



# Before and After School Program 2018-2019

## PARENT HANDBOOK

### **YWCA St. Thomas – Elgin**

16 Mary Street West, St. Thomas, ON, N5P 2S3

Mon - Fri 9am to 5pm

519-631-9800

[www.ywcaste.ca](http://www.ywcaste.ca)

### **Aylmer Community Services**

25 Centre Street, Aylmer, ON, N5H 2Z4

Mon, Wed, Thurs, Fri 9am to 4:30pm

Tuesdays 9am to 6pm

519-765-2082

Elgin Court FDK Cell Phone: **519 619 4253**

Elgin Court Grade 1-6 Cell Phone: **519 619 0322**

McGregor FDK Cell Phone: **226 448 5790**

McGregor Grade 1-6 Cell Phone: **226 376 6824**

Mitchell Hepburn JK/SK Cell Phone: **519 281 4371**

Mitchell Hepburn Grade 1-6A Phone: **5196196517**

Mitchell Hepburn Grade 1-6B Cell Phone: **226 374 5714**

New Sarum Cell Phone: **519 619 6488**

Southwold FDK Cell Phone: **226 268 8484**

Southwold Grade 1-6 Cell Phone: **519 619 0677**

Éva Circé Côté French Immersion Cell Phone: **519 636 9983**

Springfield Cell Phone: **226 448 5684**

Straffordville Cell Phone: **519 200 1329**

Summer's Corner Cell Phone: **519 636 7118**

## **YWCA Before and After School Program**

Thank you for choosing the YWCA for your childcare needs. We hope that your child(ren) will enjoy what our staff have planned for you this upcoming year. It is our intent to ensure that your child is receiving the best quality in childcare. Your input is important to us so please feel free to speak with staff at your program site or contact the YWCA office at **519 631 9800**.

Please take the time to read this handbook to ensure that you fully understand the guidelines set forth for this program.

### **THE YWCA MANDATE**

The YWCA of St. Thomas-Elgin is a registered, charitable, voluntary organization whose Mission Statement is as follows: Providing leadership, advocacy, opportunities, and a voice - empowering women and their families' everyday! With this statement we affirm our commitment to St. Thomas and Elgin County.

### **EXPERIENCE & EXPERTISE IN THE OPERATION OF CHILD CARE**

The YWCA, both locally and nationally has been committed to providing quality childcare for many years. Nationally it is known that the YWCA provided childcare as early as the 1880's. In St. Thomas, children's programs have been part of our programming since 1903.

The YWCA of St. Thomas-Elgin's primary purpose is to empower women and children by providing quality, caring and innovative services. Programs are geared specifically to meet the needs of women, children and families in our community.

Our childcare programs are well utilized and have an excellent reputation in the community. We credit this success to the hardworking members of our staff who ensure the best quality of service is given each day.

### **LICENSING**

A licence must be obtained from the Ministry of Education to operate a school age childcare program. The Child Care and Early Years Act and its accompanying regulations form the basis of the licensing procedure.

Upon successful completion of the licensing inspection, a licence is issued by the Ministry of Education. The program is inspected annually and a renewal licence is issued provided all requirements are met.

### **PROGRAM PHILOSOPHY**

Our Before and After (B&A) program offers "hands on" activity based experiences for children, within a warm, relaxed environment. The program is designed with flexibility and creativity in order to respond to and complement each child's school day.

This child-centred program offers opportunities for decision-making and growth towards increased independence and responsibility. Qualified staff members provide a variety of stimulating play activities daily.

The YWCA St. Thomas – Elgin is committed to supporting all children and inclusion of children with special needs is achieved with the assistance of All Kids Belong.

## **PROGRAM STATEMENT**

The YWCA Childcare Management team has diligently been working on our program statement that is consistent with the Minister's policy statement on programming and pedagogy issued under subsection 55 (3) of the Child Care and Early Years Act. This program statement is a working document that will be reviewed annually. Copies of our program statement are located at each childcare site, and on our website. Our expectations identified to our program statement include the following;

- All staff will promote and maintain the mental & physical health, safety, nutrition, and well-being of each child.
- We will provide continuous professional learning and growth opportunities to enhance the knowledge of our Educators.
- Play and program activities will reflect the unique interests of the children with adult supported experiences to enhance growth, because we believe children are competent, capable, curious and rich in potential.
- Educators will provide environments that reduce stress and increase the ability of children to self-regulate.
- Positive responsive interactions will be built through a sense of belonging among the children and parents within our programs.

We believe that our program statement will guide our work and challenge us to continually improve quality. On pages 14-16 of this handbook, you will find our full Program Statement. If you have any questions regarding this working document, feel free to contact the main office.

## **MONITORING COMPLIANCE AND CONTRAVENTIONS**

Compliance & contraventions with policies, procedures and individualized plans will be monitored on an ongoing basis, recorded and addressed. The YWCA will ensure that all staff members receive training on Policies and Procedures. The School Age Childcare (SAC) management team will monitor compliance of policies, procedures and Individualized Service Plans and follow up on contraventions as follows:

- SAC coordinators will conduct monthly site visits. During this time adherence to policies and procedures will be monitored and documented through the use of the monthly site visit checklist.
- SAC coordinators will review ISPs upon monthly site visit and ensure they are being followed. Recommendations will be offered as well as positive feedback. This can be documented within the Comments column of the ISP chart.
- Program staff not in compliance will receive immediate on the job coaching and role modeling. Program staff will be asked to review the written policy and sign off on thorough understanding and agreement to implement said policy. This document will be filed within the personnel file.
- Ongoing or multiple contraventions will be handled following our Disciplinary Procedures within the YWCA Personnel Manual.

