddler's nap times, feedings, diaper changes, and any changes in health observed.

Additional communication tools Home Child Care Providers offer for families about the program and their child's development are.

- ❖ Daily face-to-face communication with families upon arrival and departure times
- ❖ Weekly program documentation highlighting learning that occurred during a play experience

## **What will your child need at the Home Child Care program?**

By packing a few essential items for your child and providing any specific details about your child's health, rest, feeding, and activity, you help the Home Child Care Provider to deliver individualized care for your child.

### **Infant/Toddler**

What to bring for your child:

(Please ensure all your child's belongings are clearly labelled with their name)

- ❖ Diapers, wipes and any creams or lotions labelled with your child's name and written instructions for application
- ❖ Bottles/sip cups
- ❖ Formula (labelled with your child's full name, the date prepared) or expressed milk labelled with your child's full name, the mother's full name, date milk expressed) and written instructions for feeding (baby foods and whole milk will be provided by the Home Child Care Provider)
- ❖ Changes of clothing
- ❖ Seasonal outdoor clothing
- ❖ Blanket and/or sleep toy for rest (children over 12 months)
- ❖ Appropriate indoor footwear

### **Preschool (2 1/2 years – 5 years)**

What to bring for your child:

(Please ensure all your child's belongings are clearly labelled with their name)

- ❖ Pull ups or training pants (for toilet training)
- ❖ Change of clothing
- ❖ Seasonal outdoor clothing
- ❖ Blanket and/or sleep toy for rest time
- ❖ Appropriate indoor footwear

## School Age

What to bring for your child:

- ❖ Change of clothing
- ❖ Seasonal outdoor clothing
- ❖ Refillable water bottle
- ❖ Appropriate indoor footwear

## Program Procedures

### Sleep Supervision and Position Requirements

YMCA staff and Home Child Care Providers are required to follow the guidelines set out in the **Joint Statement on Safe Sleep** from the Public Health Agency of Canada which states that infants under 12 months of age are to be placed on their backs to sleep until such time that they can independently flip over onto their stomachs. Your physician may recommend otherwise in writing. The Joint Statement also sets out that infants under 12 months should not have blankets or toys in the crib.

Families will be consulted respecting their child's sleeping arrangements at the time the child is enrolled and at any other appropriate time, such as upon a parent's/guardian's request. Home Child Care Providers routinely perform direct visual checks of sleeping children that are documented on a chart. Direct visual checks of infants, toddlers and preschoolers are performed every 30 minutes. Anytime a Home Child Care Provider observes a significant change in a child's sleeping patterns or health during sleep it will be communicated to parents/guardians.

### Nutrition

Home Child Care Providers offer a variety of nutritious morning snacks, lunches, and afternoon snacks. 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 YMCA Home Consultant and the guidelines set by the Ministry of Education. Weekly menus are posted for your information with any changes noted. Infants are fed according to their individual needs in partnership with the parents.

Any special dietary and feeding arrangements based on written instructions from the parent of the child must be followed. Families are required to provide their own specialty items (including infant formula or baby food). Due to children with

allergies and food restrictions, the YMCA requests that certain foods from home not be brought into the Licensed Home Child Care program.

There may be special circumstances or occasions, such as celebrations where you would like to provide a treat. Prior to bringing them in, they must be approved by the Home Child Care Provider.

### **Life-Threatening Allergies (Anaphylaxis)**

The YMCA strives to protect the children in our care who have life-threatening allergies by reducing as much as possible exposure to their known allergens. A list of allergens to be avoided in the program is included in your registration package and a notice is posted for all families near the entrance to the program. Families are advised to check frequently as the notice is updated monthly or as needed.

Any parent/guardian of a child with a life-threatening allergy is responsible for providing the YMCA and the Home Child Care Provider with detailed information about their child's known allergens, signs and symptoms of an allergic response and the steps to take in an emergency prior to their child starting care. It is also especially important that parents/guardians inform the Home Child Care Provider anytime there is a change to a child's allergies.

### **Health and Illness**

Young children do not have a fully developed immune system, therefore your child experiencing some illness while in child care should be expected. The local Public Health unit sets out and monitors a comprehensive cleaning and sanitation routine and personal health care practices including frequent hand washing for Home Child Care Providers and children to follow. These routine practices are designed to minimize the spread of illness.

