



YMCA-YWCA
Vancouver Island

Early Child Care Family Handbook

July 2020

Welcome to the YMCA-YWCA of Vancouver Island

For over one hundred years, the YMCA-YWCA has been a leading charitable organization across Canada – providing programs and services such as child care, camping and outdoor education, health and fitness, leadership training, and community health programs for children, youth, families, adults and seniors. The YMCA-YWCA is an inclusive, welcoming and supportive environment for people to develop in spirit, mind and body. Our values of Caring, Honesty, Respect and Responsibility guide our everyday decisions and actions.

As a charitable, community-based association of volunteers and staff, the YMCA-YWCA's mission is to work together to enhance individual and community potential through participation, learning and leadership.

This handbook has been prepared to provide you with an overview of our child care programs; an introduction to our policies and procedures; and to answer any other questions you may have about how we operate. Throughout this handbook, we use the term "Parent" to describe both parents and guardians of children.

Thank you for choosing YMCA-YWCA Child Care!

Our Commitment to Children and Families

The YMCA-YWCA is dedicated to strengthening families and communities. We value the strength of each family and respect the diverse backgrounds that enrich our programs. We recognize that each child is an individual and that each family has different needs and expectations. Our goal is to build partnerships with families and to provide information, resources and referrals to help children grow to be healthy, caring and competent adults.

YMCA-YWCA Child Care

YMCA-YWCA Child Care is a resource that parents can rely on to provide an environment outside of the home that is safe, caring and developmentally supportive for their child. We understand that children's early life experiences set the foundation for lifelong learning, building self-confidence and establishing positive relationships. YMCA-YWCA Child Care is a place where children can grow and reach their potential. The benefits of a quality child care experience will last a lifetime.

YMCA-YWCA Child Care:

- Provides environments that are caring, supportive and secure.
- Involves children in learning through active hands-on play, exploration and discovery.
- Offers activities to help children develop self-esteem, self-confidence, and self-reliance.
- Promotes the values of caring, respect, honesty and responsibility.
- Develops social and emotional competence.
- Involves children in philanthropic activities, such as the YMCA-YWCA's Strong Kids Campaign.

Inclusion

YMCA-YWCA Child Care is open to children of all abilities. We strive to provide an inclusive environment and programming to meet individual needs. We work collaboratively with the child's family and any external support services to ensure effective inclusion.

Hours of Operation

- Downtown YMCA-YWCA Child Care: Open 8:00am-5:00pm Monday-Friday
- Westhills YMCA-YWCA Child Care: Open 7:45am to 5:15pm Monday-Friday

Our programs are open year-round with the exception of Statutory Holidays and one week at Christmas. This weeklong closure provides the opportunity to complete yearly maintenance work in the programs.

Please note: If a Statutory Holiday occurs on a weekend, our child care program will observe the holiday on the next business day.

Winter Closure 2020/2021:

All YMCA-YWCA Child Care programs will be closed for approximately one week over the December holidays, dates to be determined annually.

Unscheduled Closures

Our child care programs are open Monday to Friday throughout the year. However, there may be times when we must close due to unforeseen events (weather, power failure, etc.). For example, in the event of extreme weather conditions (such as a heavy snowfall), our child care programs will be closed if public transportation cannot operate. In addition, the child care centre will follow all directives from Child Care Facilities Licensing, Island Health, and the Ministry of Health related to Pandemic outbreaks.

In the event of a power outage, our programs may be unable to open or may be required to close early. When possible, you will be notified of a potential closure or phoned/contacted if we must close earlier than the scheduled closing time.

Our Programs

Our child care programs provide safe, healthy, creative places where children can work in small groups with a variety of materials. We provide opportunities where children develop values, self-confidence and social skills. We know that children learn best in environments that are child centred and age appropriate. Our routine is flexible to meet the needs of the children and may vary depending upon daily activities and outings.

All YMCA-YWCA Child Care programs follow a play-based curriculum. Play-based learning is essential to the healthy social and cognitive development of all children.

Active Play

Our child care programs adhere to the *Active Play* – standard of practice. We understand that establishing healthy/active lifestyles start when children are young. We strive to create environments where children can have access to both indoor and outdoor active play experiences every day. On average, children spend 2-3 hours outside every day, regardless of the weather. During extreme weather, we will modify our programs so that children are still able to move their bodies and enjoy active games and activities indoors. Please ensure is dressed appropriately for weather conditions (see: *Items to Bring from Home*).