### **PROHIBITED PRACTICES**

The YWCA will ensure that all children in the SAC program will be treated respectfully, in ways that protect their well-being, individuality, self-worth and self-esteem. The following behaviours are prohibited:

- Corporal punishment of the child,
- Physical restraint of the child, such as confining the child to a chair, 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 premises 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 an emergency procedure
- 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
- Inflicting any bodily harm on children including making children eat or drink against their will.

Any staff or volunteer suspected of these behaviours will be removed immediately from having contact with children and depending on severity may be terminated from the YWCA. The staff member may be subject to a full investigation into their conduct.

### **HOURS OF OPERATION**

7:00 am until school begins & after school until 6 pm

The before and after school programs are offered in coordination with the school year and holidays followed by Thames Valley District School Board.

### **ABOUT OUR STAFF**

The YWCA is very fortunate to have highly experienced and qualified staff working in our childcare programs. All site supervisors in the program have a background in: Early Childhood Education, Child and Youth Worker, Recreation and Leisure and /or a related childcare field (i.e. Educational Assistant etc). All staff members maintain updated level C, CPR and First Aid certifications.

### **VOLUNTEERS AND STUDENT PLACEMENTS**

The YWCA welcomes volunteers and placement students to some programs periodically throughout the year. All staff and volunteers are age 18+. No volunteers or students will be counted in program ratio, or have unsupervised access to children. Occasionally, supervisory staff will attend programs to assess student's or volunteer's progress.

### **AGE CATEGORIES AND RATIOS**

Children are placed in groups according to age categories. Programs are licensed for children ages 6 to 12 years old with a 20% mixed age grouping of children 44 months to 67 months of age or specifically for JK/SK children in their own space. JK/SK classrooms may be licensed for up to 26 children with a ratio of 1:13 for ages 3.8 to 6. Primary/Junior school age, 68 months or older but younger than 13 years, may be licensed for up to 30 children with a 1:15 ratio. Junior school age programs (9 to 12 years) may be licensed for up to 20 children with a 1:20 ratio. Where Director Approval is granted, mixed age groupings will be offered. Staff ratios will follow the youngest age group requirements when more than 25% of children are from a younger age category and requirements for the youngest child in the group apply.

## **THE PROGRAM**

The Before and After School program is designed around child centred activities including: arts and crafts, gross/small motor activities, games, music, centres (drama, exploring etc), outdoor play and other seasonal activities. The program also provides children with a balance of fun and educational activities to keep them busy before and after the regular school day.

Nutritious snacks are provided for both the morning and afternoon programs. Snacks consist of at least 2 of the 4 food groups with emphasis on incorporating Canada's Food Guide. Food choices will vary throughout the program depending on what is in season. **Parents should note that this is only a snack and not a meal replacement.**

## **REGISTRATION AND ORIENTATION**

All participants are encouraged complete YWCA Before and After School registrations online located on our website [www.ywcaste.ca](http://www.ywcaste.ca) a set of frequently asked questions can be found on our website to assist with our registration process. In person registrations can take place at our two office locations, if a family is unable to register online.

Each spring, registration will open for all families interested in Before and After care at their school. Spots are limited so registering early is of outmost importance. Please note there will be a blackout period from August 15<sup>th</sup> to September 10<sup>th</sup>. All registrations after August 15<sup>th</sup> will be handled through the OneHSN List, please join our waitlist by submitting your childcare needs through the OneHSN List website: <https://onehsn.com/StThomas>.

Children are welcome to visit the program prior to their official start date. To set up a meeting please contact the Director of School Age Childcare. Children arriving at the program for the first time will be introduced to all staff and children. They will receive a tour of the program space; review the daily plan and talk about expectations around behaviour

## **WAITLIST POLICY**

The YWCA will take every effort to register families in a timely manner. Knowing that childcare is a critical component of a family's well-being we will process registrations as efficiently as possible and keep wait lists to a minimum whenever possible.

- Program space is determined based on licensing and staff allocations. SAC Coordinators will monitor and track new registrations through online software.
- Should space not be available SAC coordinators will review licensed capacity and human resources to determine if children can be moved from one age grouping to the next to accommodate more children.
- Once this process is exhausted, any part time families enrolled will be given first right of refusal to upgrade their space to a full time space(either before or after or both) or withdraw from the program so that a full time child may access the space.
- This process will follow a chronological timeline and once it is exhausted the Director of School Age Childcare will explore opening a new classroom and allocating new human resources to the new space in demand.
- During this process children will be kept on a wait list in chronological order of registration date.
- Families will be notified in a timely manner to keep wait times to a minimum.
- The wait list will be made available (through verbal conversation) to a parent/guardian requesting their child/ren status on the list, in a manner that maintains the privacy and confidentiality of the families and children on the list.

### **CHANGES IN REGISTRATION INFORMATION**

Any changes to personal information must be updated online through your personal account that has been created. Changes could include but are not limited to: physician, emergency contracts, parent work place, custody agreements etc. Your child's safety in the event of an emergency could depend on the accuracy of this information.

### **CANCELLING OR REDUCTION OF CHILDCARE**

If you are changing an enrolment, withdrawing from a program, or reducing services; the YWCA office must receive notice of any changes *in writing* by emailing; [syadmin@ywcaste.ca](mailto:syadmin@ywcaste.ca), or by filling out a **"Withdraw/Reduction Form"** available from the program supervisor at your school. A \$20 administration fee per child will be applied when withdrawing or reducing services. All cancellations or reductions in childcare services require a minimum of two weeks written notice. Parents/guardians are required to pay the fees for these two weeks, and may continue to use the childcare services during this two week period.

