

YWCA School-Age childcare

School-Age Childcare & Summer Camp parent handbook

**Ministry Licensed
Before & After School Care,
Summer Camps,
P.A. Day, March Break,
& Holiday Camps!**



@ywcasthomaschildcare



Table of Contents:

SECTION 1: WHO WE ARE

- Land Acknowledgement
- YWCA St. Thomas-Elgin Mission Statement
- Experience & Expertise in the Operation of Childcare
- Licensing
- Canada Wide Early Learning & Childcare System (CWELCC)
- Accessibility
- Program Philosophy

SECTION 2: PROGRAM STATEMENT

SECTION 3: ABOUT OUR PROGRAMS – WHAT TO EXPECT

Your Child's Experience

- Programs & Locations
- Our Program Environment
- Our Program Educators
- Our Leadership Team
- Child Advocacy & Special Needs Support
- Guiding Positive Behaviour
- Children's Belongings
- Outdoor Play
- Risky Play
- Media Use in Program

Health, Wellness & Nutrition

- Illness
- Administering Medication
- Asthma & Emergency Medication
- Anaphylactic Prevention & Response
- Immunization
- Head Lice
- Snacks & Nutrition
- Injuries & Accidents
- Emergency Expenses

Safety, Supervision & Emergency Responses

- Supervision of Children
- Safe Arrival & Dismissal Policy
- Authorized Pick Ups
- Special Arrangement Forms
- Custody Arrangements
- Incident Reporting
- Safe Schools Reporting
- Inclement Weather Policy
- Emergency Management

- Emergency Evacuation Sites
- Prohibited Practices
- Serious Occurrences
- Impairment Policy
- Supervision of Students & Volunteers

Family Communication & Involvement

- Communication & Relationships
- Parent/Guardian Involvement
- Parent/Guardian Issues & Concerns
- Digibot Parent Portal
- Stay Connected – Social Media

Program Administration, Payments, & Enrollment

- Program Fees & Payment (Base Fees)
- Non-Base Fees (CWELCC discounts not applicable)
- Canada Wide Early Learning & Childcare System (CWELCC)
- Subsidized Care
- Partially Subsidized Payments
- Billing Arrangements for Co-Parents & Shared Custody
- Late Fees
- NSF or Declined Payments
- Tax Receipts
- Refunds & Credits
- Waitlist Policy
- Holidays & Closures
- Changes in Registration Information

SECTION 4: YWCA SCHOOL CHILDCARE PROGRAMS

Before & After School Care

- Program Overview
- Available Care Options
- How to Register – New Families
- Part-Time Families
- Re-registration – Existing Families
- Child Advocacy & Special Needs Support
- Hours of Operation
- What to Bring to Program
- Program Communication
- Arrivals & Departures
- Late Arrivals & Pick Ups
- Child Absences
- Withdrawal Policy

P.A. Day Camps, Winter & March Break Camps

- The Camp Experience!
- Available Care Options

How to Register – All Families
Child Advocacy & Special Needs Support
Hours of Operation
Camp Communication
Arrivals & Departures
Late Arrivals & Pick Ups
Child Absences
Withdrawal Policy
What to Bring to Camp
Bagged Lunches
Off-site Adventures

Child Advocacy and Special Needs Support
Hours of Operation
Summer Camp Communication
Child Absences
Late Arrivals & Pick Ups
Withdrawal Policy
What to Bring to Camp
Bagged Lunches
Special Guests & Events
Water Play
Sun Safety
Off-Site Adventures

Summer Camp

The Camp Experience!
Available Care Options
How to Register – All Families

SECTION 5: PROGRAM FEES

YWCA School Age Childcare Family Handbook

Thank you for choosing the YWCA St. Thomas-Elgin for your childcare needs! We hope that your child(ren) will enjoy what our educators have planned, helping them to feel engaged, able to express themselves, have a sense of well-being, and know they belong here. It is our intent to ensure that your child receives the best quality childcare.

Purpose of this Handbook: To ensure families have important information about the operations of the childcare program, the rules that need to be followed by everyone and the various activities and programming that happen during care.

Please take the time to review this handbook carefully. Your input is important to us, so please feel free to speak with educators at your program site or contact the YWCA office at 519-631-9800.

SECTION 1: WHO WE ARE

LAND ACKNOWLEDGEMENT

YWCA St. Thomas-Elgin rests on the traditional lands of the Haudenosaunee, Anishinaabe, Attiwonderonk, and Mississauga peoples, which are covered by the Upper Canada Treaties—specifically Treaty 2 (McKee Treaty, 1790) and Treaty 3 (Between the Lakes Purchase and Collins Purchase, 1792). This area is also covered by the Dish with One Spoon Wampum, under which multiple nations came together in peace to care for the land and the resources of the Great Lakes. Today, Elgin County is also bordered by the communities of Munsee-Delaware First Nation, Chippewas of the Thames First Nation, and Oneida Nation of the Thames. We are grateful to work on this land as we strive to build a more equitable and just community.

YWCA ST. THOMAS-ELGIN MISSION STATEMENT

The YWCA of St. Thomas-Elgin is a registered not-for-profit organization whose mission statement is as follows: Providing leadership, advocacy, opportunities, and a voice - empowering women, gender diverse people, and their families every day! With this statement we affirm our commitment to St. Thomas and Elgin County. The YWCA offers childcare, settlement services, housing, poverty reduction programs, skills development and training, aquatics, and children's leadership programs.

Access to high-quality, affordable childcare is both a social and an equity issue; it directly shapes who is able to work, learn, and fully participate in community life. When childcare is inaccessible due to cost, availability, or barriers faced by families experiencing poverty, disability, newcomer status, or systemic discrimination, it deepens existing inequalities. Equitable access to childcare strengthens family well-being, supports children's development, and creates more inclusive communities where every family has a fair opportunity to thrive.

EXPERIENCE & EXPERTISE IN THE OPERATION OF CHILDCARE

The YWCA has an established commitment to providing high-quality childcare, both locally and nationally. Across Canada, the YWCA has provided childcare programs since the 1880s, while in St. Thomas-Elgin, children's programs have been an important part of our work since 1903. This history reflects our ongoing commitment to supporting children, families, and communities.

Today, our childcare programs bring our YWCA's mission to life by providing engaging, reliable, and inclusive care that supports every child's well-being, learning, and sense of belonging. We are committed to best practices, strength-based approaches, and continuous improvement as part of our Strategic Plan Priority of Quality Programs and Services.

LICENSING

A license 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 annual licensing inspections, a license is issued to each program by the Ministry of Education.

CANADA WIDE EARLY LEARNING & CHILDCARE SYSTEM (CWELCC)

YWCA St. Thomas-Elgin has opted into the Canada Wide Early Learning & Childcare System (CWELCC). The goals of the CWELCC system are to lower childcare fees for families with children ages 0-6 and promoting a wage floor to recognize Registered Early Childhood Educators (RECES). Other focuses of the system include collaborating to increase program spaces for children.

ACCESSIBILITY

YWCA St. Thomas-Elgin is committed to providing our services in a way that respects the dignity and independence of all people with disabilities. In our childcare programs, all children, including those with disabilities, shall be able to participate, to the greatest extent possible. All children, including those with disabilities, will have the same opportunities to engage in play and explore the world around them. Alternate options, modified play, and educator-support are examples of how we remain committed to this in daily practice. Educators receive training and orientation to AODA, policies, procedures and practices governing the provision of goods and services to people with disabilities during their orientation training.

PROGRAM PHILOSOPHY

YWCA School Age Childcare Programs offer “hands-on” experiences for children within a safe, group-based care environment. Our programs are intentionally designed with flexibility and are responsive to each child’s interests and developmental needs. Programming may include creative arts, games, STEM and exploration activities, reading and quiet activities, opportunities for social interaction, physical activity, and outdoor play. These programs offer opportunities for creativity, problem-solving, relationship-building, decision-making and growth towards increased independence and responsibility. As we follow Ontario’s provincial pedagogy called “How Does Learning Happen?”, educators incite curiosity and wonder, encouraging the four key foundations of Belonging, Well-being, Engagement, and Expression. Educators observe children during play and use these observations to create engaging learning invitations that spark curiosity and build on emerging skills.

Most of all, we want to support children in feeling safe, seen, respected, and supported.

SECTION 2: PROGRAM STATEMENT

YWCA CHILDCARE PROGRAM STATEMENT – January 2026

At the YWCA, we are dedicated to supporting every child's learning, development, health, and social skills. Our educators build caring, responsive relationships that foster a sense of belonging and promote active learning through play, exploration, and inquiry. We view all children and families as capable, curious, and competent partners in the program. Our approach is grounded in the "Child Care and Early Years Act, 2014" (CCEYA) and guided by "How Does Learning Happen? Ontario's Pedagogy for the Early Years" (2014), which emphasizes four foundational conditions for learning: Belonging, Well-Being, Engagement, and Expression. These conditions inform all areas of our program and are reflected in the approaches described below.

Promoting Health, Safety, Nutrition, and Well-Being

We prioritize children's physical and emotional well-being as the foundation of learning.

Approach:

Educators provide a safe and clean environment, aligned with all health and safety requirements. Nutritious meals and snacks follow Canada's Food Guide, and fresh drinking water is always available. Educators support each child's emotional well-being through responsive care, promoting self-care and self-regulation. Mental health is supported through resources for YWCA staff and families, and community partnerships are leveraged when additional help is needed.

The YWCA aims to provide care through a trauma-informed lens, supporting self-determination and agency. We support community development initiatives led by the YWCA and lend our voices to other areas of advocacy and need. Our teams work hard to enhance processes and systems while removing barriers to participation through attentive staffing, examining enrollment practices, adapting support plans, and enhancing educator training.

Supporting Positive and Responsive Interactions

Strong, positive relationships are essential to healthy development. We believe in creating and supporting a sense of community.

Approach:

Educators foster meaningful, respectful, and responsive interactions with children and families. Using a gentle tone, role modelling, and a strength-based approach, educators co-regulate with children, guiding them in expressing their feelings, recognizing others' emotions, and developing empathy. Interactions are grounded in care, and children are encouraged to take safe risks and explore their environment confidently.

Our educators and programs often participate in YWCA initiatives that challenge social issues and norms. Some examples include housing and homelessness prevention initiatives, Orange Shirt Day, Pride Month, Black History Month, Diwali, Pink Shirt Day, National Week Without Violence, and other significant days of remembrance. We highlight the work we do as an agency with equity-deserving individuals and encourage families, educators, and stakeholders to acknowledge and become involved in community social issues. We look for opportunities to listen to and elevate the voices of equity-deserving communities. We support age-appropriate discussions about diversity, inclusion, gender expression, and being good humans and caretakers of our planet.