Screen Time

Our child care programs focus on creating opportunities for the children to explore and experience life firsthand. Electronics are not a part of our daily routine and are limited in use for educational means only (i.e. researching a project). Electronics are used sparingly; less than 30 minutes per day and are not for children under the age of 2 years.

Field Trips

Neighborhood outings are part of our regular routine. These outings provide children with new experiences and foster a sense of community. Local trips may include walking to a nearby park or beach.

Guidance and Treatment of Children

YMCA-YWCA Child Care Centres provide an environment where children are treated with respect, adults are caring, and activities are planned based on children's interests and developmental needs. Our goal is to assist children to learn self-discipline and to develop socially acceptable and appropriate behaviours.

When approaching a challenging situation or behaviour, our staff utilizes a strength-based approach. A strength-based approach means entering a situation, identifying the strengths of the child first, and then supporting the child to build on their strengths to overcome challenges.

YMCA-YWCA Child Guidance Policy and Procedures have been developed to:

- Assist children in developing self-control, self-confidence, and self-discipline.
- Assist children in developing socially acceptable and appropriate behaviour.
- Recognize that each child is an individual whose age, experience, environment, developmental level and culture influence their behaviour.
- Use positive and proactive strategies for guiding children's behaviour.

The YMCA-YWCA Child Guidance Policy is posted on the Family Board and is based on the requirements of the Provincial Community Care and Assisted Living Act and the Child Care Regulation.

Reporting Suspicions of Child Abuse

The *Child, Family and Community Service Act* of British Columbia states: Anyone who has a reason to believe that a child or youth has been, or is likely to be, abused or neglected, is required to report it to the Ministry of Children and Family Development (MCFD). At the YMCA-YWCA, we take this responsibility seriously and understand the legal need to report suspicions/disclosures, not determine if abuse has occurred.

Investigations are the responsibility of the MCFD and/or the Police. It is the responsibility of MCFD and/or the Police to notify parents that a report has been made.

Child Care Staff

YMCA-YWCA Child Care staff includes certified Early Childhood Educators, Early Childhood Assistants, Infant and Toddler Educators, Special Needs Educators and Responsible Adults, and meet all licensing requirements. As child care professionals, our staff have the necessary training and experience to deliver high quality programs and are dedicated to ensuring the safety and well-being of children.

All staff are thoroughly screened to confirm their suitability for working with children. Screening includes: an interview, a Police/RCMP Criminal record Check with Vulnerable Sector Clearance, a *BC Ministry of Public Safety and Solicitor General* Criminal Record Check with Vulnerable Sector Screening, current First Aid certification, 3 professional references and License to Practice in BC designation. In addition, staff must also provide a record of work history, copies of diplomas or certificates detailing education, training and skills, and are required to attend training and relevant re-certification events in order to provide a high level of quality care for your child.

Please note: Staff are not permitted to offer outside care (i.e. babysitting) to families attending our Child Care programs.

Student Placements

YMCA-YWCA Child Care Centres may accept work experience students from Early Childhood Education programs or community volunteers to assist in our programs. We value the contribution that these individuals make to our programs. Students are screened to assess suitability prior to working in our programs. All volunteers must undergo an interview, provide a Police/RCMP Criminal Record Check with Vulnerable Sector Clearance, a *BC Ministry of Public Safety and Solicitor General* Criminal Record Check with Vulnerable Sector Screening, current First Aid Certification, three professional references, and must attend an orientation to the program. Students are only permitted to do work experience at one location.

Students are supervised at ALL TIMES and are never left alone with children.

Please note: Students are not permitted to offer outside care (i.e. babysitting) to families attending our Child Care programs.

Visitors

- Non-essential visitors or volunteers will not be permitted in the centre during this time.

Arrival Procedures

The morning routine is an important one as it can set the stage for how your child's day unfolds. Please let staff know any pertinent information about your child's previous night or morning that might help your child have a successful day. Please note that children may not be dropped off before the program begins.

Sign-in/out: Westhills (Child Care Lobby)

Sign-in/out: Downtown (Second floor lobby area outside of child care).