### **PART TIME FAMILIES**

Our Part-time sessions are for children who require regular scheduled part time care. Part time care, with a predetermined schedule may be available depending upon the space available at the program. Children may be registered for **a minimum of 10 individual sessions in a month** (i.e. 10 AM only or 10 PM only or 10 each AM&PM). Parents/Guardians have the ability to pick their required schedule from ACTIVE at the point of registration. Any changes to the schedule must be done by the **15<sup>th</sup>** of the previous month (i.e. Changes for the month of September must be in the system by August 15<sup>th</sup>).

If your child occupies a part time space and full time care is required by another family, you will be notified. You will be given the option of taking the space full time or be given two weeks' notice to find alternate care.

If you have any concerns about availability and securing a spot for your child we recommend you register for a full time spot and switch to part time once you know your specific needs. Please note that if you would like to do this we require two weeks' notice and a \$20.00 fee per child will be applied.

### **PROGRAM FEES AND CHILDCARE PAYMENTS**

These fees are established and reviewed annually to ensure that the operating costs of the YWCA are covered. Childcare costs may be income tax deductible. Tax receipts are available to parents/guardians and can be downloaded from your ACTIVE account, please contact the YWCA Administration Office if you require any assistance. Receipts for program fees collected outside ACTIVE will be available by the end of January.

Payment is made using **Automatic Withdrawal** for families with children enrolled on a full time and part time basis. Upon registration you will be required to input your payment plan into our online system. Your account will then be debited on the 1st of each month for the childcare fee you have enrolled for. Part time families requiring more than the minimum 10 days will be required to provide their schedule on the 15<sup>th</sup> of the month for the upcoming month and fees will be withdrawn on the 1<sup>st</sup> of the month for the required number of days.

NSF fees are \$35.00, NSF fees and program fees gone NSF must be paid within 7 days of NSF transaction, failure to do this will result in dismissal of children from program. Furthermore, after two NSF transactions in a school year families will be required to make advanced payments for their child(ren) to remain in care.

The YWCA reserves the right to change program fees without prior notification but will take measures to contact everyone affected by the changes.

These fees are prorated for the year and no refunds will be given for stat holidays/PA Days/Early Dismissals/Christmas/March Break. Parent/Guardians must register child(ren) separately for these recreational day camps (PA Days, Holiday Camp and March Break Camp) as additional fees apply.

### **SUBSIDIZED CARE**

The YWCA recognizes the need for subsidized childcare and will work with individual families to ensure they are receiving childcare. For families that require subsidized care please speak with the Director of School Age Childcare for more information. Appointments can also be made through Ontario Works at 519 631 9350.

When registering online, families who are seeking or have been approved for subsidized care through Ontario Works, will be required to register into our Ontario Works sessions based on their need for care.

### **CHILD ADVOCACY AND SPECIAL NEEDS SUPPORT**

The YWCA St. Thomas – Elgin is committed to supporting all children and inclusion of children with special needs is achieved with the assistance of All Kids Belong. Our commitment to families can only be achieved by working together in partnership to support children in a manner that is best suited to their specific needs. At the point of registration we ask parents/guardians to disclose any special needs and additional supports a child requires to be successful in a group setting. Once parents/guardians disclose this information our Childcare Coordinator will contact them to create an Individual Support Plan (ISP) for the child before the child starts program. The ISP must be completed and program staff must have reviewed it in order to support child entering program. **It is imperative that parents/guardians disclose child(ren's) special needs at the point of registration, failure to do so may result in delaying or removing child from program until proper supports are in place.**

### **CHILD ABSENCES**

Please call the program cell phone for your child's location if your child will be absent from the program including absence due to sickness. Cell phone numbers are listed on the front cover of this booklet for each school age program. This will ensure that we are aware of any absences and ensure the child is safe. If your child is sick there will not be reimbursement for that day. Fees are established to allow a space to be reserved for your child. In cases of prolonged illness, we need written verification from a physician before a reimbursement is given. The Before and After School Program is a not for profit community service. All fees are allocated to the substantial operating costs of the program, which is planned well in advance.

### **PROGRAM POLICIES AND PROCEDURES**

The YWCA Board of Directors and staff believe that every child deserves a safe, warm and caring environment in which to grow and develop. We are committed to fostering each child's self-esteem and believe that through the collaborative efforts of parents/guardians, professionals and the community, opportunities for optimal growth are provided for every child.

The Before and After School policies and Procedures underline our community commitment as well as our licensing for the Ministry of Education. If at any time you would like to review our policy and procedures, please speak with the Director of School Age Childcare. Our goal is for the children to have a safe and enjoyable time in a program that emphasizes high quality. To

assist us in achieving this goal, we request your support in adhering to these policies and procedures.

### **SAFE ARRIVAL and DEPARTURE**

In order to ensure that all children arrive and depart from the program safely we are requesting that parents adhere to the following guidelines:

- Children aged 10 years or older may sign themselves in and out of the program with prior parental consent. However, children under the age of 10 will not be permitted to leave the program with anyone under the age of 14. If for any reason, parents require their child under the age of 10 to sign themselves out of program or be accompanied by an older sibling/friend/relative under the age of 14, arrangements must first be made and approved by the Director of School Age Childcare. \*Please note that permission will be given only under special circumstances.\*
- A written request must be submitted to the Site Supervisor one week in advance detailing the reasons for this arrangement. Please see Site Supervisor for the appropriate form.
- Prior to implementation, the Director of School Age Childcare will need to approve the request. The Director of School Age Childcare reserves the right to deny this request based on the nature of the request and the overall safety of the child.
- If the request is denied the parent will be notified in writing. Parents have the right to appeal the decision and request a meeting with the Director of School Age Childcare.

