



YMCA-YWCA of Winnipeg Parent Policy Manual

School Age Child Care

- Nursery/Kinder Programs
- Before & After School Programs
- School Break Programs

Contents

- Overview 4
 - Our Philosophy..... 4
 - Our School Age Childcare Values..... 4
 - Goals and Objectives..... 5
 - Our Structure 5
- Privacy 6
- Confidentiality 6
- Our Programs 7
- Access to Childcare..... 7
- In-Service Day Childcare..... 7
- School Break Care..... 8
- Registration 8
- Program Cancellations 8
- Space Limitations 8
- ePact..... 9
- Custody Papers..... 9
- Withdrawal..... 10
- Cancellation..... 10
- Child Care Fees 10
- Financial Assistance..... 12
- Maximum Hours of Care 13
- Educators..... 13
- Educator Training 13
- Child Abuse – Duty to Report 14
- Arrivals and Departures..... 14
 - Security 14
 - Arrival..... 15
 - Departure..... 15
 - Arrivals and Departures Relating to Children Attending School..... 15
 - Children Independently Transporting Between Centre and School 16
- Weather Considerations..... 16
- Communicating Absences 16
- Maximum Hours of Daily Care..... 17
- Inclusion Policies 17
- Health Policy..... 18
- Medication 19
- Allergy and Anaphylaxis Policy 20
- Lunch or Snacks 20
- Special Occasions 21
- Toilet Training 21
- Accidents/Injuries..... 21
- Emergency Procedures/Enhanced Safety Plan 22
- Centre Closures..... 22

Clothing	22
Personal Belongings/Toys from Home	23
Special Events, Field Trips and In-House Visitors	23
Indirect Supervision.....	24
Research, Photography, and Videotaping.....	24
Code of Conduct/Appropriate Use of Technology.....	24
Self-Regulation	25
YMCA-YWCA of Winnipeg Goals for Behaviour Management.....	25
Parent Involvement.....	26
Parent Management Committees/Parent Advisory Committees.....	27
Centre Visitations.....	27
Communication	27
CASL.....	27
Comments or Concerns.....	28
Resolution Process	28

Overview

The YMCA-YWCA of Winnipeg is a charitable organization whose core purpose is to help grow great people. The YMCA-YWCA of Winnipeg has been providing quality childcare for children aged 0-12 years of age for more than 50 years. Today we operate in over 33 school-based, community and YMCA-owned locations.

Thank you for choosing one of the YMCA-YWCA of Winnipeg's childcare programs. Each year thousands of families trust our childcare programs to be a place where their children are safe and supported while they grow and develop into their full potential. We believe that sustaining a healthy partnership between your family and our childcare educators is fundamental to your child's overall development. Dedicated to quality service, we focus on family and the importance of providing a stimulating, nurturing and safe environment – a place for your child to learn and grow.

Our School Age Child Care Philosophy

Our school age childcare programs have adopted the YMCA *A Place to Connect* curriculum which focuses on play-based learning. Research shows that children flourish in programs that are structured to let them shape the program. Children in our care flourish in programs that provide choice, opportunities for leadership, a focus on strengths, and a place to naturally develop skills and relationships.

We are committed to creating and sustaining an environment that celebrates diversity and appreciates the dignity and worth of all members of the community. We are committed to creating an environment free from discrimination, harassment, and barriers to participation. By respecting the individuality and diversity of all children, our programs offer a support system that is sensitive to the needs of our families and the developmental capabilities of the children in our care.

Our Values

The YMCA-YWCA of Winnipeg Child Care Programs are based upon seven core values.

Caring - Acting with compassion and concern for the well-being of others and the environment

Equality - Providing opportunities for equality in the communities we serve, and treating individuals solely based on their personal merits

Health - Being committed to physical, social, emotional, intellectual and spiritual development

Honesty - Demonstrating integrity and trustworthiness

Inclusiveness - Appreciating diversity, striving to be open to all, seeking to understand differences and find common ground

Respect - Recognizing and protecting the inherent worth of every person, including oneself, and promoting social justice

Responsibility - Being dependable and accountable for choices, actions and commitments.