- Please allow extra time for drop-off as there are health and safety protocols to complete.
- Please telephone the child care as you arrive on site so that you can be put in the que for drop-off/sign-in.
- Please wait until staff have called your name and maintain social distance parameters (staying 2 metres apart).
- Please notify staff if you are planning a later drop off or an earlier pick-up time.
- Parents and guardians are not permitted to enter the program space. Access is limited to staff and children who are attending the program.
- Children will be signed in one at a time by a designated staff member (who will be wearing a face shield/mask with gloves).
- If possible, consider having one designated drop-off/pick-up person.
- Please give your child's backpack to the staff. They will ensure that your child's backpack is placed in their cubby.

Please phone to let staff know if your child will be absent from the child care centre.

Departure Procedures

Your child must be picked up by the child care centre's closing time (5:00pm Downtown; 5:15pm Westhills). Parents are to phone the centre upon arrival. Staff will sign your child out from the centre and will have them ready for you at the door. Please check with the staff to see if there are any messages related to your child and to hear about their day. If possible, consider limiting your routine to one drop-off and pick-up person per family.

Children will only be released to authorized persons, including parents, persons listed on the Authorized to Pick-Up List/Emergency Contact List in the Registration Package or parents/guardians recorded on a legal document (i.e. custody agreement), unless staff are notified in writing.

Should a parent wish to have an additional person added to the Authorized Pick-Up List, written consent must be submitted to Supervisor. Photo identification is required to verify the identity of the person picking up your child if staff are unfamiliar with the person.

Children will not be released from the Child Care Centre if the authorized pick-up person appears incapable of providing safe care (i.e. suspected intoxication/drug use). Should this occur, staff will suggest that the person call a friend or taxi for alternate care of the child and/or transportation home. If staff feel that a child is at risk, or the authorized pick-up person makes an unsafe decision to drive, staff will phone the police.

If a child is not picked up five (5) minutes after the centre's closing time, and there has been no contact with the parent, the staff will follow these procedures:

- Check the sign-in sheet for any information regarding alternate arrangements for the child's pick-up.
- Call the parents at home/work; if alternate pick-up arrangements were made, staff will call the alternate pick-up person.
- 15 minutes after closing: if parents cannot be reached, emergency contacts will be phoned.
- 30 minutes after closing; if parents or any of the designated emergency contacts still have not been reached, staff will call Emergency Services of the Ministry of Children and Family Development.
- An MCFD Social Worker will sign your child out and will place your child in care until you can be located.

Late Pick-Up

If a parent is late picking up their child, the first occasion will be noted on our Late Pick-Up Form. The parent will be required to initial the Late Pick-Up Form. Please note that three late pick-ups in any 6-month period may result in withdrawal of services.

Custody

If a custody agreement is in place for your child, a copy of your custody agreement or court order must be on file. Staff will act in accordance with this legal document. If issues around custody exist and there are no legal documents, the enrolling parent must provide written information on access. Staff will follow information provided by the enrolling parent. The parent with whom the child resides will be deemed to be the custodial parent and staff will only follow instructions of this parent unless otherwise instructed by a court order.

Emergencies

In the case of an emergency or natural disaster, staff will attempt to contact parents as soon as possible. It is essential that parents advise staff of any changes to residence, place of employment or phone numbers (home/cell). These updates include alternate emergency contact information. If local phone lines are down, staff will notify any Out of Town emergency contacts regarding information pertaining to your child (where they can be picked-up).

All YMCA-YWCA Child Care Centres (staff and children) practice fire and earthquake evacuations monthly.

Fire and/or site Evacuation

In the event that we need to evacuate the building, you will be notified of where to pick up your child.

Earthquake

In the case of an earthquake, we will remain on site (if possible). If the centre is badly damaged, emergency crews may redirect us to the nearest emergency centre.

Health/Medical

Our policy is to notify parents if their child is ill or requires medical attention. If immediate medical help is required, staff will call an ambulance and then will notify parents/emergency contacts.

As per Licensing Regulations, we cannot provide care to a child unless we have received completed registration forms detailing any medical/health related information and parent/emergency contact information. Registration forms must be fully completed a minimum of 2 days before your child begins care. If the paperwork is incomplete, your child will not be allowed to start the program.