Encouraging Exploration, Play, and Inquiry

We believe that play is the natural way children learn best.

Approach:

Educators design environments and experiences that reflect children's interests and encourage curiosity. Through

active play and inquiry, children explore concepts in science, technology, art, music, construction, and physical activity. Environments are flexible and child-centred, promoting autonomy and engagement. Educators observe and document children's play to extend learning and provoke further exploration. We work to reduce barriers and increase opportunities for fulsome engagement for children with unique needs.

Providing Child-Initiated and Adult-Supported Experiences

We offer a balance of guided and self-directed learning.

Approach:

Programs include both child-initiated play and educator-supported activities. Educators follow the lead of children, using observation and reflection to plan experiences that deepen learning. Open-ended questions, materials, and provocations are provided to support children's ideas and encourage critical thinking. Adult guidance enhances, but does not direct, the child's experience.

Fostering Self-Regulation and Independence

Self-regulation is nurtured through consistent support and understanding.

Approach:

Educators build strong relationships and understand each child's individual cues, stressors, and regulation needs. They model calm responses, provide choices, and use co-regulation techniques to help children develop emotional awareness and independence. Environments are designed to reduce stress (e.g., adjusting lighting, noise levels, and layout) and offer both active and restful opportunities daily. Educators look for opportunities to enrich self-determination in collaboration with children.

Fostering Engagement and Communication with Families

We value parents as partners in their child's care and learning.

Approach:

Educators build strong connections with families through respectful, open, and ongoing communication. Families are invited to participate in learning experiences and share insights about their child. We communicate regularly through various platforms, including face-to-face conversations, Digibot updates, emails, newsletters, social media, and documentation displays. Families are invited to provide input, offer feedback, and join in celebrations, field trips, and events. Families provide formal feedback annually, which we reflect upon and consider to improve programming, operations, and services.

Community Engagement

We believe in the value of community connections.

Approach:

Children engage with the broader community through walks, field trips, and participation in local events. We collaborate with organizations like All Kids Belong, Family & Children's Services, and local schools to ensure inclusive, enriched learning experiences and practices. This includes building relationships with system managers, municipal and provincial partners, and funding bodies to advocate for quality, access, and workforce sustainability. Volunteers and professionals are welcomed into our programs to share their knowledge and skills, and we participate in community networks to stay connected and informed. We accept placement students from Early Childhood Education programs, as well as Child and Youth Care practitioner placements and apprenticeships.

As a fee-for-service program, our approach to funding focuses on wage equity, sustainable operating models, and affordability initiatives, including working collaboratively with partners and system managers to strengthen access and quality. During acknowledgement days such as "ECE and Childcare Professional Appreciation Day," we take the opportunity to not only recognize the efforts of our educators, but also advocate for professional recognition as a

workforce.

The YWCA works closely with stakeholders such as St. Thomas Children's Services, Southwestern Public Health, Thames Valley District School Board, provincial partners, and local childcare operators to align on best practices, quality assurance, and advocacy at the local and provincial levels regarding the needs of childcare providers and families.

Supporting Professional Learning and Growth

We engage a professional, caring, and dedicated workforce who continue to be lifelong learners.

Approach:

Educators receive regular training through YWCA professional development opportunities, community agencies, and team meetings. We support continuous learning with access to current research, reflective practices, and mentorship. All YWCA staff are trained on policies and encouraged to explore areas of professional interest related to child development and pedagogy. We look for unique ways to engage our professional workforce in their learning, as well as to celebrate accomplishments in the field. We participate in our Elgin Professional Learning Committee and advocate for opportunities to strengthen the School Age Childcare workforce.

Fostering Reflective Practice and Pedagogical Documentation

We learn by observing, reflecting, and planning together.

Approach:

Educators document children's learning and development using photos, artifacts, quotes, and narratives. Documentation is shared with families and used to reflect on children's interests and inform future planning. Children see themselves represented in the program and are encouraged to revisit and build on previous learning. Regular team reflection supports continual improvement. We work to develop unique responses to complex issues.

Ongoing Monitoring of Compliance and Addressing Contraventions

We are committed to quality and accountability.

Approach:

Site Supervisors support programs each day through mentorship, regular feedback, monitoring compliance, and encouraging reflection. School Age Childcare Managers conduct monthly site visits using a standardized checklist to ensure all policies, procedures, and individualized plans (e.g., ISP/MSPs) are followed. Immediate coaching and mentoring are provided when necessary. Any contraventions are documented, and YWCA staff are required to review and acknowledge understanding. Repeat issues are addressed through the YWCA's Disciplinary Procedures, as outlined in our Personnel Manual.

We offer program evaluation for families annually. We continuously look for new ways to learn and utilize best practices and evidence to design, implement, evaluate, and improve programs and services.

Final Note:

This Program Statement is a living document that evolves as we reflect on our practices and respond to the needs of our children, families, and community. It is reviewed annually and updated as needed to remain in compliance with Ontario Regulation 137/15, and to reflect our ongoing commitment to high-quality, inclusive childcare.

SECTION 3: ABOUT OUR PROGRAMS – WHAT TO EXPECT

Please Note: The guidelines, expectations, and practices outlined in this section apply to all YWCA School Age Childcare programs, including Before and After School, P.A. Day Camps, Winter, March, and Summer Camps.

YOUR CHILD’S EXPERIENCE

PROGRAMS & LOCATIONS

Care Available	School	Address	Age Category
Before & After School Care	Davenport PS	<i>80 Rutherford Ave, Aylmer</i>	Grade 4 to 6
	Elgin Court PS	<i>254 First Ave, St. Thomas</i>	Kindergarten to Grade 6
	Eva Circe Cote FIPS	<i>45885 Sparta Line, St. Thomas</i>	
	Mitchell Hepburn PS	<i>95 Raven Ave, St. Thomas</i>	
	McGregor PS	<i>204 John St. S, Aylmer</i>	Kindergarten to Grade 3
	New Sarum PS	<i>9473 Belmont Rd, New Sarum</i>	Kindergarten to Grade 6
	Southwold PS	<i>39261 Fingal Line, Southwold</i>	
	Springfield PS	<i>51336 Ron McNeil Line, Springfield</i>	
	Straffordville PS	<i>9188 Plank Rd, Straffordville</i>	
	Summers Corners PS	<i>50576 Talbot Line RR1, Aylmer</i>	
Full Day Programs* <i>P.A. Days, Winter Breaks, March Breaks, and Summer</i>	Mitchell Hepburn PS	<i>95 Raven Ave, St. Thomas</i>	Kindergarten to Grade 6
	McGregor PS	<i>204 John St. S, Aylmer</i>	

**Additional registration is required.*

OUR PROGRAM ENVIRONMENT

Our School Age Childcare programs operate at select TVDSB schools within shared school spaces. Families may see other school staff, community partners, or organizations using areas within the building during program hours. This may include teachers, librarians, school resources, or third-party organizations such as EarlyON.

To support safety, privacy, and smooth transitions, families must only access areas designated for YWCA program use during drop-off and pick-up times. Please do not enter classrooms, school areas, or spaces not being used by the YWCA program unless authorized by school or YWCA staff.

OUR PROGRAM EDUCATORS

Our School Age Childcare programs are staffed by caring educators with a variety of educational backgrounds and professional experience, including Registered Early Childhood Educators, Child and Youth Care Practitioners, Recreation and Leisure professionals, Developmental Service Workers, individuals with educational experience, and team members with other demonstrated experience and transferable skills working with children.

All educators must provide a Criminal Reference & Vulnerable Sector Check, a valid certificate of training in First Aid and CPR Level C and a current Food Handlers certificate. All educators receive training in YWCA policies and procedures and participate in ongoing professional development to continue building their skills, knowledge, and ability to support the unique needs of every child and family in our programs.

OUR LEADERSHIP TEAM

Each School Age Childcare program is supported by a School Age Childcare Manager. Through mentorship, advocacy, and on-site coaching, the School Age Childcare Manager supports daily operations and enhancing program quality.

The Director of School Age Childcare provides overall leadership and oversight for YWCA's School Age Childcare programs. The Director works with School Age Childcare Managers to promote program quality, safety, regulatory compliance, and continuous improvement, while ensuring programs reflect the YWCA's Mission, policies, and strategic priorities.

The Family Enrollment and Finance Administrator supports families with the administrative and financial aspects of their childcare experience. This includes registrations, scheduling, payments, billing, and other enrollment-related questions. The Administrator works with families and program educators to help ensure information is accurate, processes are clear, and families receive timely support.

CHILD ADVOCACY & SPECIAL NEEDS SUPPORT

At the YWCA, we recognize that every child is unique. While many children thrive with general group routines and strategies, others benefit from individualized planning and additional supports to help them feel safe, engaged, and successful in our programs. We believe in working together, with families and with community partners like *All Kids Belong*, to support every child in the way that best meets their individual needs. An Individualized Support Plan (ISP) is one of the ways we create an inclusive environment where every child has the opportunity to participate, learn, and succeed.

An ISP is a collaborative document that outlines information specific to your child — including their interests, strengths, goals, as well as any identified needs and areas where additional support may be helpful. It also includes tailored strategies for situations where typical group cues and approaches may not be effective. Once completed, the ISP is shared with all educators to be used as a resource that guides daily interactions and helps educators provide meaningful support while promoting your child's independence, belonging, and overall well-being within the group setting. The plan will be accessible across all YWCA programs your child attends, including our full-day camps.

Important Note: While we are committed to providing individualized strategies and support to help each child participate successfully in our programs, an Individualized Support Plan does not provide or guarantee one-to-one (1:1) staffing or care. Our programs are group-based, and supports are provided within the context of the program's staffing model, resources, and ability to safely meet the needs of all children in the group.

GUIDING POSITIVE BEHAVIOUR

We believe in guiding children with kindness, patience, and respect. Every child is unique, and we consider each situation thoughtfully. Strategies we use include redirection, natural and logical consequences, modelling, and offering choices. We set reasonable, age-appropriate expectations and always strive to create a program environment that is caring, inclusive, and respectful. We will not tolerate bullying, harassment, or harmful behaviour. When a child purposefully harms another child or adult, the child will be sent home, and an Incident Report will be completed. Interventions possible include restorative justice, involving behavioural supports such as All Kids Belong, connecting with classroom educators, send homes, and suspension. If a child's actions repeatedly jeopardize the safety or well-being of others, we may need to discuss alternate care options with families. We apply a trauma-informed lens and an equity-based approach when deciding next steps and consequences. Please know that we strive to work in partnership with families and aim to support children's growth in every way possible.