Our Goals and Objectives

To assist each child to develop a sense of dignity and self-worth by:

- providing a wide variety of social activities and learning experiences that encourage the
- development of self-confidence and the ability to get along with others
- building nurturing relationships between educators and other children.

To assist each child's overall development by providing:

- a stimulating space, with developmentally appropriate equipment and resources
- a variety of developmentally appropriate experiences, driven by their interests, that foster cognitive, creative, social, emotional and physical development
- opportunities to take on leadership roles that develop communication skills, self-regulation, decision-making and problem-solving abilities.

To assist each child to maintain good health by supporting:

- an environment free from health and safety hazards
- daily periods of developmentally appropriate physical activity
- snacks that support good health and nutrition
- applicable resource information for families.

To support families by providing:

- a safe environment for their child so that parents/guardians can pursue education, employment and opportunities for personal growth.
- ongoing opportunities for family involvement and input.

Our Structure

The YMCA-YWCA of Winnipeg has a large structure that supports our childcare programs.

Position	Duties
Centre Educators ↓	Daily interactions with children.
Centre Supervisor ↓	On-site. Provides programming to the children, and oversees the daily operations of the Centre.
Centre Director ↓	Off-site (in most locations). Responsible for multiple centres, and the overall operation of the Centre.
Vice President, Operations Community	Off site. Responsible for overall pre-school and school age childcare programs.

The childcare centres are also supported by childcare registrars who complete registration and withdrawal processes, as well as financial elements such as applying parent fees and maintaining

payment information. The registrars can be reached at cregistration@ymanitoba.ca.

Privacy Statement

The Young Men's and Young Women's Christian Association of Winnipeg (YMCA-YWCA) respects your privacy. We protect your personal information and adhere to all legislative requirements with respect to protecting privacy. We do not rent, sell or trade our mailing lists. The information you provide will be used to help deliver services and to keep you informed and up to date on the activities of the YMCA-YWCA, including programs, services, special events, funding needs, opportunities to volunteer or to give, open houses and more through periodic contacts. If at any time you wish to be removed from any of these contacts simply contact us by phone at (204) 889-8052 or via e-mail at privacy@ymanitoba.ca, and we will gladly accommodate your request.

Confidentiality/Access to Personal Information

Access to a child's information record is given to:

- the legal guardians of the child
- the childcare team (educators, directors, registrars, etc.) involved in the operation of the centre
- if applicable, the assigned Early Learning and Child Care Coordinator(s)
- where parental consent has been provided, school staff
- where parental consent has been provided, resource organizations (eg. occupational therapist, physician, etc).

In the case of an emergency or injury to a child, information may also be released to the proper authorities; such as medical staff attending a child, or in the case of suspected abuse or need for protection, the appropriate child protection agency.

In cases where enrolment in a specific school or program is a prerequisite for registration in a childcare centre, the YMCA-YWCA of Winnipeg may consult with the respective school staff with regards to confirming a child's enrolment in a school or coordinating school and nursery/kindergarten hours.

Parents/guardians should be aware, in the case of non-payment of fees, pertinent information will be provided to an external collection agency.

No other information, verbal or written, regarding a child or his/her family will be released without the written permission of the parent/guardian.

Parents/guardians are responsible for keeping information provided at the time of registration up to date. Any changes to phone numbers, child custody arrangements, medical information, relevant emergency contact information, authorized pick-ups, etc. must be completed by the parent/guardian. Childcare centres are automatically notified of changes to personal information which are made in a family's online account with ePACT.

Our Programs

School age childcare programs consist of nursery/kinder care, before & after care, and school break care. Please see the School Age Centre Directory located on the YMCA-YWCA of Winnipeg website ywinnipeg.ca/childcare for program availability. Hours of operation and programs vary from centre-to-centre.