COVID-19 Health Screening Procedure

To ensure the health and safety of your child(ren) and staff; parents/guardians must participate in a COVID-19 Health Screening Procedure for their child(ren) every day. Staff must also complete a daily screening.

- Staff completes the COVID-19 Health Screening form with parent's/guardians to minimize contact and maintain self-distancing measures.
- If your child has seasonal allergies, please inform the staff so that this information is relayed to the child care team. Inform the staff about the typical symptoms your child experiences as they can mimic cold/flu symptoms.
- **NOTE: All YMCA-YWCA staff will be following the same requirements.**

Illness - Stay Home

All children who are ill with fever, cold, influenza or infectious respiratory symptoms of any kind need to stay home. This includes *fever, sore throat, coughing, difficulty breathing or shortness of breath.*

- If your child has symptoms, they must self-isolate for a minimum of 10 days from the onset of symptoms.
- If your child starts showing symptoms of what could be influenza or COVID-19, you will be contacted immediately to pick-up your child. If staff are unable to reach you, your emergency contacts will be phoned.
- Your child may return to the centre once they are assessed by your family physician or nurse practitioner and it is determined that they do NOT have COVID-19, and their symptoms have resolved.
- Vomiting: Child can return after 24 hours of the last bout of sickness.
- Diarrhea: Must be symptom free for 24 hours and have one solid bowel movement.
- Antibiotic: Can return 24 hours after the antibiotic is first taken as long as criteria above are also met (i.e. coughing is minimal).

- Infected Skin or Eyes: A doctor must examine undiagnosed skin irritations and provide written medical clearance prior to a child's return to program. Conjunctivitis (pink eye) is very contagious and must be treated and the eyes clear before the child may return.
- Ear Aches and Infections: Because VIHA states that untreated ear infections can lead to hearing loss and are potentially infectious, we require children to see a Doctor for direction and that children stay home for a minimum of 24 hours with or without antibiotic medication. This allows for the child to be monitored and assessed. Children may return when symptoms such as fever and ear tugging have subsided.
- Lice: Child may return once they have been treated with an effective lice treatment and all lice and nits have been combed or picked out of hair. Follow up shampooing must be administered to complete treatment.
- Communicable Diseases: Communicable diseases such as chicken pox and measles must be reported to staff as soon as they are diagnosed. The duration of the child's treatment and exclusion from child care will depend on Island Health's Communicable Disease recommendations – which staff will be able to provide.

If a child arrives at the centre ill, parents will be asked to find alternate care for that day. If your child becomes ill during the day, you will be called to take your child home. If staff cannot contact you, they will call your emergency contacts to pick up your child. Your child will be placed in a quiet area to rest, away from the group but still supervised by staff, until an authorized person arrives to pick up your child.

Immunization

It is important for parents to inform the staff of illness or communicable disease. Island Health recommends that your child's immunizations are current before your child enters the program. A written record of each child's immunization must be on file and be up to date. If a child is not immunized, a letter stating this must be provided for the child's file. If an outbreak of a communicable disease occurs, the non-immunized children will be excluded from the program immediately. In the event of an outbreak, Community Care Facilities Licensing and or the Centre for Disease Control will be notified. Children should not attend the centre for at least 48 hours after their last symptom or as directed by the Vancouver Island Health Authority (VIHA) or designate.

Medication

It is preferred that parents administer medications at home; however, staff will administer medication if your child is on a strict medication schedule, provided the following procedures are followed:

- Only medications (including Epi-pens) prescribed by a doctor can be administered in program.
- Medications must be in their original container with the prescription stating your child's name, dosage and time to be given.
- Parents must complete the Consent to Administer Medication form.

If your child is receiving medication for a communicable disease, they must be on the medication for a minimum 24-hour period and provide a doctor's note indicating that they are able to return to the program.

Hand Washing/Safety First

- Upon arrival, your child will be required to wash their hands with soap and water for 20 seconds. This procedure will be repeated throughout the day. Please talk to your child about handwashing expectations to help them understand how important it is to keep themselves and their friends safe and healthy.
- When sinks are not available (i.e. on a community walk), staff will provide alcohol-based hand sanitizers.

Coughing and Sneezing

- Children will be encouraged to sneeze and cough into their arms and not their hands.

Personal Protective Equipment

- Staff will wear gloves any time they are performing first aid, assisting with toileting, cleaning, etc.
- Staff will wear face shields or masks when signing children in and out.