We have consent to speak with TVDSB school staff regarding program needs, behavioural communication, etc.

CHILDREN'S BELONGINGS

We strongly recommend labelling all items with your child's name. Please do not send toys, makeup, or special items from home, unless it is part of your child's individualized support plan. While we do our best to protect items from being lost or damaged, we cannot take responsibility for personal belongings. Children's electronics will not be permitted in our programs without a Special Arrangement Form.

OUTDOOR PLAY

Outdoor play is part of our daily routine (weather permitting). Please ensure your child comes dressed for the conditions—warm coats, snow pants, and mitts in the winter, for example—and with two pairs of shoes (one for indoors, one for outdoors). All children spend a minimum of 30 minutes outdoors each morning and afternoon in our before and after school programs and two or more hours per day on P.A. Days, Summer Camps, March Break, Etc. We will reduce/suspend outdoor play when temperatures are below -15°C (still air) or -17°C (wind chill). During hot weather, outdoor play is limited during midday heat, high UV (6+), or humidex of 30+.

Sunscreen

During warm weather in the Spring and early Summer, please send labelled sunblock, hats, sunglasses, and appropriate footwear. Mornings can be cool, so layering is encouraged. We recommend a minimum of 30 SPF for sun protection. Educators will support your child's application of sunscreen if needed. A consent to apply products like sunscreen is required in Digibot.

Winter Weather Gear

We believe school age children are able to determine if their body feels too hot, or too cold. Unless your program hears from you specifically, we allow children in our programs to remove their outdoor wear when needed so as to not overheat. We believe it helps encourage the child to pay attention to their body's messages and supports their autonomy. We know extenuating circumstances apply. We encourage you to speak with your Program Educators if you have specific questions or needs.

RISKY PLAY

At our organization, we believe that learning happens through doing, and sometimes that means taking age-appropriate risks. Risky play refers to exciting, challenging types of play that help children test their limits, explore their abilities, and gain confidence. It might include activities like climbing, balancing, rough-and-tumble play, or using real tools under supervision. We always ensure that these experiences happen in a safe, supervised environment where educators guide children in understanding how to manage risk thoughtfully and responsibly.

Why is Risky Play Important?

Risky play helps children:

- Build physical skills like balance, strength, and coordination
- Develop problem-solving abilities and decision-making confidence
- Learn about boundaries, safety, and consequences
- Grow emotionally by facing fears and gaining independence

We follow best practices and provincial guidelines to provide opportunities for safe, supportive exploration while prioritizing each child's well-being.

MEDIA USE IN PROGRAM

We understand that technology is a growing part of children's lives, and we approach its use with intention and care. Our primary focus remains on hands-on, interactive experiences that foster social and emotional development.

When appropriate and approved by the School Age Childcare Managers, limited access to iPads or video may be

offered and always under adult supervision. Smart boards may also be used for interactive group activities, such as dance or games. Music or special movies played in programs is thoughtfully selected by educators to support a positive and playful environment.

HEALTH, WELLNESS & NUTRITION

ILLNESS

To help keep everyone healthy, please keep your child home if they're feeling unwell—especially if they have a fever, stomach flu, or contagious illness. We understand that minor colds can be common. For gastro related illnesses, we ask your child is symptom free for 24 hours, or 48 hours if there is an active outbreak. If your child's ability to participate during program changes, we will communicate as necessary. For illnesses, infections, and diseases, such as pink eye, Fifth's Disease, Hand-Foot-and Mouth, etc; we follow [Southwestern Public Health's guide to exclusion and return requirements.](#)

ADMINISTERING MEDICATION

We're happy to support children who need prescribed medication during program time, provided we have the proper documentation. To bring medication into program, we require a completed Individualized Plan for a Child with Medical Needs and an Authorization for Drug/Medication Administration via Digibot. This must be completed by a parent/guardian before the medication enters any of our programs.

Accepted Medications

Medications must:

- Be prescribed by a healthcare provider **and** have a Drug Identification Number (DIN).
- Be brought to program in its original container (Pill boxes, loose pills, or syringes are not accepted).
- Have a clear and readable label that includes: Your child's name, the name of the medication, the dosage of the medication, the date of purchase and expiration, if applicable, and instructions for storage and administration. **Unclear or damaged labels will not be accepted.**
- Be brought daily to program and shown to educators upon arrival.

If the medication instructions are vague (Eg. label for puffer states "2-6 puffs as needed"), we will ask for more specific instructions to safely administer this medication (Eg. administer 2 puffs; wait 15 minutes; if symptoms persist, repeat up to six puffs. Then call ambulance and parent.) Whenever possible, we ask that medications be administered at home.

Children who arrive without the required documentation or the medication itself will unfortunately not be able to enter program due to medical liability.

ASTHMA & EMERGENCY MEDICATION

Children who use require emergency allergy or asthma medication may keep it in their backpack in a labeled pouch. Those backpacks must be stored in the designated space in the child's program room upon arrival to program. During transitions, while outdoors, or during off-site activities, educators will ensure the child has access to their medication at all times.

Other Medications

In addition to emergency allergy and asthma medication, educators or children may carry medications for epilepsy and diabetes, as well as any other medication that a prescribing medical professional determines must be readily available to prevent a significant risk to the child's health. All other medications are stored in the lockbox on site, and out of reach of children.

ANAPHYLACTIC PREVENTION & RESPONSE

The YWCA follows Sabrina's Law and implements procedures to protect children with life-threatening allergies.

EpiPens are always carried on the educator's person.

Reduce Risk of Exposure:

- Parents must update their child's file on Digibot to record any allergies.
- Allergy warnings are posted prominently.
- Allergy lists are kept in food prep, eating, and program areas as well as the daily binder for use when outdoors or in case of emergency.
- Parents are notified about banned allergens from an email sent by the Program Manager when an anaphylactic allergy is declared.
- Foods and materials that may trigger life-threatening allergies are eliminated from programming.
- Lunches are checked daily for allergens; affected items are removed and replaced.

Communication Plan:

- Individualized plans are created at registration and reviewed by all educators.
- Parents are notified of allergens in the environment.
- All educators review and sign off on all anaphylaxis-related plans before working unsupervised.

Individualized Plans & Emergency Procedures:

- Parents/guardians complete an Anaphylaxis Emergency Plan with medical information and authorization on Digibot.
- Plans are posted and stored securely; educators are trained on emergency response. Staff sign off on the review.
- Life-saving medications are kept accessible, out of reach of children, and worn by educators.

Training:

- All educators, volunteers, and students are trained in First Aid CPR and follow instructions provided by family re: devices.
- All bi-annual Trainings include recognizing symptoms (Eg. swelling, difficulty breathing, rash) and using EpiPens.

IMMUNIZATION

We encourage all families to follow the advice of Southwestern Public Health regarding suggested immunizations scheduled for your child. During cold and flu months, we encourage families to receive annual flu shots to help slow the spread of communicable illnesses. As your record of immunization is on-file with TVDSB, we do not require you to submit your immunization records. However, should there be an outbreak of a particular illness, we may need to contact you regarding your child's immunization status. If there is an outbreak (i.e. measles) and your child is not yet fully vaccinated or if you are following the medical exemption process with the school board, your child will need to follow the exclusion requirements as determined by Southwestern Public Health. No refunds are processed for these absences.

HEAD LICE

We know that head lice can happen to anyone. Please let us know right away if your child has head lice so we can take respectful, preventive steps to notify other families. We ask that children return to program only once they are completely free of lice and nits. If lice are discovered during program hours, we'll notify you privately at pickup.

SNACKS & NUTRITION

We provide a nutritious morning and afternoon snack in all our programs. Children are encouraged to practice safe handwashing and self-serving procedures. We encourage children to participate in our group snack times. A rotating snack menu is posted and/or available on Digibot.

INJURIES & ACCIDENTS

Educators will respond promptly to all child injuries. First aid is administered based on injury severity. Educators will never leave children unattended and will continue monitoring for delayed symptoms. An accident form will be completed on Digibot for family review and signature. Families will receive an email notification at the time an accident form has been uploaded to their child's file. Minor injuries will be communicated to families at pick up, head injuries are communicated to families immediately. Please contact your child(ren)'s educators if you prefer all injuries or incidents to be communicated immediately, regardless of severity.

Head Injuries

Educators will immediately notify families via text or the Digibot chat for all head injuries. An accident form and concussion check will be completed. Serious head injuries (and any suspected concussions) will be reported to the School Age Childcare On-Call Emergency Line for appropriate follow up by Leadership.

EMERGENCY EXPENSES

Any emergency medical expenses (Eg. ambulance fees) are the responsibility of the parent or guardian. We understand this can be stressful and are here to support you in any way we can.

SAFETY, SUPERVISION & EMERGENCY RESPONSES

SUPERVISION OF CHILDREN

Our programs use consistent visual and verbal check-in systems to keep accurate records of who is present. Every child is actively supervised at all times by an educator. While we provide warm, attentive care, we are not able to offer one-on-one supervision.

Sometimes, the transition between school and programs like ours can be confusing for children. There are some different rules. For example, children cannot be alone in the halls or unattended at any time. Regardless of the age of your child, please let them know they must take a buddy to the washroom, grab a water bottle from inside the school, or get their forgotten towel. Unsupervised children result in us filing what is called a "Serious Occurrence" with the Ministry of Education, even if it's just a child who was out of sight to grab their water bottle.

SAFE ARRIVAL & DISMISSAL POLICY

We recognize that children may occasionally arrive late or not attend the program as expected. Under Ontario's Child Care and Early Years Act, licensed childcare programs are required to have a Safe Arrival and Dismissal Policy in place. We have a responsibility to account for every child expecting to attend our program. The following procedures are followed whenever a child does not arrive or is not picked up as expected.

When a Child Does Not Arrive to Program as Expected (AM Program)

Educators will monitor Digibot and the program phone for messages from families reporting an absence or late arrival. At 8:30 a.m., educators will contact the parent/guardian(s) listed on Digibot by phone to confirm the child's whereabouts and expected attendance. If no response, at 8:40 a.m., educators will contact the school office to determine whether an absence has been reported, if not, they will contact all emergency contacts listed on the child's file. If no response, at the time of transition to school (bell time), educators will confirm on Digibot that the child has not arrived at the program. Parents will receive a notification asking them to confirm the child's presence or absence. If the parent/guardian does not confirm the child's absence within 20 minutes of the notification being sent, the incident will be escalated to the YWCA School Age Manager or designate for follow up. The YWCA School Age Manager or designate will immediately assume responsibility for follow-up and will personally attempt to contact the parent/guardian(s) and emergency contacts listed in the child's file, in the sequence identified in the child's records, until the child's whereabouts are confirmed.