YMCA health policies are based on guidelines from the local Public Health Department. If your child becomes ill while at the program, the Home Child Care Provider will contact you immediately and ask you to pick up your child.

Children should not come to the program when:

- ❖ They are too ill to take an active part in the daily program, including going outside.
- ❖ They need more individual care than the Home Child Care Provider can deliver without compromising the needs of the other children.
- ❖ There is a risk of infecting other children or Home Child Care Provider

If a child shows signs of ill health, you may be asked to provide the Home Child Care Provider with a doctor's note to explain the child's health. Children with diagnosed communicable diseases are not permitted to attend the program. You can help the Home Child Care Provider prevent the spread of illness by keeping your child home from the program anytime they have the following signs and symptoms of communicable illness, until symptoms have stopped for at least 24 hours, or a doctor has determined your child is or is not experiencing a communicable illness.

- ❖ A temperature above 38 degrees Celsius (100 degrees Fahrenheit)
- ❖ Difficult or rapid breathing or a severe cough
- ❖ Vomiting more than twice in the last 24 hours
- ❖ Unexplained (i.e., not due to diet, or medication) diarrhea more than twice in the last 24 hours
- ❖ Sore throat especially if accompanied by a fever
- ❖ Undiagnosed skin rash
- ❖ Persistent scratching of body or head
- ❖ Eyes are red or yellow, bowel movement is gray or white, or urine is dark or tea coloured

If your child experiences any of the signs and symptoms of communicable illness listed above while at the child care program, the Home Child Care Provider will contact you or one of your authorized pick-up people to take your child home. While your child waits for you or your designate to arrive, they will be separated from the other children until it is determined they do not have a communicable illness.

## **Medication**

Whenever possible, parents/guardians should administer drugs and medication to their children at home, if this can be done without affecting the treatment schedule. When a child is ill, it is in their best interest to remain at home where they are comfortable and able to rest and get better.

The Home Child Care Provider is required to administer only drugs and medications either prescribed by a doctor, nurse practitioner or other licensed health provider, with a prescription label on the original container on the medication or accompanied by a doctor's note that outlines the following:

- ❖ Date note was written.
- ❖ Time to be administered or detailed reason for administering including signs and symptoms (e.g., fever above 38°C, wheezing or coughing, itchy and watery eyes, sneezing, etc.).

- ❖ Expiry date of the note (i.e., is it for a specific time period? or on going until further notice?)
- ❖ Child's legal first and last name.
- ❖ Name of drug or medication.
- ❖ Dosage to be administered.

Anytime you bring prescription drugs or medications to be administered to your child at the Licensed Home Child Care Program, the Home Child Care Provider will provide you with a Medication Administration Authorization form to complete those details the dosage, times of administration and permission for the Home Child Care Provider to give your child the drug or medication.

### **Advil, Tylenol, Motrin (Pain Relievers, Fever Reducers, and Anti-inflammatory Medications)**

It is not the YMCA's practice to administer medications such as Advil, Tylenol, or Motrin to control cold or flu symptoms. It is in the best interest of the child experiencing symptoms of ill health to remain home, to rest, and get better. If the child has a chronic illness (e.g., headache, migraine, seizures) the Home Child Care Provider may administer medications like Advil or Tylenol with a doctor's note. The doctor's note must be updated annually or as the child's age, weight, or medical condition changes.

### **Incident/Accident Reporting**

Children are active and curious. It is common for young children to experience cuts, scrapes, and bruises while running, jumping, and playing. All Home Child Care Providers hold valid certification in Standard First Aid and Infant and Child CPR and have been trained in emergency procedures.

Anytime your child has an accident, the Home Child Care Provider will record the details on the YMCA Incident Notification for Parent form and provide you with a copy.

In the event a more serious incident involving your child occurs, Home Child Care Providers and YMCA staff have been trained to respond based on the severity of the injury. Home Child Care Providers will either call emergency support services (911), parent/guardian or your designated emergency contacts to take your child for medical evaluation.

Serious Occurrence incidents are reportable by the YMCA to the Ministry of Education Child Care Quality Assurance and Licensing Unit within 24 hours of the YMCA Home Consultant becoming aware of the incident. Details regarding the

serious occurrence will be posted near the entrance of the licensed home child care program for 10 business days. A serious occurrence incident is defined as, a life-threatening injury or illness of a child, an allegation of abuse by a Home Child Care Provider, staff, student, or placement volunteer, a missing or unsupervised child, a disaster on premises, or the death of a child.