### **RELEASING CHILDREN TO AUTHORIZED and NON AUTHORIZED ADULTS**

To ensure the safety, of the children in our programs, we request that parents list all authorized individuals who can pick up their children. **These names must be listed on the registration form.** All individuals will be asked for photo identification prior to the children being released from the program. If a person comes to pick a child up and is not listed on the form or the staff have not received written notification, children will not be released to the individual.

**Custody:** Please be advised that the YWCA requires a copy of all custody papers in order to enforce these proceedings. If a parent comes to pick up a child and we do not have the papers to enforce the custody issue, we cannot deny the parent access. The YWCA will take all measures to contact the parent with the custody to verify release of the child and will try to dissuade the non-custodial parent from taking the child.

**Impairment:** If a parent/guardian arrives to pick up a child and shows signs of alcohol or drug impairment staff will take necessary precautions to protect the child according to YWCA Policy and Procedures.

### **SAFE TRANSITION**

Safe transition of children between the Before and After School Programs and the classroom is ensured by requesting that the children go directly from the Before School Program to school supervised, outdoor play. For the After School Program we ask that the children go directly to the After School Program. Parents are encouraged to visit the program in order to familiarize the children with the room location of the program in relation to his/her classroom.



### **EMERGENCY EVACUATION SITES**

The YWCA has a comprehensive Emergency Management Policy that includes detail procedures that program staff will follow in case of an emergency situation at the school during program. In the event that the school is deemed unsafe, the YWCA programs will safety escort the children to the following locations;

<b>Elgin Court Public School</b> Lutheran Church (Redeemer) 271 Elm St St. Thomas, ON N5R 5C5	<b>Éva Circé Côté French Immersion</b> Sparta Community Hall 46272 Sparta Line Sparta, ON N0L 2H0
<b>McGregor Public School</b>  Aylmer Baptist Church 153 John St S Aylmer	<b>Mitchell Hepburn Public School</b> Fellowship Christian Reformed Church 641 Elm Street St. Thomas
<b>New Sarum Public School</b>  New Sarum Diner 46230 New Sarum Line Central Elgin	<b>Southwold Public School</b> Elgin Manor 39262 Fingal Line St. Thomas, ON N5P 3S5
<b>Summer's Corners Public School</b>  Aylmer Evangelical Mennonite Mission Church 50619 Talbot Line Aylmer, ON N5H 2R1	<b>Straffordville Public School</b> Bayham Community Centre 56169 Heritage Line Straffordville, ON N0J 1Y0
<b>Springfield Public School</b>  Springfield United Church 51149 Ron McNeil Line Springfield, ON N0L 2J0	

Once the programs have arrived at the emergency evacuation site, YWCA program staff will notify the childcare coordinator and contact parents via phone call or Remind Text to alert them of the emergency and the location to the emergency evacuation site for pick up. To ensure the safety of all children, attendance must be taken prior to the release of any child into their parents care.

### **SPECIAL ARRANGEMENT FORMS**

Please be advised that these forms are only to be used for extra-curricular activities that happen consistently and are located within the school. If your child is going to be attending an extra-curricular activity within the school, a special arrangement form **MUST** be completed 24 hours prior to the event. For occasional changes in a child's schedule that are not routine, parents will need to write a note and give it to the Site Supervisor.

### **CHILD CARE GUIDANCE AND BEHAVIOUR MANAGEMENT**

Our goal is for children to have a safe and enjoyable time. To help us achieve this goal, we establish reasonable limits for behaviour, which are consistently monitored by all staff. These limits are appropriate to the developmental level of the child and consider health and safety and

the rights of the individual.

A positive approach is used to guide the children and each situation is considered individually. Methods include: redirection, logical and natural consequences, limit setting, modelling, providing choices, anticipating situations and recognition of appropriate behaviour.

### **BEHAVIOUR OF INDIVIDUALS IN PROGRAM**

All individuals who participate in the YWCA Program are expected to treat others in a respectful manner. The YWCA supports an environment free from bullying, racism, sexual harassment, and disrespectful behaviour displayed by children towards others. Staff and volunteers will take preventative measures at all times and intervene appropriately as required. Situations that cannot be resolved may result in removal of a non-compliant participant from the YWCA B&A Program. Appropriate action will consider the following: seriousness of offense, actual or potential risk or harm to child, recent performance, frequency of occurrence and previous disciplinary action taken. Unfortunately, not every child is best suited for this type of environment and if persistent behaviour concerns are raised we may ask you to find alternative care for your child/ren. The YWCA strives to ensure the safety of all children and staff and any child that jeopardizes this safety could be suspended and/or dismissed from the program immediately.

**\*\*We appreciate your support assisting us in implementing policies. The safety of all children attending our programs is our first priority. \*\***

For more information on our procedures of handling behaviour, please contact the Director of School Age Childcare.

### **SUPERVISION**

The YWCA Before and After School Program is a recreational program providing fun activities for your children. Please be advised that the Before and After School Program does not provide your child with one on one supervision unless otherwise arranged with the Director of School Childcare. Unfortunately, not every child is best suited for this type of environment and if persistent behaviour concerns are raised, we may ask you to find alternative care for your child/ren as the safety of the children is paramount.