When a Child Does Not Arrive to Program as Expected (PM Program)

Educators will monitor Digibot and the program phone for messages from families reporting an absence or late

arrival. 10 minutes after the program's start-time, educators will contact parent/guardian(s) to confirm the child's whereabouts and expected attendance. After 15 minutes, a DigibotGO notification will be triggered, requesting educators to confirm that the child has not arrived. Once the absence has been confirmed, authorized parents/guardians will receive a DigibotGO notification asking them to confirm the child's presence or absence. If the parent/guardian does not confirm the child's absence within 20 minutes, the incident will be escalated to the site supervisor or designate, who will personally attempt to contact each person listed on the child's emergency contact listing in the sequence identified in the child's file.

If, after completing the required parent/guardian and emergency-contact follow-up, the child's whereabouts remain unknown, or there is a reasonable concern for the child's immediate safety, the site supervisor or designate will contact police/emergency services in accordance with YWCA procedures.

When a Child Is Not Picked Up From Program As Expected (PM Program)

Educators will monitor Digibot and the program phone for messages from families communicating a late pick up. At 6:05 p.m., educators will contact listed parent/guardian(s). If no contact is made, emergency contacts and approved pickups will be contacted by 6:20 p.m. At 7:00 p.m., Family and Children's Services will be notified. A late fee of \$1 per minute will be charged after 6:00 p.m., billed through Digibot. The child will remain under the direct supervision of the YWCA until the child is released to an authorized individual or further escalation is required.

P.A. Day Camps, Winter, March, and Summer Camps:

The above safe arrival and dismissal procedure also applies to our full day programs. When a child does not arrive at camp as expected, the process begins at 9:00 a.m. When a child is not picked up from camp as expected, the process begins at 5:35 p.m.

AUTHORIZED PICK-UPS

Safety counts. Children may only be released to individuals specified by the parent, or pursuant to written parental permission for the child to leave unsupervised at a specified time. This means that children will only be released to individuals authorized by the child's parent/guardian and identified in the child's current registration records, including the Digibot Parent Portal. Please always keep this information updated. If someone not listed arrives, your child will not be released until educators receive permission from a guardian. All authorized pick-ups must provide photo ID to educators prior to the child being released.

SPECIAL ARRANGEMENT FORMS

In accordance with YWCA policy, children will not be permitted to leave the program without supervision unless they are aged 10 or older, *and* a Special Arrangement Form is in place, specifying the time at which the child is permitted to leave. Special Arrangement Forms may also be used for recurring school activities, such as Breakfast Club, sports practices, or other extracurricular activities. Any such written permission will be maintained in the child's records and followed by educators.

Requests must be submitted to the Site Supervisor at least one week in advance. Approval by the School Age Manager is required and is not guaranteed. Parents may appeal denied requests to the Director of School Age Childcare. For occasional, non-recurring changes, a written note may be provided to the Site Supervisor at least 24 hours in advance.

CUSTODY ARRANGEMENTS

We know... this isn't easy for anyone. The more information you can share comfortably, the better. We require legal custody documentation to enforce custody agreements. Without official documentation, we cannot deny access to a parent listed on registration. We will attempt to contact the primary parent and encourage the other parent not to proceed with pick-up if custody is unclear.

INCIDENT REPORTING

The safety, well-being, and positive development of children in our programs are important to us. Educators

document behavioural incidents that may affect a child's safety, well-being, or participation in the program.

Behavioural incidents may include, but are not limited to:

- Conflicts between children
- Hands-on or other physical interactions
- Emotional distress
- Unsafe or concerning behaviour
- Incidents that require a significant response from educators or affect the safe operation of the program.

When a behavioural incident occurs, Educators will respond promptly to ensure the safety and well-being of all children involved. The educator who witnessed the incident, or who has the most accurate information about what occurred, will complete an Incident Report for our records. Families will also receive a paper copy of the Incident Report for their child.

When more than one child is involved in an incident, each child's documentation is completed separately. Information about another child, including their name or identifying information, will not be shared with another child's family. Families will receive information about their own child's participation in the incident while maintaining the privacy and confidentiality of all children involved.

Parents/guardians will be informed of all incidents involving their child. The timing and method of notification will depend on the nature and seriousness of the incident:

- Serious incidents: As soon as possible, generally by telephone or Digibot.
- Minor incidents in AM programs: By phone or Digibot by the end of morning program.
- Minor incidents in PM programs: In person at pick-up.

Educators will support children in a manner that is appropriate to their age, developmental needs, and the circumstances of the incident. If a child's actions repeatedly jeopardize the safety or well-being of others, we may need to discuss alternate care options with families. We apply a trauma-informed lens and an equity-based approach when deciding next steps and consequences. Please know that we strive to work in partnership with families and aim to support children's growth in every way possible.

SAFE SCHOOLS REPORTING

Our YWCA programs work in partnership with the school and school board to support a safe, inclusive and welcoming environment for all children. Ontario's Safe Schools Incident Reporting requirements apply to certain student incidents that occur at school, during school-related activities, or in other circumstances where a student's behaviour may have a negative impact on the school climate.

Examples of incidents that may be subject to Safe Schools Incident Reporting include bullying or cyberbullying, threats, violence, sexual assault, possession or use of weapons or illegal drugs, discriminatory or hateful behaviour, vandalism, and other serious or inappropriate behaviour identified under school board policies.

When an incident is required to be reported, educators will report the incident to the school principal in accordance with the school board and YWCA procedures. The safety of children and others will always be considered when determining how and when a report is made.

Following a report, the school principal is responsible for determining the appropriate response and investigation in accordance with the Education Act and applicable school board policies. Parents/guardians may be contacted when required. Information about other students involved in an incident will not be shared where doing so would disclose their personal information.

Families are encouraged to speak with a YWCA Educator, Site Supervisor, School Age Manager, or the school

principal if they have a concern about bullying, safety, violence, discrimination, harassment, or other behaviour affecting their child or the school community.

Please note: Safe Schools Incident Reporting is separate from the YWCA's childcare incident, serious occurrence, and child protection reporting requirements. Where educators have reasonable grounds to suspect that a child may be in need of protection, they have a separate legal duty to report directly to the appropriate children's aid society.

INCLEMENT WEATHER POLICY

School Closures

When schools are closed system-wide due to inclement weather, YWCA Before and After School Programs will also be closed. Families are responsible for making alternate arrangements for children when a school closure occurs. Families should monitor local school board communications or local media outlets for school closure information. We appreciate families' consideration of educator safety when travelling to and from programs during inclement weather. Regular fees apply during school board closures and inclement weather closures. No refunds or credits will be issued.

Bus Delays and Cancellations

When school buses are delayed or cancelled due to inclement weather, YWCA Before and After School Programs will continue to operate as scheduled. Educators will make every effort to arrive safely and be prepared to provide care as scheduled.

YWCA Program Closures

In rare circumstances, the YWCA may be unable to open a program due to extreme weather conditions or staffing shortages. If a program closure is required, families will be notified as soon as possible and will receive a credit toward future childcare fees. All communication is completed via email. Families are encouraged to check their email regularly, particularly during winter months.

EMERGENCY MANAGEMENT

The safety and well-being of children and YWCA staff is our priority. Inclement weather or severe weather conditions, including thunderstorms, high winds, tornado warnings, extreme temperatures, heavy snowfall, ice storms, or other hazardous conditions, may require changes to our regular program activities.

For programs operating in schools, the YWCA follows and adopts the applicable school board emergency management protocols. These protocols guide educators in responding to severe weather and other emergency situations and may include moving children indoors, remaining in designated areas, modifying or cancelling outdoor activities, implementing shelter-in-place procedures, or taking other measures necessary to maintain the safety and supervision of children.

Families will be notified of significant changes to program operations, including changes to regular programming, closures, or other instructions for families, in accordance with YWCA and school board procedures. Families are asked to ensure that their contact information is current in the Digibot Parent Portal so that they can be reached when necessary.

During an emergency or severe weather event, families should follow instructions provided by YWCA staff and the school board and should not attend the program or enter restricted areas unless directed to do so. Educators will continue to monitor children and provide appropriate supervision and support throughout the event. Any child requiring additional support due to medical, developmental, or other individual needs will be supported in accordance with their records and the program's emergency procedures. The program will resume when it is safe to do so and in accordance with applicable YWCA and school board direction.

EMERGENCY EVACUATION SITES

Your child's safety is our top priority. In the rare event that their school becomes unsafe during program hours, our

educators will follow our Emergency Management Policy and escort the children to a designated nearby location. Families will be contacted as soon as the group is safe and settled. Educators and our on-call School-Age Childcare Manager will call you to let you know exactly where and when to pick up your child. Attendance will be confirmed before children are released into your care.

Evacuation sites vary by school and include churches, community centers, and public buildings close to each school. Please reach out to your Site Supervisor if you'd like a copy of your school's designated evacuation site.

PROHIBITED PRACTICES

The YWCA will ensure that all children in our programs 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 childcare 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.
- Sexual abuse, sexual misconduct, or engaging in a prescribed sexual act, as are defined in the Early Childhood Educators Act, 2007.

Any YWCA 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.

SERIOUS OCCURRENCES

The safety and well-being of children in our care is our highest priority. A serious occurrence is an incident that meets the reporting requirements established under Ontario's Child Care and Early Years Act and Ontario Regulation 137/15.

Serious occurrences may include, but are not limited to:

- the death of a child while receiving child care;
- abuse or neglect of a child, or an allegation of abuse or neglect;
- a life-threatening injury or illness;
- a child who goes missing or is temporarily unsupervised; and
- an unplanned disruption of the normal operation of the program that poses a risk to the health, safety or well-being of children, such as a fire, flood, lockdown, gas leak, or other emergency requiring evacuation, relocation, or closure.

When a serious occurrence happens, YWCA staff will take immediate steps to ensure the safety and well-being of the children and will contact emergency services or other appropriate authorities when required. YWCA staff will also notify parents/guardians when appropriate and in accordance with applicable legislation and YWCA procedures.

All serious occurrences are reported to the Ontario Ministry of Education through the Child Care Licensing System

(CCLS) within 24 hours of the licensee or supervisor becoming aware of the occurrence, as required by Ontario Regulation 137/15. Where CCLS is unavailable, the Ministry's program advisor will be notified within the required timeframe and the report will be completed when the system becomes available.