Social Distancing in the Program

- For younger children maintaining physical distance is less practical and the focus will be on minimizing physical contact instead.
- Staff will minimize direct physical contact with your child and will model alternate ways of showing affection (i.e. hold children facing outwards, elbow bumps, toe taps, smiles and winks) and by talking about personal bubble/space.
- Your child will spend as much time outside as possible (this includes participating in learning activities, lunch, snacks, community walks and free-play time).
- Your child will spend time in small groups.

Items to Bring from Home

Clothing

Regardless of the weather, children attending a YMCA-YWCA Child Care Centre spend time outdoors every day. Your child should wear weather-appropriate play clothes each day that are comfortable and easy for them to handle. Please ensure that your child has the following items.

- ✓ Muddy buddies or puddle pants and raincoat
- ✓ Boots
- ✓ Hat and gloves/mitts (winter)
- ✓ Wide brimmed sun hat, sunglasses, and sunscreen
- ✓ Swimsuit, towel (for children who participate in weekly swim time)
- ✓ Indoor shoes

- ✓ Please minimize your child's personal belongings and only bring what is needed for the day (extra set of clothes, lunch, hat, sunscreen, etc.). We will not be storing personal items in cubbies.
- ✓ Car seats, strollers, scooters, etc. will not be stored at the Y during the day.

Please ensure your child's clothes and belongings are labeled. The YMCA-YWCA is not responsible for any lost or damaged clothing or other items.

Necessities

To ensure that your child has everything they need to make them comfortable – please provide the following items:

Infants and Toddlers (children under 36 months):

- ✓ Spare clothing: 2 complete outfits (socks, undershirt, top and bottom)
- ✓ Prepared lunch including formula or cereals (as applicable)
- ✓ Please Note: Raisins, popcorn, nuts, hotdogs and marshmallows are not permitted in the program due to choking risks
- ✓ Bottles, food containers, etc. (labelled with your child's name)
- ✓ Diapers and diaper cream (at least 5 per day)
- ✓ Training underwear

3-5's (children over the age of 36 months):

- ✓ Spare clothing: at least 1 complete outfit (socks, underwear, top and bottom)
- ✓ Prepared lunch
- ✓ Please Note: Raisins, popcorn, nuts, hotdogs and marshmallows are not permitted in the program due to choking risk

Food/Allergies

The YMCA-YWCA promotes healthy eating habits and uses the Canadian Food guide as a resource when providing snacks for children. We provide a morning and afternoon snack.

Snack and Lunch

- Staff will prepare individual snacks for your child.
- Kitchen chairs will be spread out at tables to provide more space for eating.
- Please inform staff of any food allergies or restrictions.
- Water is available for children at all times.
- Children eat their meals and snacks sitting down and supervised by staff.
- Please ensure that you pack a healthy lunch every day. We ask that you refrain from including items such as: candy, chips, cookies, pop, etc.
- All YMCA-YWCA Child Care Centres are **NUT FREE**. We host care for children who have anaphylactic reactions to nuts. The staff will notify parents of any other anaphylactic allergies brought to our attention.

Sun Safety

To help your child become “sun smart”, please make sure your child has a wide brimmed sun hat, sunglasses, and sunscreen at the centre (please label). We do not recommend baseball hats, as they do not provide enough coverage for small ears or the back of the neck.

Physical Care

Diapering routines are important, not only for infants and toddlers’ physical comfort, but also because diapering time provides opportunities for quality interactions and communication. YMCA-YWCA Child Care staff follows the diapering procedures as outlined by child care licensing regulations and YMCA-YWCA Policy.

When children are ready, staff will encourage individual responsibility for dressing and toileting and will assist and support children develop these self-help skills. Depending on the age of your child, staff will encourage them to clean themselves after toileting and will help those who require assistance.

We require children to be 75% toilet trained by the time they enter our 3-5 programs, as child/staff ratios are much higher at this age. We ask families to provide additional clothing (i.e. underwear, pants) to accommodate clothing changes when accidents occur.

Nap and Rest Time

Naptime allows children to physically rest and emotionally unwind. It provides a balance to the day’s active program. Although some children require a nap during the day, naptime is not mandatory for all children. We ask that all children rest for a short time, followed by quiet activities (to allow those who need to sleep the quiet space to do so). Children’s naptime schedules may vary depending on age or individual needs.