### **OUTDOOR ACTIVITIES**

As part of our programming, daily outdoor play is incorporated into the afternoon schedule, weather permitting. Please ensure that your child is dressed appropriately based on the weather conditions. (i.e. Winter – coat, hat, mitts, snow pants) Each child will be required to have two pairs of shoes (indoor and outdoor).

### **FIELD TRIPS (Non-Instructional Days)**

When a field trip is planned, the following will be implemented:

- Pre-planning will take place prior to the scheduled outing. The Childcare Director will ensure that supervision plans are in place based on the following; location of the trip, risk factors involved, number of children in attendance, ages of the children.
- Transportation is provided via school bus and city bus without wheelchair accessibility. In cases where a child requires wheel chair accessible transportation the parent/guardian is responsible to coordinate para transit or personal transportation at their own expense.
- Program staff will be provided with written materials and site plans when available to become more familiar with the field trip location.

- Childcare Director will review the Child Supervision policy with all staff in attendance prior to the planned outing.
- Rosters will be created based on child to staff ratios, where each staff will be responsible for their own group of children.
- During roster counts, staff will call out the name of each child, and visually acknowledge the child as present.
- Roster checks are to be completed whenever the group of children transition from one space or location to another.
- All staff will do head counts in addition to their roster checks during any time of transition (Getting on the bus, off the bus, moving from one space to another, etc)
- Head counts will be done on a constant basis as staff scan their environment
- Staff will position themselves throughout play spaces taking into consideration entry points and parameters based on location
- Children will be required to wear wrist bands provided by the YWCA, for easy identification
- Program staff will provide children with information around personal safety in public spaces
- Program staff members are to supervise children appropriately at all times. This includes escorting them or employing a buddy system when necessary for children to leave the group during a trip and supervising transition areas
- Enforce a rule that states children must ask permission from the staff to leave the group. Children must be advised of this rule.
- Program Staff will carry Two-Way Radios or Program Cell Phones as a way to communicate necessary information to one another.
- Ensure that staff-child ratios can facilitate effective supervision and are appropriate for the developmental level of the children.
- Assess risks before introducing an activity and adjust the program plan and supervision accordingly. During higher-risk activities staff should remain within close proximity to the children, provide proper instruction and observe the children intently at all times.

### **HEAD LICE**

It is imperative that parents notify staff immediately if their child has head lice. This allows us to take preventive measures and notify all other families in our program. We ask that your child be free from nits before returning to program.

If head lice are detected during program hours, program staff will notify child's parents upon pick up that head lice were detected and remind parent that child cannot return to program until child is free of head lice and nits.

### **CHILDREN WITH ILLNESS**

Please do not send children to the program if they are sick. The children do not gain anything from the experience but it also exposes the other children and staff to illness. We understand that children have common colds throughout the program and can still attend depending on severity. Children that have the stomach flu, fever or contagious illness will not be permitted in the program. If the program staff feel the child is not well enough to attend, parents will be notified to make arrangements to pick up their child. If your child is not well enough to participate fully in the program, they should not be there.

### **ADMINISTRATION OF PRESCRIPTION MEDICATION**

To ensure the safety of your child and others, the YWCA requires written authorization from the parent/guardian to administer medication to a child. The medication must be in the original container clearly labelled with the child's name, the name of the medication, date of purchase,

expiry date and instructions for storage and administration. **A release form must be completed for those children who self-administer.** Over the counter medications will not be administered. When possible, we encourage medication to be given at home.

### **EMERGENCY EXPENSES**

These expenses (i.e. Ambulance) are the responsibility of the parent/guardian and the YWCA waives all responsibility of these expenses.

### **CHILDREN'S BELONGINGS**

The YWCA is not responsible for lost or damaged personal belongings. Parents and children are asked to speak with their site supervisor about permission to bring personal items into the program. To ensure safety during play time we ask that children leave a pair of indoor shoes in the program space throughout the school year.

### **BEFORE & AFTER SCHOOL SNACKS**

Children are provided with a snack during the morning and afternoon program. Due to ministry regulations and safe food handling we ask that parents do not send additional food with their child to eat during program hours.

### **BAGGED LUNCHES DURING \*\* FULL DAY PROGRAMS**

A full day program requires parents/guardians to send along a nutritious bagged lunch. The YWCA has a responsibility to support nutritional adequacy of meals and a healthy environment free from allergens to support a child's growth and development.

The YWCA requires that lunches packed for our full day programs meet the following criteria:

- An insulated lunch bag and freezer pack is used to keep foods safe. Hot foods should be kept hot using an insulated thermos. Each lunch bag must be labeled with the child's name. If a freezer pack is forgotten, there will be backup freezer packs available to the program.
- Lunches are not to contain peanuts or nut products.
- At least one serving of fruit or vegetable is provided. Fresh fruit is best, but canned fruit in its own juice is acceptable as well.
- Beverages are water, milk or fruit juice.
- We encourage parents to consider avoiding many pre-packaged treat items that have very little nutritional value.

If a lunch is forgotten, the YWCA will attempt to contact parent/guardian to provide a lunch. If parent/guardian is unable to be reached, the YWCA will offer the child a substitute healthy lunch.

Should a child lack nutritional components, the YWCA will provide a substitute.