## **Emergency Management**

The YMCA has developed clear policies and procedures for emergency management. Home Child Care Providers' roles and responsibilities are clearly outlined in the event of an emergency. Home Child Care Providers will ensure that children are kept safe, are accounted for, and are supervised at all times during an emergency.

If an emergency occurs, every attempt will be made to contact parents/guardians/emergency contacts. If they cannot be reached by telephone, parents/guardians will be informed by local radio/television stations, our website and/or social media postings.

## **Smoke Free**

YMCA Licensed Home Child Care programs are required to be smoke free environments under the **Smoke Free Ontario Act 2005**. Smoking or holding lit tobacco or cannabis and the use of e-cigarettes on the premises where a YMCA Licensed Home Child Care program is located, including all in-door and outdoor areas is prohibited whether or not children are present. This includes backyards, parks, and surrounding areas. Failure to comply could result in a penalty of up to \$5,000.00.

## **Outdoor Play**

Home Child Care Providers strive to make outdoor play safe, adventurous, and fun for all children. We follow the Child Care and Early Years Act, which requires that children who are enrolled in full day care have two hours of outdoor play each day, weather permitting. Before and after school programs have 30 minutes of outdoor play each day. Please ensure that adequate clothing is provided so that your child can participate comfortably on these daily outdoor activities.

## **Extreme Weather**

During extreme weather conditions, advisories, or alerts, (heat, smog, or wind chill) the YMCA follows the guidelines of the local health department. Our first priority is to keep children safe from serious adverse health effects such as frostbite and

sunburn. Home Child Care Providers will adjust the amount of time spent outdoors or provide an alternative indoor plan.

### **Sunscreen**

Parents are asked to provide sunscreen for their children. We recommend a sunscreen with SPF of 30 or higher that offers UVA and UVB protection for children over one year of age. This will be applied both morning and afternoon during the summer months. It must be labelled with your child's name.

### **Off Premise Activities**

Field trips and community walks provide valuable experiences for children and allow Home Child Care Providers the opportunity to extend program activities outside of the home. When these opportunities arise, parents/guardians 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.

### **Car Seat Safety**

Some Home Child Care Providers may use their own vehicle during the child care day. If so, the YMCA requires that they meet the appropriate insurance requirements. Parents must also sign permission forms allowing their children to be in the vehicle with the Home Child Care Provider. The Home Child Care Provider is not allowed to drive your child without the signed permission form, and safety seating must be in place for the age and weight of your child (meeting CSA standards). If your child travels to school by bus, you must give the Home Child Care Provider and the YMCA the required busing information.

## **Program Information**

### **Arrival and Departure**

The safety and well-being of all children participating in YMCA Licensed Home Child Care programs is of utmost importance to us. Parents/guardians or their designate are required to personally escort their child into the home and to pick up their child at the end of the day. It is the parent or them designates responsibility to sign their child in and out of care and initial each day.

### **Safe Arrival and Dismissal of Children**

The Home Child Care Provider will only dismiss children into the care and supervision of their parent/guardian or another authorized individual. Once the parent/guardian or another authorized individual has signed the child out of care on the attendance, the home care provider is no longer responsible for the care and supervision of that child.

For children attending home child care before school, the Home Child Care Provider will transfer care to the school by releasing the children into the playground once it is supervised by school staff.

Where a child does not arrive in care as expected or not picked up as expected, the Home Child Care Provider will follow the Safe Arrival and Dismal Procedures set out below.

### **Safe Arrival of Children (Accepting a Child into Care)**

Parents/guardians are responsible for signing their child into care on the weekly attendance record documenting the time their child arrived and their initials. In the event, a child will be absent, parents are encouraged to notify the home child care provider in advance. Home Child Care Provider will document the child's absence and any additional information.

If a scheduled child does not arrive at the home child care premises and the parent has not communicated a change in drop off, the home child care provider will send a notification to the primary parent contact by text or email in the morning.

Once the child's absence has been confirmed, the Home Child Care Provider will document the child's absence on the attendance record and any additional information about the child's absence.

### **Safe Arrival of Children from School**

At the time of enrollment parents of children ages 6 to 12 years old will be advised of the designated meeting location where all children who are scheduled to attend home child care are required to meet the Home Child Care Provider after school. For children enrolled in Junior or Senior Kindergarten, the school release the child to the Home Child Care Provider.