Gradual Entry

The gradual entry process is required for each new child. Even though your child may have had other group experiences, this will be a new group for them with unfamiliar faces. This gradual orientation to the program allows time for your child to feel comfortable, to start developing new friendships and to become familiar with staff.

We recognize that this process can be stressful for parents, but it allows your child to become acclimatized to the program and feel more comfortable and confident when it comes time to leave them for the whole day.

Our gradual entry process is as follows:

Day 1: 9:00am-11:00am - Child attends for two (2) hours.

Day 2: 9:00am-12:00 pm - Child attends for the morning and stays for lunch.

Day 3: 9:00am-3:00pm - Child stays for naptime.

Days 4&5: Child can stay all day. If possible, child stays for a shorter day.

Moving to the Next Age Group

When your child reaches the age for moving to the next age group, they will be put on the internal wait list for space. Any vacant space will be filled in the following priority:

1. Children who are currently enrolled and who are ready (meet age requirements) will move to the next age group.
2. Siblings of children enrolled at the centre.
3. Applicants on the waitlist will be called: this is based on the date/time the application was received. If there are no vacancies in the next age group, we cannot guarantee that your child can stay at the centre (i.e. if a child turns 36 months in January and there are no vacancies in the next age program until July). We will contact our other facilities to see if space is available.

Fees and Enrollment

Payment

Child Care fees are due on the 1st day of the month. Payment must be in the form of a Pre-Authorized Payment either through a bank account withdrawal or a credit card charge. A Pre-Authorized Payment Form must be completed at the time of registration and is included in the registration package.

If your child is absent due to sickness, vacation or for other personal reasons, it will be necessary to pay the full fee in order to maintain your child's space.

Deposit

A non-refundable deposit of \$200 is required at time of registration to secure a child care space for each child. Deposit will be applied to the last month's child care fees.

Repayment

The YMCA-YWCA of Vancouver Island is committed to ensuring that parents receive any repayments (i.e. overpayment, prepaid fees for services not rendered, etc.) within 5 business days.

If your child becomes ill due to COVID-19 and has to be absent from the program, your child care fees will be adjusted.

Withdrawal from Program

To withdraw from a child care program, the YMCA-YWCA of Vancouver Island Child Care requires 2 months written notice. Withdrawals are effective on the 1st of the month. For example, to withdraw effective August 31st, notice must be provided on or before June 30th. All withdrawals must be submitted in writing to the Centre Supervisor. In lieu of notice, full fees must be paid.

Parents agree to this duration of notice when signing the pre-authorized payment form within the registration package.

In the event that there is a COVID-19 outbreak or pandemic concern that requires the centre to close, withdrawal notification will be waived. Advance notice may not be possible.

Provincial Child Care Subsidy, Ministry of Children and Family Development (MCFD)

The government child care subsidy program is available to families based on provincial eligibility requirements. Parents who receive the subsidy are responsible for the difference between the subsidy and the YMCA-YWCA Child Care fee. Parents are responsible for keeping their subsidy current and are responsible for the full fee if their subsidy expires. We will refund the subsidy portion of the payment to parents once subsidy has resumed and payment has been received from the Ministry. Please contact MCFD at 1-888-338-6622 or online at www.mcf.gov.bc.ca/childcare for more information.

Termination of Services

When a conflict arises, staff will make every attempt to work with the family to resolve the issue to their mutual satisfaction, provided the arrangement does not:

- Compromise the Mission and Values of the YMCA-YWCA;
- Put the child, staff, or other participants at risk;
- Diminish the value of the YMCA-YWCA experience for other participants.

All situations are dealt with on an individual basis considering the specific needs and circumstances of the family and the capacity of the program to meet those needs. After working with the family and making every attempt to resolve the situation, the Supervisor, in consultation with the General Manager, may come to the decision that it is not appropriate for a child to continue their involvement in the child care program. The following are some situations where this might occur:

Behavioural Concerns:

The YMCA-YWCA is not equipped to deal effectively and appropriately, with a child whose behaviour requires ongoing significant intervention (i.e. persistent unprovoked physical violence; persistent bullying; verbal harassment of peers or staff; or continual unauthorized departure from the child care centre). The Supervisor, in consultation with the General Manager will make every attempt to link the family and child to the appropriate support services.