- Parents will receive guidelines for nutritious bag lunch content with examples.
- Allergies will be posted on the parent information board.
- Two snacks per day will be provided by the YWCA SAC program.

Children will not be permitted to share lunches. Child's own "lunch food" can be consumed only if child is still hungry after eating during designated snack times where the YWCA offers the program snack.

### **INCLEMENT WEATHER POLICY**

When the schools are closed (system-wide) due to bad weather, we close our Before and After

School programs. If the school closes during school hours, it is the responsibility of the parent to make arrangements to have their children picked up. Please listen to your local radio station for school closure information. When buses are delayed our programs still run.

For programs running at **New Sarum P.S., Southwold P.S., Éva Circé Côté French Immersion PS** and **Summers' Corners P.S.**, if buses are cancelled, our B&A programs will still run as scheduled.

#### **ARRIVING LATE AFTER SCHOOL FEE**

Late fees may apply to all parents/guardians who arrive after 6:00 p.m. A fee of \$1.00 for every 1 minute is payable directly to the Childcare staff. (i.e. arrive at 6:05 - late fee for \$5.00) Parents/guardians who consistently arrive after 6:00 p.m. will be contacted by the Director of School Age Childcare to discuss the situation.

#### **PARENT INVOLVEMENT**

Parents are encouraged to speak openly with site supervisors and program assistants on a daily basis. If you have a concern or recommendation please address this first with the Site Supervisor and then proceed to speak with the Director of School Age Childcare. The YWCA conducts an annual program evaluation in which we ask that you take some time to complete a confidential survey. Our programs are always accepting donations of craft supplies, games, equipment or toys. If you have a special talent that you could share with the program please speak to the Site Supervisor.

#### **ADDRESSING MATTERS OF CONCERN**

A Solution Focused Approach! We work in partnership with parents, the Thames Valley School Board, employees and community partners to meet the individual needs of children and their families. We value positive and open relationships and work in collaboration with community partners to ensure that strategies are implemented to reduce or eliminate barriers and effectively support each child and family's unique needs while at the same time, providing a quality child care experience. Open and honest communication with parents is an essential component in a cooperative approach to support each child.

- The program staff members are parent's first point of contact and are encouraged to discuss your child's day with you and will ask for your feedback to ensure your child has a positive experience in the program.
- Any initial parent issues or concerns should be addressed by program staff within 2 business days.
- We encourage you to discuss issues or concerns with the program staff; however, if the issue is unresolved, please contact the YWCA St. Thomas-Elgin's head office and a Program Coordinator will gladly help you navigate any concerns. Program Coordinator will reach out to parents within 3 business days to discuss any unresolved concerns.
- If concerns are not resolved by having a conversation with a Program Coordinator, the Program Director should be contacted and an agreement should be reached at this level.
- Program Director will notify Executive Director if any additional steps need to be taken.

#### **PD DAYS, CHRISTMAS BREAK, MARCH BREAK, SUMMER DAY CAMPS**

The YWCA understands that parents often do not receive holidays the same as their child/ren. So we offer the perfect solution by offering full day programs with a variety of activities including: arts/crafts, group activities, games, centres, community outings, swimming (at certain

locations), seasonal activities and much more. Our non-instructional days are typically held at Mitchell Hepburn Public School and McGregor Public School. We provide programming throughout Elgin County depending on the need required. These full day programs run from 7:00am till 6:00pm during the school year and 7:30am till 5:30pm during Summer Camp. Please contact the YWCA office at 519-631-9800 for more information.

When a field trip is planned, the Childcare Management team will ensure that supervision plans are in place based on the following; location of the trip, risk factors involved, number of children in attendance, and the ages of the children. Parents/Guardians will be made aware of the planned outing upon registration.

**SERIOUS OCCURENCES**

In the event that a serious occurrence should occur, the YWCA will post a serious occurrence notification form for 10 days following the incident. All serious occurrences are reported to the Ministry of Education and Ontario Works in accordance with the Child Care and Early Years Act.

**YWCA School Age Childcare Before and After School  
2018-2019 FEES**

*The YWCA Discovery Club is part of a non-profit organization, which operates under the guidance of a volunteer Board of Directors. Each year the Board of Directors establishes the fees at an amount that will cover the operating costs of the program.*

<b><u>Elgin Court Full Day Kindergarten</u></b>	
Before School only:	\$195 per month per child
After School only:	\$235 per month per child
Before and After School:	\$430 per month per child
<b><u>Elgin Court Grades 1-6</u></b>	
Before School only:	\$180 per month per child
After School only:	\$200 per month per child
Before and After School:	\$380 per month per child
<b><u>McGregor Full Day Kindergarten</u></b>	
Before School only:	\$195 per month per child
After School only:	\$235 per month per child
Before and After School:	\$380 per month per child
<b><u>McGregor Grades 1-6</u></b>	
Before School only:	\$180 per month per child
After School only:	\$200 per month per child
Before and After School:	\$380 per month per child
<b><u>Mitchell Hepburn Full Day Kindergarten</u></b>	
Before School only:	\$195 per month per child
After School only:	\$235 per month per child
Before and After School:	\$430 per month per child
<b><u>Mitchell Hepburn Grades 1 – 6</u></b>	
Before School only:	\$180 per month per child

After School only:	\$200 per month per child
Before and After School:	\$380 per month per child

<b><u>New Sarum Full Day Kindergarten</u></b>	
Before School only:	\$235 per month per child
After School only:	\$195 per month per child
Before and After School:	\$430 per month per child
<b><u>New Sarum Grades 1 - 6</u></b>	
Before School only:	\$200 per month per child
After School only:	\$180 per month per child
Before and After School:	\$380 per month per child