Following a serious occurrence, a Serious Occurrence Notification Form is posted in a conspicuous location at the child care centre for a minimum of 10 business days. The posted summary describes what happened and the actions taken to address the occurrence but does not include information that could identify the children, families, staff, or other individuals involved. The summary will be updated if new information becomes available. Parents/guardians are encouraged to speak with a YWCA Educator, Site Supervisor, or School Age Manager if they have questions or concerns regarding an incident involving their child.

Where an incident raises a concern that a child may be in need of protection, YWCA staff have a separate legal duty to report directly to the appropriate Children's Aid Society, as required under Ontario law.

IMPAIRMENT POLICY

If a parent/guardian arrives impaired by drugs or alcohol, educators will take steps to ensure the child's safety. This may include calling a taxi, notifying another approved adult, or involving police, if necessary, as per YWCA policy.

SUPERVISION OF VOLUNTEERS AND STUDENTS

The YWCA welcomes volunteers and placement students to some programs periodically throughout the year. All YWCA staff and volunteers are aged 18+. No volunteers or students will be counted in program ratio or have unsupervised access to children. Occasionally, a member of our leadership team will attend programs to assess student or volunteer's progress. We believe in supporting volunteer or placement-based educational opportunities to support our college students in building their skills as they transition to employment. They are supervised by mentors and Childcare Managers.

Family Communication & Involvement

COMMUNICATION & RELATIONSHIPS

Relationships between educators, Children, Families, and Leadership are very important to us. We believe it's the foundation of providing quality childcare. We think it starts with the relationship between educators and caregivers. Please, come into our programs! You are welcome and you belong. Get to know the activities your child is taking part in, the educators, the environment, etc. Share about your child's morning, how they slept, or if there are any significant transitions or changes coming up for your child. If there is a time you are concerned about the care your child is receiving in our programs, please lean into those relationships and engage your program educators in discussing your challenges. With a strong, communicative relationship, we can provide a better quality of care for you and your family. You should also be able to navigate any misunderstandings, concerns, or problems.

PARENT/GUARDIAN INVOLVEMENT

The more involved our families are, the better we can get to know the children and meet participant and family needs in the program. We also encourage participation through sharing talents or expertise with the children. We encourage all families to provide ongoing feedback and complete the annual program evaluation survey to support quality in our programs.

We value our families' expertise when it comes to their child's care. There are times when families may disagree with strategies or policies of the YWCA. We ask all families to respect the learning environment and handle any disagreements kindly and out of earshot from all program children. If there are repeated or severe instances of disrespect, verbal abuse, derogatory comments etc. the Director of School Age Childcare may intervene with interventions such as requiring alternative pick-up or drop-off plans or discontinuing care.

Educators are not permitted to contact or "friend" families on social media. Instances where families and educators may have an existing dual relationship will be documented as such.

PARENT/GUARDIAN ISSUES & CONCERNS

At YWCA St. Thomas-Elgin, we are committed to working in partnership with families, school boards, educators, and community partners to support the individual needs of each child. We believe that strong, respectful communication fosters a nurturing and inclusive childcare experience. Our approach is collaborative, open, and rooted in care for every child and their family.

Open Communication & Feedback

- Educators are the first point of contact for families and are encouraged to share daily updates and invite regular feedback to ensure each child's experience is positive and enriching.
- When situations arise during the program, the Educator involved will speak with the parent/guardian the same day whenever possible. These conversations will take place privately, out of earshot of the children.
- Families are invited to share their thoughts through our annual program surveys.

Raising Concerns

- To facilitate open communication, families are welcome to share concerns verbally or in writing first with program educators, then, the Site Supervisor. If problems persist, please reach out to the appropriate Childcare Manager. If issues are still left unresolved, please phone the Director of School Age Childcare. They will involve the Executive Director as necessary.
- Any care-related concerns shared with educators will be documented using a "Supplemental Log" and stored with the child's registration and incident reports.
- We encourage face to face or phone communication to resolve concerns whenever possible to lessen chance of misunderstandings via email.
- Posting negatively about childcare programs on social media, local "Chatter," "Happenings," or other Parent Groups, etc. can be upsetting for organizations to read because we care so much about the work we do. It can lead to educators feeling hurt, embarrassed, or disconnected from families. Truly, if you have a concern, we want to help. We kindly request families to problem solve directly with Educators, Site Supervisors, Managers, or the Director. If you are still unsatisfied with the information provided, we are happy to provide you with other focused avenues you can use to advocate for your child's needs. Protecting the trust between families and the YWCA is important to us.

Serious Concerns

- If a concern involves the safety, wellbeing, or unfair treatment of a child, the Educator must notify their Site Supervisor and Childcare Manager as soon as possible, or immediately after their shift. If the Manager is unavailable, they must contact the Director of School-Age Childcare or the designated On-Call contact.

Response Timelines

- Concerns brought to educators will be acknowledged immediately and addressed within two business days.
- If a concern remains unresolved, families may contact our head office, where a Childcare Manager will be happy to assist. The Manager will follow up within two business days.
- If further support is needed, the Director of School-Age Childcare will contact the family within two business days of being notified. If necessary, the Director will escalate the matter to the Executive Director.

Handling & Documentation

- All concerns are treated with respect, care, and confidentiality.
- The YWCA staff member addressing the concern will keep detailed notes of the issue, follow-up steps, and resolution. These notes are stored in the child's electronic file.
- Childcare Managers and the Director of School-Age Childcare reserve the right to protect the privacy of families who bring forward concerns.
- Managers may address issues using a variety of strategies such as general reminders, individual feedback, coaching, policy reviews, training, or resource sharing.

Duty to Report

- All individuals, including YWCA staff and members of the public, are legally required to report suspected child abuse or neglect.
- If a parent/guardian shares concerns about possible abuse or neglect, they will be advised to contact the local Children's Aid Society (CAS) directly.
- We understand that at times, our duty to report seems unnecessary in the eyes of a family. However, due to our legal obligations, we do have to fulfill these requirements.
- There are times when Family and Children's Services instruct us not to inform the family that we have made a report of concern. We are obliged to follow their instructions.

Please note that none of our educators want to risk the relationships between families and our teams, but because we believe in supporting children's safety, we are required to report any concerns. These are including but not limited to: verbal reports, suspicious injuries, children's expressions of fear, patterns of serious behaviours, inappropriate touching, sexually explicit artwork, stories, or play schemas, etc.

DIGIBOT

Our use of Digibot Go allows us to document the highlights of our childcare programs in a new way for us. These updates or notifications are sent to your email. While Digibot shared to us they are working on a Parent App, we encourage you to turn your notifications on to be informed of new pictures, accident reports, events, notices, newsletters, etc. that are sent from Digibot. If you would like tips on how to maximize and ease your use of Digibot, please connect with your Program Educators or the School Age Childcare Manager supporting your program.

STAYING CONNECTED - SOCIAL MEDIA

Please follow our [YWCA Childcare Instagram Account](#) and our [YWCA Childcare Tiktok](#) for fun updates, agency-wide highlights, local initiatives and more! We love it when families engage with us online and share our program excitement with their followers.

PROGRAM ADMINISTRATION, PAYMENTS, & ENROLLMENT

PROGRAM FEES & PAYMENTS (Base Fees)

All payments are made through Digibot via credit card or direct bank withdrawal. Program fees may change without prior notice; however, families will be notified of any updates. All families, including those with full subsidy, must have a payment method on file prior to registration. A 50% reduction in fees applies for the third and subsequent child in the family.

For before-and-after-school programs and P.A. Day Camps, fees are charged on the 1st of each month (or next business day). Summer Camp fees are charged on July 1st for July weeks and on August 1st for August weeks. For registration that begins halfway through a month, speak with our Family Enrollment and Financial Administrator for billing date. For specific program fees, please refer to page [34](#) in this handbook.

NON-BASE FEES (CWELCC discounts not applicable)

- Withdrawals or reductions in care: \$50.00/child
- Non-Sufficient Funds (NSF): \$35.00
- Summer Camp Sunblock Program: \$20.00/child
- Late Fees: \$1 per minute. Charged automatically via Digibot.
- Emergency expenses are the responsibility of the child's parent/guardian

CANADA WIDE EARLY LEARNING & CHILDCARE SYSTEM (CWELCC)

The YWCA has opted into the Canada Wide Early Learning & Childcare System (CWELCC). When a child turns 6 between September and December, their rate changes to the 6+ bracket at the end of their birthday day. If a child turns 6 between January and June, their rate will change effective June 30.

SUBSIDIZED CARE

We support families in accessing subsidized childcare for all our programs. Please contact St. Thomas-Elgin Social Services at 519-631-9350 (option 3) to apply.

PARTIALLY SUBSIDIZED PAYMENTS

Families with partial subsidy (as determined by St. Thomas Children's Services) will receive an invoice within the first five days of the following month. Payment is processed on the 20th via automatic withdrawal or credit card.

BILLING ARRANGEMENTS FOR CO-PARENTS & SHARED CUSTODY

Our Finance Department is able to make supportive billing arrangements with your family. We are able to separate both parents' billing by percentage paid or schedule based options. The Finance Department cannot provide information regarding billing or schedule details to parents negotiating custody, or make changes to established billing or scheduling arrangements without dual consent. If possible, please negotiate and pre-plan your registration, scheduling, and payment arrangements with your co-parent prior to enrollment in our programs for ease of service use.

LATE FEES (Non-Base Fee)

Please ensure that a reliable plan is implemented for getting your child(ren) picked up on time each day, including a backup person who is authorized to pick up if you are unexpectedly unable to arrive on time. Children must be picked up by the program's scheduled closing time for several reasons including, but not limited to, insurance coverage, staffing, and facility use agreements.

A late pick-up fee of \$1 per minute, per child will apply when a child is picked up after the program's closing time. For before and after school programs, this begins at 6:00 p.m., for P.A. Day Camps, Winter, March and Summer Camps, this begins at 5:30 p.m.

We understand that unexpected circumstances can happen. Families who anticipate being late should contact the program as soon as possible. Repeated late pickups may result in a follow-up by the Childcare Management Team and could lead to program suspension/removal.

NSF OR DECLINED PAYMENTS (Non-Base Fee)

A \$35 fee will be charged for NSF withdrawals. Declined credit card transactions will be automatically re-attempted by our fee processing system and NSF can (sometimes) be avoided. Fees must be paid within seven days to maintain enrollment. After two NSF occurrences in a school year, advance payment may be required to continue care. Communication with our Childcare Family Enrollment and Financial Administrator is always encouraged as we know a number of unique situations arise and we want to be as supportive as we can while maintaining standards.