Unresolved Custody Issues:

If a family's custody issues result in conflicts at the centre (i.e. the non-custodial parent continually attempts to pick the child up at a time/day not specified on the court order) and places the child, staff and other participants at risk, then the family will be asked to make alternate child care arrangements.

Philosophical Differences:

If the needs and opinions of a family do not fit with the principles, policies and procedures of the YMCA-YWCA of Vancouver Island, the Supervisor, in consultation with the General Manager will attempt to find a resolution with the family. If this is not possible, the YMCA-YWCA reserves the right to ask the family to find a more suitable child care arrangement with a mutually agreed upon timeframe.

Inappropriate Conduct:

Services will be immediately terminated if a family member behaves inappropriately (i.e. threatens, harasses, commits a violent act or similar significant act) towards a staff member, child, or other participant in the child care centre.

Late Pick-Up Issues:

As stated in the *Late Pick-Up* section, if a parent is late picking up their child, the first occasion will be noted on our Late Pick-Up Form. If the program is unable to satisfactorily resolve problems of ongoing late pick-up with a family, services may be terminated.

Non-Payment of Fees:

Child Care fees are due on the 1st day of the month. If payment is not received on the due date, a warning will be issued; after two weeks, you will receive a letter of notice; after three weeks, you will receive final notice, which may result in the immediate cancellation of services.

The YMCA-YWCA will not be responsible for any costs charged by your bank/financial institution for NSF fees.

When appropriate, the Supervisor, in consultation with the Finance Department, will work with families to develop alternate payment plans.

Communication

We strive to create an environment where parents and staff can communicate openly and discuss questions or concerns in a respectful way. The Child Care Supervisor is responsible for ensuring that YMCA-YWCA standards are followed and that all issues and concerns are addressed in a timely fashion.

We ask that parents check the Family Board for important program updates and notices. The Family Board includes program highlights, staffing/student and volunteer placements information, administrative, and other information.

Code of Behaviour

The YMCA-YWCA of Vancouver Island is dedicated to the spiritual, physical, mental, and social development of people. We are committed to providing a friendly, respectful environment and reinforce socially responsible behaviour. We do not tolerate abusive behaviour. Employees, volunteers, program

participants and others using YMCA-YWCA facilities are expected to treat others with courtesy and respect.

YMCA-YWCA Strong Kids Campaign

As an independent charity, the YMCA-YWCA relies on the generosity of people in our community and works hard to ensure that no one is turned away because of their inability to pay. The YMCA-YWCA Strong Kids Campaign is our way of raising the funds needed to ensure children and families can live healthier lives, regardless of financial circumstances. Supporting the YMCA-YWCA Strong Kids Campaign directly supports children, teens, youth and families so that everyone – regardless of their background – can realize their full potential.



For more information about ways to support your YMCA-YWCA, please contact the Fund Development Office at 250-386-7511 or email: fwilson@vancouverislandy.ca.

YMCA-YWCA Financial Assistance

At the YMCA-YWCA, we want to ensure that all children have an opportunity to benefit from a YMCA-YWCA Child Care Centre experience. If your family requires financial assistance in addition to Ministry subsidy, please discuss this with the General Manager, Child Care.

Commitment to Privacy

The YMCA-YWCA of Vancouver Island respects the right of individuals to the protection of their personal information. We collect, use and disclose personal data in order to better meet your service needs, to ensure the safety of children in our care, for statistical purposes, to inform you about the YMCA-YWCA program in which you are registered, and to satisfy government and regulatory obligations. You will hear from us periodically about other YMCA-YWCA programs, services and opportunities that may interest and benefit you.

For more information on the YMCA-YWCA's commitment to privacy or opt-out process, please visit our website at www.vancouverislandy.ca

Thank You!

Thank you for taking the time to read our Early Child Care Family Handbook. Please use it as a reference during your child's stay in the Child Care Centre.



**YMCA-YWCA
Vancouver Island**

Fees and Enrollment Policy Sign Off

I have read, understood and agree to follow the YMCA-YWCA Fees and Enrollment Policy.

Child Care Program Location: _____

Parent (Please Print Name): _____

Parent Signature: _____

Date: _____