<b><u>Southwold Full Day Kindergarten</u></b>	
Before School only:	\$235 per month per child
After School only:	\$195 per month per child
Before and After School:	\$430 per month per child
<b><u>Southwold Grades 1 - 6</u></b>	
Before School only:	\$200 per month per child
After School only:	\$180 per month per child
Before and After School:	\$380 per month per child

<b><u>Éva Circé Côté French Immersion all grades blended program</u></b>	
Before School only:	\$180 per month per child
After School only:	\$200 per month per child
Before and After School:	\$380 per month per child

<b><u>Springfield all grades blended program</u></b>	
Before School only:	\$180 per month per child
After School only:	\$200 per month per child
Before and After School:	\$380 per month per child

<b><u>Straffordville all grades blended program</u></b>	
Before School only:	\$180 per month per child
After School only:	\$200 per month per child
Before and After School:	\$380 per month per child

<b><u>Summers' Corners Full Day Kindergarten</u></b>	
Before School only:	\$195 per month per child
After School only:	\$235 per month per child
Before and After School:	\$430 per month per child
<b><u>Summers' Corners Grades 1-6</u></b>	
Before School only:	\$180 per month per child
After School only:	\$200 per month per child

Before and After School:	\$380 per month per child
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<b>Part-time Rates Grades 1-6 – Minimum 10 days</b>	
Morning only	\$11.70 per day per child
Afternoon only	\$13.00 per day per child
Morning and afternoon only	\$23.70 per day per child
P.A. Days	\$37.00 per day per child
<b>Part-time Rates Full Day Kindergarten – Minimum 10 days</b>	
Morning only	\$12.68 per day per child
Afternoon only	\$15.28 per day per child
Morning and afternoon only	\$27.96 per day per child
P.A. Days	\$40.00 per day per child

<b>Holiday Camps/Summer Camp Grades 1-6</b>	
Daily rate	\$37.00 per day per child
Weekly rate	\$185.00 per child – 5 day week
<b>Holiday Camps/Summer Camp Kindergarten</b>	
Daily rate	\$40.00 per day per child
Weekly rate	\$200.00 per child – 5 day week

**Note:** There is a 50% reduction in fees for the third and subsequent child in the family.  
**Receipts:** The YWCA will issue annual official receipts for tax purposes. There will be a \$10.00 charge for duplicate receipts requested.  
**WITHDRAWALS:** We request that you notify our office in writing two weeks prior to withdrawing your child. A refund will be issued, provided that the required two weeks’ notice is given. There will be a \$20.00 Administration fee for any reduction in services. In lieu of notice, the fees will be applied.

Program Statement 2018

The YWCA is committed to supporting children’s learning, development, health and well-being through caring and responsive educators and staff who focus on active learning, exploration, play and inquiry, and who see children and the families as competent and able, and as an active participant in all aspects of the program.

Guided by the Ministry of Education and the Child Care and Early Years Act, 2014, the YWCA is dedicated to ensuring high quality experiences for our participants and families. The CCEYA authorizes the Minister of Education to issue policy statements regarding programming and pedagogy for the purpose of guiding operators of child care and early year’s programs. *How Does Learning Happen? Ontario’s Pedagogy for the Early Years (2014)* is the document that guides our child care policies and practices. This document



is organized around four foundations that are considered essential to optimal learning and healthy development for children. They are: Belonging, Well-being, Engagement, and Expression.

**Belonging** refers to a sense of connectedness to others, an individual's experiences of being valued, of forming relationships with others and making contributions as part of a group, a community, the natural world.

**Well-being** addresses the importance of physical and mental health and wellness. It incorporates capacities such as self-care, sense of self, and self-regulation skills.

**Engagement** suggests a state of being involved and focused. When children are able to explore the world around them with their natural curiosity and exuberance, they are fully engaged. Through this type of play and inquiry, they develop skills such as problem solving, creative thinking, and innovating, which are essential for learning and success in school and beyond.

**Expression** or communication (to be heard, as well as to listen) may take many different forms. Through their bodies, words, and use of materials, children develop capacities for increasingly complex communication. Opportunities to explore materials support creativity, problem solving, and mathematical behaviours. Language-rich environments support growing communication skills, which are foundational for literacy.

The four foundations apply regardless of the child's age, ability, culture, language, geography, or setting. Unlike a structured curriculum, the conditions are high states of being that children naturally seek for themselves and should not be viewed as separate elements.

### **Health & Wellness**

All staff will promote and maintain the mental & physical health, safety, nutrition and well-being of each child. Educators will foster the connection between cognition and physical and emotional well-being. Staff will foster a child's sense of self, self-care, and self-regulation.

**Approach:** Staff will provide a clean and safe environment, offer a balanced variety of food choices daily based on the Canada's Food Guide, have access to drinking water throughout the day, and reduce hazards that may cause injury. Community supports and resources will be brought in to assist the families and Educators who may be experiencing mental health challenges.

## **Professional Development & Continuous Learning**

Our goal is to provide continuous professional learning and growth opportunities to enhance the knowledge of our educators. The YWCA Management team will guide our Educators as lifelong learners.

**Approach:** All Educators will participate in professional development training workshops, and be encouraged to attend additional PD opportunities offered through community agencies. The YWCA will ensure that our written policies and procedures with respect to educator training and professional development reflect continuous professional learning.