When a child who is scheduled to attend home child care after school does not arrive at the designated meeting place or if the Kindergarten Teacher is unable to confirm they were present, the following steps are to be taken:

- ❖ The Home Child Care Provider will contact the child's parents immediately.
- ❖ If unable to speak to the child's parent, the Home Child Care Provider will contact the school office to ask the Office Staff if the child was in attendance or if they had been picked up earlier by their parents. They will in turn ask the same of the Classroom Teacher.
- ❖ In the event that the school buses have left, if possible School Office Staff will contact the bus company to determine if the child went home on a school bus.
- ❖ If the school office confirms that the child was in attendance and there are no messages from the parents advising the YMCA that the child will not be attending the program, the Home Child Care Provider will contact the police.
- ❖ Immediately (or if possible simultaneously) following this, the Home Child Care Provider will contact the YMCA Licensed Home Child Care Home Visitor and inform them that the child has not arrived.
- ❖ The Home Visitor will contact the Regional Manager of Licensed Home Child Care and Vice President of Child Development, Family Support and Community Programs

After contacting CAS, the Home Child Care Provider will contact the Police.

### **Bus Procedure**

Children enrolled in a home child care before school who are bused to school in the morning, the Home Child Care Provider will walk all children directly to the school bus stop and will supervise children until they have all entered the school bus.

The Home Child Care Provider will meet children attending the home child care premises after school at the bus stop and walk them to the home.

When a child who is scheduled to attend a home child care by bus does not arrive on the bus at the designated bus stop, the Home Child Care Provider will contact the child's parents and inform them that their child did not arrive at the program.

### **Safe Departure of Children (A Child Has Not Been Picked Up)**

Where a parent/guardian or authorized individual who was supposed to pick up a child from care has not arrived after the home child care premises closes, the Home Child Care Provider will call the parent and advise the child is still in care and inquire their pick up time.

If unable to reach the parent, the Home Child Care Provider will call all emergency contacts and advise the child is still in care and inquire their pick up time.

The attempts to contact the parents, authorized individuals and emergency contacts including the date, time and person called and the outcome are to be recorded in the Daily Written Record.

Where the Home Child Care Provider is unable to reach the parent/guardian or any other authorized individuals listed on the child's registration form after one hour of the program closing, the home child care provider will contact CAS and follow their direction with respect to next steps.

### **Authorized Drop off/Pick up and Emergency Contacts**

At the time of enrollment, you will be asked to provide the names and contact information including telephone numbers and addresses of any adults 16 years of age or older that you authorize to drop off/pick up your child in the event that you cannot be contacted when your child is ill or has been involved in an emergency. The YMCA does not permit children 15 years of age or younger to escort younger children home. If you require an alternate person to pick up your child who is not on the list, please provide this information in writing (email) to the Home Child Care Provider. Any new visitors to the Licensed Home Child Care program who come to pick up a child will be asked to provide photo identification.

### **Late Pick Up**

YMCA Home Providers are counting on you to be on time to pick up your child at the end of the day so that they can meet their personal and family obligations. We do understand that the weather and traffic accidents happen, however we appreciate you calling the home provider to let them know that you will be late or making arrangements for an alternative adult to pick up your child. For this reason, the YMCA does not have a practice of parents paying a "late fee". Child care arrangements may be withdrawn by the YMCA for parents/guardians who frequently pick up their child late.

### **Parenting Plan for Custody Agreements**

The topic of divorce or legal separation can be difficult for children, and everyone involved. Ensuring that the YMCA and the Home Child Care Provider have a clear and legally binding custody plan in place is imperative for all parties. The parent or custody plan should clearly outline who has sole or joint custody for drop off, pick up and communication purposes.

**Please note:** The Home Child Care Provider cannot deny access or information to any legal parent/guardian without the current legal court documents.

### **Program Closures**

YMCA Licensed Home Child Care programs are closed on statutory holidays, Family Day, Easter Monday and the Civic Holiday during the year. Please note when a statutory holiday falls on a weekend the YMCA will recognize this closure date on

the following business day. Fee payment is required for all statutory holidays and the holidays listed above.

For CWELCC-enrolled centres/agencies, when fees are charged to parents/guardians during a closure period, the program may not exceed two consecutive weeks of closure and no more than four weeks (20 days) of closure within a calendar year. This is inclusive of the holidays and stat days listed above and may also apply to closures due to ill health for Providers and their family members.