TAX RECEIPTS

Official receipts for tax purposes will be available to parents through their Digibot account.

REFUNDS & CREDITS

All refunds and credits are subject to the applicable Withdrawal and Change Policy.

Circumstance	Outcome	Examples
School board-directed closures, closures directed by another external authority, or inclement weather closures	No refunds or credits will be issued. Regular fees will apply.	Snow days, power outages, gas leaks, construction, etc.
YWCA program closures due to internal operational circumstances	A credit toward future childcare fees will be issued.	Staffing circumstances that prevent safe operation or operational issues requiring program

		cancellation
School closures due to labour action or government-mandated closures	Approved refunds will be issued as credits toward future childcare costs.	School board-wide labour strike, government-directed school closure, public health order requiring school closure.
Approved withdrawal, refund, or credit requests due to extenuating circumstances	May be considered with appropriate documentation and will be assessed on a case-by-case basis, subject to Management approval.	Significant medical circumstances, documented emergencies, or other exceptional circumstances reviewed by YWCA management.

WAITLIST POLICY

At YWCA St. Thomas-Elgin, we understand that access to childcare is vital to family wellbeing. We are committed to processing registrations as efficiently as possible and minimizing wait times wherever we can. Our program availability is based on a number of factors.

When Space is Not Immediately Available

If space is unavailable, the Childcare Family Enrollment and Financial Administrator and the program's School Age Childcare Manager will collaborate to explore options within existing licensed capacity, such as shifting children between age groupings if appropriate.

Special Considerations

In some situations, priority may be given:

- To existing families when adding a sibling.
- To YWCA Educators and Staff requiring care for their own children to maintain program staffing and operations.
- In exceptional ethical circumstances, as jointly determined by the YWCA and the local Consolidated Municipal Service Manager (CMSM).

Waitlist Management

Children are placed on a waitlist in order of registration date. Families are contacted as soon as space becomes available. Parents/guardians may request information about their child's position on the waitlist. This will be shared in a way that protects the privacy of all families. We appreciate your patience and understanding as we work to support every family in accessing quality care.

HOLIDAYS AND CLOSURES

Our programs are closed on statutory holidays and during scheduled seasonal breaks. On select P.A. Days, alternative care may be available for currently enrolled families. Please review the closure dates and P.A. Day schedule below when planning your child's care.

Program Closure Dates

All School Age programs are closed, and care is **not** available on the following dates:

- Canada Day – July 1, 2026.
- Civic Holiday – Monday, August 3, 2026.
- Summer Break – September 2 and 3, 2026.
- Labour Day – Monday, September 7, 2026
- Thanksgiving Day – Monday, October 12, 2026
- P.A. Day – October 26, 2026 (System-Wide Professional Learning Day for YWCA Educators)
- Family Day - February 15, 2027
- Easter Weekend - March 26 & 29, 2027
- P.A. Day – June 30, 2027.

P.A. Days and Camps (Enrollment opens in September!)

The following dates offer alternative care through separate registration.

- Winter Break Camp – December 19, 2026 – January 3, 2027 (dates to be confirmed)
- P.A. Day – January 15, 2027
- March Break Camp – March 15–19, 2027
- P.A. Day – April 16, 2027
- P.A. Day – June 4, 2027

CHANGES IN REGISTRATION INFORMATION

To keep your child safe and ensure we can reach you in an emergency, it's important that we have accurate and up-to-date information.

Please update your child's information on the Digibot Parent Portal.

Examples of changes include:

- Family contact details
- Guardianship arrangements
- Medical information or new medications
- Emergency contacts
- Parent/guardian workplace details

SECTION 4: YWCA SCHOOL CHILDCARE PROGRAMS

Before & After School Care

PROGRAM OVERVIEW

YWCA Before and After School Programs (B+A) provide children with safe, welcoming environments where they can explore, play, create, and connect with others in a group-based setting. Each day is flexible and responsive to children's interests and developmental needs, with opportunities for arts, music, science, technology, construction, and creative play. We provide a nutritious snack and a minimum of 30 minutes of active play (outdoors or gymnasium) while supporting the transition to and from school.

AVAILABLE CARE OPTIONS

Enrollment Type	Care Options
Full Time <i>Daily Attendance</i>	<i>Before school care</i>
	<i>After school care</i>
Part-Time <i>Minimum of 10 scheduled days</i>	<i>Before and after school care</i>

HOW TO REGISTER- NEW FAMILIES

For new families, registering for our Before and After School Programs is an online, three-step process.

Step 1: Create OneHSN Account | Link to OneHSN: <https://onehsn.com/stthomas>

Create an account and register your child on the OneHSN platform. Be sure to include your Family Name, Child's Name, Full Contact Information, Date of Birth, and Requested Start Date for Care.

Step 2: Connect with YWCA Childcare Family Enrollment and Financial Administrator

Families will be contacted by our Childcare Family Enrollment and Financial Administrator within one week of completing their registration on OneHSN. If a spot is immediately available, you will move on to step 3 of the registration process. If a spot is not immediately available, you will be redirected to our waitlist.

Step 3: Activate Digibot Parent Portal

When a spot becomes available, families will be prompted to create a Digibot Parent Portal profile. Digibot is used for all YWCA school age childcare program registration, billing, family communication, and documentation related to your children's needs. Due to high demand, incomplete documentation may result in your application being removed and placed at the bottom of the waitlist, so please complete all required items in full within the specified timeframe. Communication during this process is frequent and via email or phone. If you will be away, we encourage you to set an email auto-reply so this can be considered when possible. There is no fee to join or remove yourself from the waitlist.

PART-TIME FAMILIES

Part-time care is available for families who need regularly scheduled part-time childcare, depending on space. A minimum of 10 days per month is required, and families must choose their scheduled days. Schedules must be submitted in the Digibot Parent Portal by the 15th of the prior month (e.g., August 15th for September schedule).

Changes to Routine or Schedule

To support smooth communication between YWCA educators and TVDSB school staff, we send monthly B&A attendance rosters to TVDSB admin staff on the first of each month. Changes to your child's schedule must be requested and approved via Digibot prior to the requested date.

First Right of Refusal

Priority is given to individuals needing full time B+A care. Should a family request full time care, any presently registered part-time families currently enrolled may be given “first right of refusal”, and the option to:

- Upgrade their schedule to full-time,
- Withdraw to open a full-time space for another family.

If declined, two weeks' notice will be provided to make alternate arrangements. This review process follows a chronological order based on registration date.

RE-REGISTRATION FOR EXISTING FAMILIES

Existing families are re-registered annually each spring but are required to verify their B+A program needs via Digibot Parent Portal. Please ensure all your family's information is kept up to date on your child's Digibot Profile. Children with additional support plans will have their needs reassessed annually. Please note there will be a blackout period from August 15- September 15 while we build, staff, and prepare our B+A programs for the school year, as well as June 15-July 15th for Summer Camp. No new registrations will occur during this time. Your family's space in program is always dependent upon enrollment, program resources, etc. Existing Before and After School families are granted advance registration in Summer Camp programming, but space is not guaranteed. We do our best to accommodate younger siblings of enrolled children.

CHILD ADVOCACY AND SPECIAL NEEDS SUPPORT

At YWCA St. Thomas-Elgin, we are committed to creating an inclusive and supportive environment for all children. When registering for any of our programs, we ask families to share any special needs or supports their child may need to be safe and successful in a group setting.

Should your child require extra supports in place, the program's School Age Childcare Manager will contact you to discuss your child's specific needs and explore available resources. This early communication helps prevent enrollment delays while we arrange appropriate supports.

If needed, an **Individual Support Plan (ISP)** or **Individualized Plan for a Child with Medical Needs** will be created *before* your child begins in our B+A program. These plans must be completed, approved, and reviewed by educators in advance to ensure your child is fully supported. Please allow up to two weeks for this process. During this time, your child's registration will remain active on the waitlist queue. Unique consent forms are required for this process. Throughout your enrollment with us, regular updates to medical documents, authorizations, support plans, etc. will require your approvals, consent, and involvement. Please support us with a timely response to facilitate this process. The plan will be accessible across all YWCA programs your child attends, including our full-day camps.

For more information about ISP's, please refer to [page 10](#) in this handbook.

HOURS OF OPERATION

Before School Care: 7:00 a.m. until school begins

After School Care: School dismissal until 6:00 p.m.

WHAT TO BRING TO PROGRAM

Children will bring their school belongings to program, including appropriate weather gear, footwear, refillable water bottle, etc. Please avoid packing any toys from home. To support your child's comfort, and follow school required guidelines, we ask that one pair of indoor shoes be kept at the program. This is also to support in case of an emergency evacuation.

PROGRAM COMMUNICATION

Families will be provided with their child(ren)'s program phone number at the start of each school year via email. Families are also encouraged to communicate with their child's Program Educators through Digibot's “Chat” feature.

ARRIVALS AND DEPARTURES

Arriving to the Before School Program (AM)

Children must be dropped off directly to the program room by a parent/guardian and their arrival must be acknowledged by the Educator(s) in the room. Drop-offs in the hallway, at front door, or from the parking lot are not permitted unless a Special Arrangement Form is on file and the child is aged 10 years or older.

We work closely with families and schools to help each child feel secure and confident during transitions. To help with a smooth transfer of care, please budget an additional 5-10 minutes during your child(ren)'s first week in program. Slower drop offs support children who may be feeling anxious about a new beginning.

Before School Program to Classroom

At the end of the Before School Program, children are supported by educators in transitioning to school supervised outdoor play.

Classroom to After School Program

Kindergarten children are escorted by an Educator from their classroom to the After School Program to ensure a safe transition. Children in Grades 1–6 walk independently to the program.

Departing from the After School Program

Children may only be released to individuals authorized by the child's parent/guardian and identified in the child's current registration records, including the Digibot Parent Portal. Children aged 10 and older may sign themselves out, provided a Special Arrangement Form is on file.

LATE ARRIVALS AND PICK UPS

Late Arrivals

A late arrival is any arrival to the program after 8:30 a.m. If your child is going to be late, please notify the program by reporting the late arrival through the Digibot portal before 8:30 a.m. on the day of.

Late Pick Ups

Please make all attempts to have your child picked up before 6:00 p.m. A late fee of \$1 per minute will apply after the program's closing time. For more information about late fees, please refer to page [22](#) in this handbook.