## **Play & Environment**

Play and program activities will reflect the unique interests of the children with adult supported experiences to enhance growth, because we believe children are competent, capable, curious and rich in potential. Educators will play an important role in children's exploration, play and inquiry and observation and documentation will support Educators in designing inquiry based play. The classroom environment is the 'third teacher' for our children and this environment can be created and adapted to meet the individual needs of all children. Environments that encourage positive interactions and self-regulation will be utilized in our childcare spaces. All children will be treated with respect, in ways that enhance their well-being, individuality, self-worth and self-esteem.

**Approach:** Educators will support children's development of self-regulation by learning and being responsive to a child's unique cue, arousal state and response to specific stressors. These are documented and shared with Educators to build a cooperative and consistent approach to developing self-regulation. Staff will build relationships with children through role modelling, demonstrations, asking questions and providing choices. Active and passive play, rest and quiet time, will be offered on a daily basis. Children will gain independence and practice self-control while developing a sense of mastery and physical competence when engaging in various types of play. Educators will provide open-ended physical activity experiences, cooperative games and a variety of recreation and sports equipment.

Educators will provide environments that reduce stress and increase the ability of children to self-regulate. Space, lighting, noise, equipment and layout are taken into consideration when utilizing the environment. The program environment offers open ended play opportunities that provide children with musical, dramatic, science, technology, and construction experiences.

## **Communication & Building Relationships**

We believe that positive responsive interactions are built through a sense of belonging among the children and parents within our programs. Families are the children's first teachers, and they have unique knowledge, expertise and know the strengths of their child. We strive to constantly seek new information from parents about their children, and we want to create an environment of open and active communication between, parents, educators and administrators. We will engage with families, and value their strengths, contributions and unique perspectives by building positive and responsive relationships.

**Approach:** Educators will respond positively to children's cues and support the development of secure relationships by building strong connections with the children to enable them to feel safe and have the confidence to play, explore, and learn about the world around them. Educators will role model and assist children in expressing their feelings, recognize others' feelings, and help others, and encourage and support children to take risks, try new things and explore with safe environments. Families will be invited to participate in their children's learning experiences on a regular basis to foster relationships between staff and families. We will ask parents questions and invite them to collaborate on problem solving and identify their child's strengths. We will reach out to families and share information through emails, social media, phone calls, text, the website and newsletters. We will invite and solicit feedback from families in regards to programming, staffing and other childcare related activities. Children and parents will have access to photo documentation to review photos and have conversations about belonging, engagement, well-being and expression. We will showcase documentation via photographs, postings and narratives. We will place this near the entrance where families can find out more about their children's experiences.

## **Community Partners**

We believe that building positive reciprocal connections with community broadens discovery and learning. Community members offer valuable knowledge, talents and skills that enhance children's learning.

**Approach:** When designing field trips, consideration is given to local community supports and partnerships. We will provide opportunities for children to engage in the world around them. Children will be given opportunities to engage with their local community by participating in community, neighbourhood or school events. The children make be able to make meaningful contributions to the community on an ongoing basis. For example food drives or yard clean up etc. Staff will be encouraged to look for opportunities to build community connections.

The YWCA will continue to participate on a number of community committees to build relationships with traditional and non-traditional community partners. (Elgin County Child Care Advisory Committee, Elgin Children's Network, Community Action Network for Children and Youth in Elgin, Bullying Prevention and Awareness, Mental Health for

Children and Youth Advisory Group, Thames Valley Child Care Advisory Committee). We invite volunteers and community leaders to visit, contribute and participate in the program. We invite community partners to staff meetings for in-service workshops and to build relationships. We believe that special needs resources are an essential community resource. We will participate on the All Kids Belong Advisory Group. We will maintain open communication with All Kids Belong Resource Consultants and connect families with All Kids Belong resources and supports. We believe that Family and Children's Services of St. Thomas and Elgin are an essential community resource. We will make referrals when appropriate and share valuable resources for their organization. We will provide opportunities and places for families and F&CS staff to meet.

### **Documentation & Continual Improvement**

Our Program Statement guides our work and challenges us to continually improve quality.

**Approach:** The YWCA St. Thomas-Elgin is committed to ongoing reflection of the Program Statement and will revise, edit, document and add to ensure we achieve the greatest outcome for children and families. We understand that children are capable and curious learners, and that educators and families are co-learners cultivating opportunities through reflection and collaboration to enhance children's mental, physical, emotional and spiritual health and well-being. Regular site visits will ensure quality programming, and to ensure we continue to make program improvements.

### **Monitoring Compliance and Contraventions**

Compliance & contraventions with policies, procedures and individualized plans will be monitored on an ongoing basis, recorded and addressed. The YWCA will ensure that all staff members receive training on Policies and Procedures. The SAC Coordination Team will monitor compliance of policies, procedures and Individualized Service Plans and follow up on contravention.

**Approach:** SAC Coordinators will conduct monthly site visits. During this time adherence to policies and procedures will be monitored and documented through the use of the monthly site visit checklist. SAC Coordinators will review ISPs upon monthly site visit and ensure they are being followed. Recommendations will be offered as well as positive feedback. This can be documented within the Comments column of the ISP chart. Program staff not in compliance will receive immediate on the job coaching and role modeling. Program staff will be asked to review the written policy and sign off on thorough understanding and agreement to implement said policy. This document will be filed within the personnel file. Ongoing or multiple contraventions will be handled following our Disciplinary Procedures within the YWCA Personnel Manual.

### **References**

[How Does Learning Happen? - Ontario's Pedagogy for the Early Years, 2014](#)