Please speak with your Home Child Care Provider, if you require care on those days, as possible accommodations may be available.

### **Provider Closures**

In the event of an interruption of services due to circumstances beyond our control, such as weather conditions, power outages etc., the Home Child Care Provider or the YMCA Home Consultant will always attempt to contact you or your emergency contact for you to pick up your child. Closures are not applicable for a refund on your child care fees.

### **Back-Up Providers**

We recognize the importance of the trusting relationships your child builds with our Home Child Care Providers, and we work very hard to maintain these connections. However, there may be occasions when a Home Child Care Provider may need to take time off and use their Back up Provider to fill in for them. Not all Home Child Care Providers have a back-up and parents should ensure they have someone lined up in the event their Home Child Care Provider is unable to offer care. Back-up Providers are screened by the YMCA and require the following before they can be left to supervise the children: Current Police Records Check including a Vulnerable Sector Check; TB test; active First Aid and CPR certification; up to date immunizations; Policy and Procedure review.

In some instances, the YMCA Home Consultant may be able to assist parents to find alternate care arrangements.

## Registration Information

### Child Care Payments

Child Care Fees are paid through Preauthorized Payment on the 1st and the 15th of each month. Invoices are available to be viewed on our Online Portal. 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. The YMCA will provide a minimum of 30 day's notice before an increase in fees is made.

### Waitlist

The YMCA of Simcoe/Muskoka recognizes that choosing the right quality child care program is an important decision. The YMCA strives to accommodate all registration requests, however there may be times when space is unavailable because the maximum capacity of a Licensed Home Child Care program has been reached and spaces are unavailable for new children to be enrolled. To address this, the YMCA has created a waiting list policy.

- ❖ There is **no fee** for a family to be placed on our waiting list. No fees and/or deposits are charged for the placement of a child's name on the waiting list.
- ❖ Families transferring from other YMCA child care programs, YMCA staff or siblings of children who are already registered will have priority for the next available child care space.
- ❖ Placement of children in licensed home child care programs is not on a first come, first served basis as placement depends on many factors. Factors include but are not limited to:
  - Location of the Home Child Care Providers that have available space
  - Age of child and availability within a home for that specific age group
  - Hours of care needed (i.e., Shift work, full day, part day, before and after school etc.).

### Interview

Once contact with the Home Child Care Provider has been made, you and your child will be invited to participate in an in-home interview with the Home Child Care Provider. This is an opportunity to meet with the Home Child Care Provider, tour the home and ask questions. The Home Child Care Provider will offer information about their program philosophy, curriculum and ensure that the Licensed Home Child Care program meets the needs of your child and family. If the interview is a success, and both the Home Child Care Provider and family agree on the

placement, parents/guardians will be invited to sign a contract with the Self-Employed Home Child Care Provider and to register their child(ren) with the YMCA.

### **Parent Provider Agreement**

The Parent Provider Agreement outlines the days and hours of care that you and the Home Child Care Provider have agreed upon. This agreement is used for attendance and billing purposes. Should your needs for care change at any time, you and your Home Child Care Provider will need to complete a new agreement and a copy must be forwarded to the YMCA Home Consultant. Please allow 2 weeks for changes to take place.

To register, parents must provide a copy of their Parent Provider Agreement to the YMCA Home Consultant to receive a registration package. All forms must be returned one week prior to your child starting child care. All forms must be completed, including payment authorization with either banking or credit card information, immunization record and emergency contacts. If a child's care is being paid for by more than one payer/account, both payers must sign the YMCA Pre-authorized payment form.

### **Absence from Care**

Refunds for child care fees will not be processed for the following: missed days, vacation, sick days, or inclement weather closures. Operating costs are based on the number of children enrolled.

### **Registration Changes**

If you require changes to your current program registration these requests can be made with your Home Child Care Provider. Registration changes include family/child contact information, emergency contact information, and changes to program type (part time to full time). Please allow 2 weeks for changes to the program type to take place.