The YMCA-YWCA of Winnipeg operates both provincially licensed and unlicensed childcare centres.

The majority of the YMCA-YWCA of Winnipeg childcare programs are licensed through the Province of Manitoba's Early Learning and Child Care Program (ELCC). Licensed childcare programs are governed by an established set of regulations and are overseen by Provincial Child Care Coordinators. Centres that are licensed may be eligible to receive funding from ELCC that supports centre operations.

Any YMCA-YWCA of Winnipeg unlicensed childcare centres, are operated within similar guidelines and expectations as licensed centre.

The YMCA-YWCA of Winnipeg will endeavor to keep programs operating which continue to meet the needs of the community. The YMCA-YWCA of Winnipeg reserves the right to limit program offerings and/or locations based on enrollment and/or other factors which limit our capacity to offer a sustainable, quality childcare offering.

Access to Childcare

We accept children between the ages of 4 and 12 years old, attending grades N/K-6 in our nursery/kinder, before & after, and school break programs. The ages of enrolment vary by centre and the type of program which is offered. Children may remain in our programs for the summer following the end of their grade 6 school year, up to and including the last Friday prior to the start of their grade 7 school year.

Our provincially licensed child-care programs use the Manitoba Child Care Search to identify current vacancies. Please visit the site at <https://www.gov.mb.ca/fs/childcare/occr/index.html>.

In the instance of our unlicensed childcare centres, an internal waitlist system is used. This can be accessed by visiting www.ywinnipeg.ca/programs/child-care/#school, and selecting your childcare centre of choice.

We ask that families identify any additional support needs their child(ren) may require, so that we can ensure that appropriate supports and resources are in place upon enrolment.

In-Service Day Childcare

The majority of our school age childcare centres provide care on in-service days. Care is dependent upon each *school's schedule* and our building access. In-service care may begin the Tuesday following September long weekend, prior to the first full day of school.

Please check with your centre supervisor for specific dates applicable to your centre. All children registered at a centre that provides in-service care are charged full day fees for all in-service days, regardless of whether the child attends.

To assist each centre with the planning of their activities and educator schedules, the centre supervisor will ask you in advance to confirm your child's attendance including anticipated drop off/pick up times for each in-service.

School Break Care

Most YMCA-YWCA of Winnipeg school age childcare centres operate concurrently with the school year. While this means that many locations are closed during school break periods (winter break, spring break, summer break), several locations do remain open.

Due to a limited number of available spaces, registration for school break periods is separate from regular school year registration. If you would like your child to attend one of our childcare centres during a school break period, you must request to register your child for that break period.

Current participants can request school break care at any of our available locations, regardless of where they attend during the regular school year. Registration for break periods will prioritize children that attend the open centre assuming their request for registration has been received by the noted deadline. After the initial two-week registration period specifically for currently registered families, registration opens to the public.

School age childcare is offered at a limited number of programs during the final week of August.

A few of our school age childcare programs operate on a 12-month schedule, inclusive of school break periods. A separate school break period registration is not required for these locations.

Space Limitations

We reserve the right to manage enrolment which may result in the YMCA-YWCA of Winnipeg not being able to accommodate your childcare needs for the next school year. In certain situations where capacity is limited and expansion of space is unavailable, we will provide families with appropriate notice.

Program Cancellations

The YMCA-YWCA of Winnipeg will endeavor to keep programs operating which meet the needs of the community. We reserve the right to limit program components and/or locations based on enrolment.

Registration

Registration will be considered confirmed once all registration forms have been completed and a registration fee of \$60 has been provided through pre-authorized payment.