CHILD ABSENCES

All absences must be reported to Digibot prior to 8:30 a.m. each day. This helps us ensure your child's safety and supports our Safe Arrival procedures. There are no refunds for sick days. Fees reserve your child's spot in the program. For extended absences due to illness, a doctor's note is required to request a refund. As a non-profit, all fees directly support operating costs which are planned in advance.

WITHDRAWAL AND CHANGE POLICIES (EFFECTIVE JANUARY 1, 2026)

All changes, withdrawals, and reductions require approval from the Childcare Family Enrollment and Financial Administrator. Refunds are subject to the applicable withdrawal policy for each program. No refunds will be issued for absences, program closures due to inclement weather, parent/guardian withdrawals after applicable deadlines, or dismissals due to contravention of camp or program guidelines. Requests for exceptions due to extenuating circumstances may be considered at the discretion of YWCA Management. Approval is not guaranteed. We appreciate your understanding as we work to ensure stable, high-quality programs for children and families in our community.

Withdrawals: One month's notice is required for withdrawals (complete removal of care) or reduction in service (E.g. moving from full-time to part-time care). A \$50 administrative fee applies per child for each approved withdrawal or reduction.

Schedule Changes: A minimum of 24 hours' notice is required for any schedule changes. Approval is not guaranteed. A \$50 administrative fee applies per child for each approved change.

P.A. Day Camps, Winter and March Break Camps

Thank you for joining us for our P.A. Day Camps, Winter and/or March Break Camps! Please review this section, as well as [SECTION 3: ABOUT OUR PROGRAMS – WHAT TO EXPECT](#) to ensure you have all the information you need to prepare for our programs.

THE CAMP EXPERIENCE

The YWCA offers full-day programming during some P.A. Days and school breaks. These camps offer a variety of activities that ignite children's creativity and social-emotional intelligence including dramatic play, sensory learning experiences, group games, community outings, and much more in a group-based setting.

We follow a "Balanced Day" schedule that provides a consistent rhythm throughout the camp day. Campers have opportunities to participate in active and quiet activities, spend time outdoors, connect with their peers, explore their interests, and recharge when they need a break. To help keep campers energized and ready for adventure, the YWCA provides two complimentary snacks each day, along with designated lunch times.

The beginning of the day is intentionally designed to give campers time to ease into camp, connect with friends and educators, and get ready for the day ahead. During our 7:30–9:00 a.m. drop-off window, campers are welcomed into the program through free play, open-ended activities, and opportunities to connect with others while the group gets settled. This flexible start allows children to transition into their day at their own pace and begin camp feeling comfortable, connected, and ready to participate.

From approximately 9:30 a.m. to 3:30 p.m., campers move through a planned daily schedule filled with engaging activities, outdoor adventures, creative experiences, group games, opportunities to build friendships, and plenty of time to play and explore. Our schedules provide structure while still allowing room for children's interests, questions, creativity, and the unexpected moments that make camp special. Families can view the daily schedule at drop-off and pick-up. Schedules are typically posted in the program room or on the program door so that families and campers know what the day has in store.

At the YWCA, we want every camper to leave each day with something to smile about and something new to share.

AVAILABLE CARE OPTIONS

P.A. Day Camps, Winter and March Break Camps operate on a daily rate basis, with full-day attendance encouraged. We do not offer part-time attendance or rates during these Camps.

Locations

P.A. Day Camps, Winter and March Break Camps are typically held at Mitchell Hepburn PS in St. Thomas and McGregor PS in Aylmer. Locations are subject to change and are based on availability, enrollment, and resources to accommodate children.

HOW TO REGISTER – ALL FAMILIES

Registration for P.A. Day Camps, Winter and March Break Camps opens in the fall of each school year and is completed through the Digibot Parent Portal, under "PD Days & Camps". Space is first offered to families presently utilizing our Before and After School Programs, before being offered to families who have previously participated in our P.A. Day, Winter, March, and Summer Camps, and then the public if spaces are available. Registration is not guaranteed, and is subject to availability, location, enrollment, and resources to accommodate children.

CHILD ADVOCACY AND SPECIAL NEEDS SUPPORT

At YWCA St. Thomas-Elgin, we are committed to creating an inclusive and supportive environment for all children. When registering for any of our programs, we ask families to share any special needs or supports their child may need to be safe and successful in a group setting.

For current B+A families, should your child have an Individualized Support Plan on file with us, it will also be implemented at camp. For new families, the program's School Age Childcare Manager will contact you to discuss your child's specific needs and explore available resources. For more information about ISP's, please refer to page [10](#) in this handbook.

HOURS OF OPERATION

P.A. Day Camps, Winter and March Break Camps operate from 7:30 a.m.-5:30 p.m. Please understand that the transfer of care cannot take place prior to 7:30 a.m. for safety and insurance purposes.

CAMP COMMUNICATION

Families will be provided with their child(ren)'s camp phone number approximately one week prior to the day via email. Families are also encouraged to communicate with the Camp Educators using Digibot's "Chat" feature.

ARRIVALS AND DEPARTURES

Arrivals

Upon arrival, families will follow posted signage to the camp room. Children must be dropped off directly to the camp room by a parent/guardian and their arrival must be acknowledged by the Educator(s) in the room. Drop-offs in the hallway, at front door, or from the parking lot are not permitted unless a Special Arrangement Form is on file and the child is aged 10 years or older.

Departures

Children must be picked up directly from the camp space by a parent/guardian. Unsupervised pick ups are not permitted unless a Special Arrangement Form is on file and the child is aged 10 years or older.

CHILD ABSENCES

All absences must be reported to Digibot prior to 9:00 a.m. each day. This helps us ensure your child's safety and supports our Safe Arrival procedures. There are no refunds for sick days. Fees reserve your child's spot in the program. For extended absences due to illness, a doctor's note is required to request a refund. As a non-profit, all fees directly support operating costs which are planned in advance.

LATE PICK UP

Please make all attempts to have your child picked up before 5:30 p.m. For more information about late fees, please refer to page [22](#) in this handbook.

WITHDRAWAL POLICY

P.A. Days, Holiday Camps, and March Break Camps

One month's notice is required for all P.A. Days, Holiday Camps, and March Break Camps withdrawals; otherwise, full fees apply. No refunds will be issued for absences, parent/guardian withdrawals, or dismissals due to contravention of camp guidelines.

Withdrawal requests submitted at least one month before the Day Camp begins: Withdrawals are accepted. Once processed, the spot will no longer be held and may be offered to the next family on the waitlist. A \$50 administrative fee applies per child for each approved withdrawal.

Withdrawal requests submitted less than one month before the Day Camp begins: Registration fees become non-refundable, withdrawals are no longer accepted, and families remain responsible for the full fees regardless of the child's attendance.

WHAT TO BRING TO CAMP

A prepared camper arrives to camp with:

- Indoor and outdoor shoes.
- A nutritious bagged lunch free from peanuts or tree-nuts.
- A refillable water bottle
- An extra change of clothes.
- Sunblock with an SPF of 30+ and a hat with a brim
- Sunglasses are recommended.
- A positive attitude!

BAGGED LUNCHES

Your camp program may inform you of additional airborne allergens that may need to be avoided. Please label your child's lunch and water bottle with their name on it.

To keep everyone safe:

- Please include an ice pack
- Send hot foods in a thermos, if needed
- Avoid all peanuts and tree nuts
- We may advise you if there are additional allergens outside of nuts that needed to be avoided.

Educators will check lunch bags to ensure safety. Peanut-alternatives are permitted, provided there is a clear peanut-free sticker or logo visible to educators. If an allergen is found, it will be bagged and sent home with a note, and a safe alternative will be offered. If a lunch is forgotten and we can't reach a parent or guardian, we will provide a healthy substitute so your child doesn't go hungry.

OFF-SITE ADVENTURES

Neighborhood walks and adventures may occur during P.A. Day Camps, Winter and March Break Camps.

All walking adventures are weather permitting. Departure times may vary, but educators will communicate with families when specific timing has been determined. Children will review expectations prior to departure. Educators will take head counts during transitions and a buddy system will be utilized. Educators will take attendance prior to leaving and upon arrival at the school. Educators will bring the camp cell phone, first aid kit and children's emergency information with them.

SUMMER CAMP

Thank you for joining us for Summer Camp! We are so glad to support your family through July and August. Please review this section, as well as Section 3: Our Programs – What to Expect to ensure you have all the information you need to prepare for our programs.

THE CAMP EXPERIENCE!

Big adventures. New friendships. Endless opportunities to play, explore, and grow!

The YWCA offers a weekly Summer Camp Program during July and August, with emphasis placed on supporting children in creating memorable experiences, building confidence, discovering new interests, developing friendships, and a sense of self along the way.

Weekly Themes

Each week of camp has its own exciting theme that helps bring the camp experience to life. Throughout the week, campers will have opportunities to engage, play, socialize, explore, and learn new skills through a variety of age-appropriate activities, games, and experiences in a group-based setting. No two days look exactly the same, but every day is designed with purpose, connection, and fun in mind!

Daily Schedule

We follow a “Balanced Day” approach during our Summer Camps that provides a consistent rhythm throughout the day. Campers have opportunities to participate in active and quiet activities, spend time outdoors, connect with their peers, explore their interests, and recharge when they need a break. To help keep campers energized and ready for adventure, the YWCA provides two complimentary snacks each day, along with designated lunch times.

The beginning of the day is intentionally designed to give campers time to ease into camp, connect with friends and educators, and get ready for the day ahead. During our 7:30–9:00 a.m. drop-off window, campers are welcomed into the program through free play, open-ended activities, and opportunities to connect with others while the group gets settled. This flexible start allows children to transition into their day at their own pace and begin camp feeling comfortable, connected, and ready to participate.

From approximately 9:30 a.m. to 3:30 p.m., campers move through a planned daily schedule filled with engaging activities, outdoor adventures, creative experiences, group games, opportunities to build friendships, and plenty of time to play and explore. Our schedules provide structure while still allowing room for children's interests, questions, creativity, and the unexpected moments that make camp special. Families can view the daily schedule at drop-off and pick-up. Schedules are typically posted in the program room or on the program door so that families and campers know what the day has in store.

At the YWCA, we want every camper to leave each day with something to smile about, something new to share, and a new adventure to look forward to tomorrow!

Available Care Options

Summer Camp is offered on a weekly, full-day basis. Families may choose which weeks of our 8-week summer camp program they would like their child to attend. We do **not** offer part-time weekly rates or individual-day registration.

Locations

Summer Camps are typically held at Mitchell Hepburn PS in St. Thomas and McGregor PS in Aylmer. Locations are subject to change and are based on availability, enrollment, and resources to accommodate children.