### **Refunds and Fee Credits**

Refunds and Fee Credits Child care fee refunds and credits are not applicable and **will not** be processed for any:

- Unscheduled program closures, this includes inclement weather closures
- Absences from care related to missed days, sick days and/or vacation

- Withdrawal notifications from the program made with less than 10 business days' notice prior to your next payment

### **Additional fees:**

- Additional Days - If approval is granted to attend an additional day, one that your child is not registered or regularly scheduled for, the daily fee will be added to the following month's invoice and automatically be withdrawn on the 15th.
- Declined Payments - For any payment that has been returned by the account holder's financial institution (i.e. invalid or closed account, non-sufficient funds, expired, etc.) a non-base fee administration charge of \$15 is added by the YMCA. This must be paid along with any arrears and does not include any fees charged by the account holder's bank.

### **Payment Changes**

Any changes to pre-authorized billing can be submitted online using the online portal. Payment changes can take up to 10 business days for the changes to take effect.

### **Withdrawal Notification**

Should you choose to withdraw your child from a YMCA Licensed Home Child Care program, 10 days' notice of withdrawal is required to the Home Child Care Provider. Payments will be adjusted upon receipt of the withdrawal notification. Withdrawal notifications received with less than 10 days' notice will be charged for the 10-day period.

### **Government Child Care Fee Subsidy**

YMCA Licensed Home Child Care programs hold a purchase of service agreement with regional municipal offices. Families can apply for child care fee subsidy by contacting your local municipal office or visiting their website by clicking below:

**[County of Simcoe](#)**

**[District of Parry Sound](#)**

### **Withdrawal of Service**

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

Admission and withdrawal of children is at the discretion of the Home Child Care Provider. In each situation where it may be necessary to withdraw services, the Home Child Care Provider considers the following:

- ❖ Non-payment of program fees
- ❖ Frequent late pick up
- ❖ Parents/guardians or children who exhibit violent or harassing behaviour towards the Home Child Care Provider, volunteers, students on placement, other children, or families
- ❖ Community resources for children with special needs are unavailable or have been exhausted
- ❖ Refusal by parent/guardian to meet with the Home Child Care Provider/or consent to the use of support services for children.

### **Privacy of Information**

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. The YMCA and the Home Child Care Provider will not share any personal information with outside agencies including school boards, and resource consultants for children with special needs without written parental consent.

### **Fee for Service**

#### **Base Fees per Municipalities**

#### **Home Child Care Daily Fees for Full-Day Programs (as of July 2023)**

<b>Service Area</b>	<b>0-2 years</b>	<b>2-3 years</b>	<b>4-6 years</b>
County of Simcoe	\$50.01	\$50.67	\$48.27
Parent Fee (CWELCC deduction 52.75%)	\$23.63	\$23.94	\$22.81

#### **Home Child Care Daily Fees for Before and After School Program (as of July 2023)**

<b>Service Area</b>	<b>4-5 years</b>	<b>6-12 years</b>	<b>PA DAY</b>
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County of Simcoe	\$29.50	\$29.42	\$48.27
Parent Fee (CWELCC deduction 52.75%)	\$13.94	\$29.42	\$48.27

*\*no non-base fees charged\**

**Canada Wide Early Learning and Child Care System**

The Canada-Wide Early Learning and Child Care announcement commits to reducing child care fees by 25% as of April, 50% by the end of 2022, and to an average of \$10 a day by September 2025.

All Ontario families with children 5 years old and younger in participating licensed child care should see their fees reduced, including delivering an average of \$10-a-day child care by September 2025.

It is important for families to know that each child care operator must choose whether or not to sign an agreement with their municipality to enroll in this program. Until a provider enrolls and adjusts their fees accordingly, families will continue to pay their regular fees.

The YMCA has been advocating for this deal for some time and looks forward to signing agreements with municipalities and implementing fee reductions as soon as possible. We will keep you updated as details develop.

## **Our Mission, Vision, and Values**

### **Mission**

The YMCA of Simcoe/Muskoka is a community building charity that connects people to each other and to experiences designed to build health and strength, skills and confidence, and opportunities for exploration and growth.

### **Vision**

Vibrant and connect communities where everyone belongs.

### **Values**

**Kindness** - We are friendly, caring and committed to cultivating relationships built on compassion.

**Integrity** - We are honest, trustworthy, and take responsibility for our decisions and actions.

**Inclusiveness** - We embrace diversity and strive to create places, programs and experiences where everyone belongs.

**Respect** - We believe in each other – our strengths, perspectives, and passions.

**Optimism** - We approach things with an open mind, an emphasis on happiness, and are inspired by the potential of all people.