Registration Fee

- \$60/child
- One time, non-refundable
- Payable at the time of registration

Childcare registrars complete the registration and withdrawal processes, as well as financial elements such as applying parent fees and maintaining payment information. The registrars can be reached at cregistration@ymanitoba.ca

The Y considers certain criteria as priority placement for any available childcare spaces, including but not limited to:

- children of Y employees,
- transfers of care from another Y childcare program,
- siblings of children currently registered in one of our childcare programs
- children who attend the school in which the childcare centre is located (if applicable).
- the order in which childcare registration was received

Children accepted into a kindergarten program are guaranteed care for their kindergarten school year only. Before & after school care in grades 1-6 is considered a separate program that requires new application. Every attempt will be made to give to notice to families in June should space not be available.

Children accepted into a before & after school program are guaranteed care until such time as they age out of the program or provide written notice of their withdrawal.

Custody Papers

It is important for families to know we cannot legally refuse a non-custodial parent access to their child(ren) without copies of the proper legal papers on file.

ePACT

ePACT is a secure, online network that offers a contactless, paperless method for the YMCA-YWCA of Winnipeg to securely collect, manage and access essential member information and updates. This includes emergency forms with contact information and instructions, medical forms, waivers, consent forms, and personal health and safety needs. The YMCA-YWCA of Winnipeg limits access only to the administrators we assign.

As part of the registration process, families will receive an email invitation to share information with us via ePACT. Simply follow the instructions to create or log into your account and enter/complete the required information. NOTE: your child cannot attend until the required information has been completed in ePACT.

You can log into ePACT at any time to update your information, and the site supervisor will automatically be notified.

Cancellation of Childcare Services

For regular school year programs:

A minimum of 2 weeks' notice in writing is required to withdraw your child's care. Parents/Guardians will be responsible for the cost of care during this two-week period. If insufficient notice is given the parents/guardians will be charged the amount of a two-week notice period effective the date that notice is given. Notice must be given in writing to the childcare registrar.

For school break programs:

Cancellation requests in writing will be accepted up to the specified cancellation date for each break period. After this date has passed, changes to care requests or cancellations will only be accepted for medical reasons (medical certificate must be provided), approved by the centre director.

Withdrawal of Childcare Services

The YMCA-YWCA of Winnipeg strives to meet the individual needs of all children and families enrolled in our childcare programs. However, situations do arise from time to time where it may be necessary for childcare services to be withdrawn for a child and/or their family. We do not take these decisions lightly and we will ensure a thorough assessment of the child's needs, community supports available, and our ability to support the child have been undertaken before withdrawing services.

Examples leading to withdrawal of services may include:

- Non-payment of program fees
- Frequent late pick up
- Parents/guardians or children exhibiting violent or harassing behaviour toward educators, registrars, volunteers, students on placement, other children or families
- Community resources for children with additional support needs are unavailable or have been exhausted including refusal by parent /guardian to consent to use of support services for their child(ren).

Childcare Fees

Daily childcare fees in all provincially funded programs are set by the Province of Manitoba's Early Learning and Child Care Program. Daily fees for all unfunded programs are set by the YMCA-YWCA of Winnipeg.

Rates are based on a per child per day rate and are subject to change. In the event of a fee change you will be given 30 days written notice.

*Not all program types are offered at all locations.

Program Type	Funded Rate	Unfunded Rate
Before & After	\$8.60	Varies by centre
Centres who operate Before or After Only	\$6.15	Varies by centre
Nursery/Kinder Full Day*	\$20.80	Varies by centre
Nursery/Kinder Only	\$10.40	Varies by centre
Full Day/In-service	\$20.80	Varies by centre
Snack Fee**	\$0.50 / day	\$0.50 / day
Special Activity Fee – Regular program***	\$1.25 / week	\$1.25 / week
Special Activity Fee – Break Week Program	\$25/week	\$25/week
<i>Late Pick up Fee - A late fee of will be charged if you and your child have not left the program by closing time. This fee will be added to your automatic payment.</i>	\$10.00 per child for every fifteen minutes or portion thereof.	\$10.00 per child for every fifteen minutes or portion thereof.

*A full day is defined as more than 4 hours of care for Nursery and Kindergarten spaces.