HOW TO REGISTER – ALL FAMILIES

Summer Camp registration begins in the winter, and space is first offered to families presently utilizing our Before and After School Programs, before being offered to families who have previously participated in our P.A. Day, Winter, March, and Summer Camps, and then the public if spaces are available. Registration is not guaranteed, and is subject to availability, location, enrollment, and resources to accommodate children.

Current or previous YWCA families will register for Summer Camp via the Digibot Parent Portal under “PD Days & Camps”. New families, or families from the public will register by submitting their application to OneHSN. After submitting, families will be contacted by our Family Enrollment and Finance Administrator for next steps.

CHILD ADVOCACY AND SPECIAL NEEDS SUPPORT

At YWCA St. Thomas-Elgin, we are committed to creating an inclusive and supportive environment for all children. When registering for any of our programs, we ask families to share any special needs or supports their child may need to be safe and successful in a group setting.

For current B+A families, should your child have an Individualized Support Plan on file with us, it will also be implemented at camp. For new families, the program's School Age Childcare Manager will contact you to discuss your child's specific needs and explore available resources. For more information about ISP's, please refer to page [10](#) in this handbook.

HOURS OF OPERATION

Summer Camps operate from 7:30 a.m.-5:30 p.m. Please understand that the transfer of care cannot take place prior to 7:30 a.m. for safety and insurance purposes.

SUMMER CAMP COMMUNICATION

Families will be provided with their child(ren)'s camp phone number via email prior to their start date. Families may use this number to communicate with their child's camp program and educators. Families are also encouraged to communicate with the camp program and educators in person at drop-off and pick-up, and are given daily updates through the Digibot Parent Portal.

CHILD ABSENCES

All absences must be reported to Digibot prior to 9:00 a.m. each day. This helps us ensure your child's safety and supports our Safe Arrival procedures. There are no refunds for sick days. Fees reserve your child's spot in the program. For extended absences due to illness, a doctor's note is required to request a refund. As a non-profit, all fees directly support operating costs which are planned in advance.

LATE PICK UP

Please make all attempts to have your child picked up before 5:30 p.m.

WITHDRAWAL POLICY

Withdrawals from registration until April 1:

- A \$50 administrative fee (non-base fee) will be charged for each change made per child. The spot will no longer be considered yours and will be offered to the next family on the waitlist.

Withdrawals after April 1:

- Registrations are locked in. Full fees for the selected week(s) will be charged. No administrative fee applies. Change requests (e.g., switching from Week 1 to Week 4) may be accommodated if space allows. Each change incurs a \$50 administrative fee per child. No refunds will be issued if a camper is withdrawn by the parent/guardian or dismissed for contravening camp guidelines.

WHAT TO BRING TO CAMP

A prepared camper arrives to camp with:

- Indoor and outdoor shoes.
- A nutritious bagged lunch free from peanuts or tree-nuts.
- A refillable water bottle.
- A swimsuit and a towel.
- Water shoes or waterproof sandals (optional) for water play; otherwise, children will be barefoot.
- An extra change of clothes.
- Sunblock with an SPF of 30+ and a hat with a brim
- Sunglasses are recommended.
- A positive attitude!

Please Note: If toys are brought from home, there is a chance that they may be lost, stolen, damaged, or traded. The YWCA is not responsible. Children are discouraged from bringing electronics to camp unless they support an accommodation plan. See Section 3: "Child Advocacy and Special Needs Support" for more information.

BAGGED LUNCHES

Your camp program may inform you of additional airborne allergens that may need to be avoided. Please label your child's lunch and water bottle with their name on it.

To keep everyone safe:

- Please include an ice pack

- Send hot foods in a thermos, if needed
- Avoid all peanuts and tree nuts
- We may advise you if there are additional allergens outside of nuts that needed to be avoided.

Educators will check lunch bags to ensure safety. Peanut-alternatives are permitted, provided there is a clear peanut-free sticker or logo visible to educators. If an allergen is found, it will be bagged and sent home with a note, and a safe alternative will be offered. If a lunch is forgotten and we can't reach a parent or guardian, we will provide a healthy substitute so your child doesn't go hungry.

SPECIAL GUESTS & EVENTS

We make every effort to plan engaging, special events for our campers throughout the Summer. These events are based on availability, pricing, and resources available to accommodate all campers safely and are subject to change.

WATER PLAY

Water play is a fun and exciting part of our summer program! Throughout the summer, children will have opportunities to participate in a variety of water-based activities.

Please send your child with the following items on water-play days:

- Bathing suit
- Towel
- Appropriate footwear that can get wet and provides secure footing
- A complete change of clothes, including underwear and socks

We recommend labeling all belongings with your child's name. Please ensure that your child has these items available for water play so they can comfortably participate and enjoy the activities. Alternate options, modified play, and Educator supports may be available for children who choose not to participate in water play. Please speak with your child's YWCA Educator if you'd like to explore that option further.

SUN SAFETY

The sun's UV rays can be dangerous with or without cloud coverage, children can become sunburned quickly.

If the UV index rating is above a six and/or the temperature is above 30 degrees C, including humidex, Camp Educators will use their discretion on Outdoor Play.

Activities will be available for children to engage with under shaded areas, children will be encouraged to wear hats, take breaks and drink lots of fluids – access to water will always be available. All sunscreens must have an SPF of at least 30 and are applied 20 minutes before going outside to ensure effectiveness, and then every two hours thereafter.

ACTIVITIES OFF PREMISES

Currently, we do not offer scheduled day trips and/or outings that require bus transportation. Neighborhood walks, splashpad fun (McGregor PS only), and walking adventures may occur during Summer Camps.

All walking adventures are weather permitting. Departure times may vary, but educators will communicate with families when specific timing has been determined. Children will review expectations prior to departure. Educators will take head counts during transitions and a buddy system will be utilized. Educators will take attendance prior to leaving and upon arrival at the school. Educators will bring the camp cell phone, first aid kit and children's emergency information with them.

SECTION 5: PROGRAM FEES

Rates Effective April 1, 2026

The YWCA School Age Childcare Department is part of a non-profit organization, which operates under the guidance of a volunteer Board of Directors. Each year in compliance with the Canada Wide Early Learning and Childcare framework, the Board of Directors approves the fees at an amount that will cover the operating costs of the program.

FULL-TIME RATES (DAILY ATTENDANCE)

ELGIN COURT, SUMMERS' CORNERS, STRAFFORDVILLE, SPRINGFIELD

UNDER AGE 6

Before School only \$12.00 per day per child
After School only..... \$12.00 per day per child
Before and After School..... \$12.00 per day per child

ELGIN COURT, SUMMERS' CORNERS, STRAFFORDVILLE, SPRINGFIELD & DAVENPORT

AGES 6+

Before School only \$12.10 per day per child
After School only..... \$13.42 per day per child
Before and After School\$25.53 per day per child

ÉVA CIRCE CÔTÉ FRENCH IMMERSION

UNDER AGE 6

Before School only \$12.00 per day per child
After School only..... \$12.00 per day per child
Before and After School..... \$12.00 per day per child

ÉVA CIRCE CÔTÉ FRENCH IMMERSION

AGES 6+

Before School only \$12.76 per day per child
After School only..... \$12.76 per day per child
Before and After School\$25.53 per day per child

NEW SARUM & SOUTHWOLD

UNDER AGE 6

Before School only \$12.00 per day per child
After School only..... \$12.00 per day per child
Before and After School..... \$12.28 per day per child

NEW SARUM & SOUTHWOLD AGES 6+

Before School only \$13.42 per day per child
After School only..... \$12.10 per day per child
Before and After School\$25.53 per day per child

MCGREGOR & MITCHELL HEPBURN

UNDER AGE 6

Before School only \$12.00 per day per child
After School only..... \$12.00 per day per child
Before and After School..... \$12.28 per day per child

MCGREGOR & MITCHELL HEPBURN

AGES 6+

Before School only \$12.10 per day per child
After School only..... \$13.42 per day per child
Before and After School\$25.53 per day per child

PART TIME RATES (MINIMUM 10 DAYS)

ELGIN COURT, SUMMERS' CORNERS, STRAFFORDVILLE, SPRINGFIELD

UNDER AGE 6

Before School only \$12.00 per day per child
After School only..... \$12.00 per day per child
Before and After School..... \$13.41 per day per child

ELGIN COURT, SUMMERS' CORNERS, STRAFFORDVILLE, SPRINGFIELD & DAVENPORT

AGES 6+

Before School only \$15.21 per day per child
After School only..... \$17.05 per day per child
Before and After School\$32.25 per day per child

ÉVA CIRCE CÔTÉ FRENCH IMMERSION

UNDER AGE 6

Before School only \$12.00 per day per child
After School only..... \$12.00 per day per child
Before and After School..... \$13.02 per day per child

ÉVA CIRCE CÔTÉ FRENCH IMMERSION**AGES 6+**

Before School only \$16.13 per day per child
After School only \$16.13 per day per child
Before and After School \$32.25 per day per child

NEW SARUM &**SOUTHWOLD****UNDER AGE 6**

Before School only \$12.00 per day per child
After School only \$12.00 per day per child
Before and After School \$15.13 per day per child

NEW SARUM &**SOUTHWOLD AGES 6+**

Before School only \$17.05 per day per child
After School only \$15.21 per day per child
Before and After School \$32.26 per day per child

MCGREGOR & MITCHELL HEPBURN**UNDER AGE 6**

Before School only \$12.00 per day per child
After School only \$12.00 per day per child
Before and After School \$15.13 per day per child

MCGREGOR & MITCHELL HEPBURN**AGES 6+**

Before School only \$15.21 per day per child
After School only \$17.05 per day per child
Before and After School \$32.25 per day per child

P.A. DAY CAMPS (AKA "NON-INSTRUCTIONAL DAYS")**(Under age 6)**

Daily rate: \$22.00

(Over age 6)

Daily rate: \$48.08

March Break Camp (Under age 6)

Daily rate: \$22.00 (Full week only, \$110.00 per week)

March Break Camp (Over age 6)

Daily rate: \$48.08 (Full week only, \$240.40 per week)

Winter Break (Under age 6)

Daily rate: \$22.00

Winter Break (Over age 6)

Daily rate: \$48.08

Summer Camp – McGregor and MHPS (Under age 6)

Daily rate: \$22.00 (Full week only, \$110.00 per week)

Summer Camp – McGregor and MHPS (Over age 6)

Daily rate: \$48.08 (Full week only, \$240.40 per week)