**You can opt out of the Snack Fee. If you opt out, you must then bring both an AM and PM snack for your child.

***You can opt out of the Special Activity Fee. Please see page 21 for more information.

Payment is required regardless of illness, absenteeism or vacation.

All fees are paid by pre-authorized payment on a weekly basis. Pre-authorized payments may be authorized from an accepted credit card or from a bank account. Please ensure that funds are available in your account, as returned payments may jeopardize not only your child's space in the program, but also your ability to register for any other YMCA-YWCA of Winnipeg services or programs.

Overdue accounts will be sent to a collection agency if there is no response to our final notice for payment, and the child will be withdrawn from the program effective immediately. Families who withdraw from the program without making arrangements to clear any outstanding balances will have their balances immediately forwarded to a collection agency.

Cash payments for fees are not accepted at the centre. If the need to make cash payment arises, payment can be made at the membership sales and experience desk of any of the YMCA-YWCA of Winnipeg fitness facilities. It is the parent's responsibility to acquire a receipt for any cash payment transactions. In the case of overdue fees, parents/guardians may also pay online at <https://ca.apm.activecommunities.com/ywinnipeg> or by contacting a childcare registrar at cregistration@ymanitoba.ca.

We require that families pay for the following statutory holidays (or day in lieu of):

New Year's Day*, Louis Riel Day, Good Friday, Victoria Day, Canada Day*, Terry Fox Day*, Labour Day, Thanksgiving Day, Remembrance Day, Christmas Day* and Boxing Day*

*May be waived depending on when the date falls in relation to the registration for that period.

Centres close at an earlier time on Christmas Eve and New Year's Eve. At the request of individual schools, centres may also be required to close at an earlier time on the last day prior to school breaks. Regular childcare fees will apply on these days.

Our centres are open on Easter Monday and as per the Province of Manitoba Early Learning & Child Care office, an alternate day will be taken in lieu to provide a professional development day for the Educators. Fees will apply on the day of the alternate closure, and families will be provided a minimum of 30 days' notice of the closure.

Childcare fee receipts will be emailed out to the primary email address we have on file by February 28 each year. Please ensure that the childcare registrars have your current email on file.

Financial Assistance

Should you require financial assistance and your child attends a licensed facility, you may apply for government subsidy through

Government of Manitoba's Early Learning and Child Care (ELCC) office.

114 Garry Street, Winnipeg, MB.

204-945-0776

www.gov.mb.ca/childcare

It is the parent/guardian's responsibility to ensure that the proper documentation has been fully completed and submitted to ELCC in a timely manner. You will be charged full fees until the YMCA- YWCA of Winnipeg Registrar has received a copy of your subsidy approval form. Subsidy information must be current, and you must ensure that your subsidy is renewed prior to the expiry date. If your subsidy expires, your fees will be adjusted to reflect full fees until a new subsidy approval is provided. Upon receiving documentation, your childcare registrar will backdate and adjust your fees accordingly, if applicable.

If your child transfers to a different YMCA-YWCA of Winnipeg Childcare location while subsidized, it is the responsibility of the parent/guardian to contact ELCC to have the subsidy transferred. Should the subsidy not be transferred, full fees will apply.

Parents on the ELCC subsidy program must pay their identified parent portion. Payment is required regardless of illness, absenteeism or vacation. Subsidized parents are responsible for full fees for any absences taken over and above the absences allotted by ELCC.

Should you require financial assistance and your child attends an unlicensed facility, you may apply for internal subsidy through the YMCA-YWCA of Winnipeg. You will be expected to re-apply for internal subsidy by the expiry date noted on your most recent approval. It is the family's responsibility to request applications and re-applications. Please indicate at the time of registration if you require internal subsidy information by notifying the childcare registrars.

Maximum Hours of Daily Care

Children can attend their childcare program during the allotted hours for the program which they are registered. For children who attend full day care, up to 10 hours may be attended on any given day. On occasions when a child is not picked up from their centre within the 10-hour period, an additional charge will apply. These fees are in accordance with ELCC and are the equivalent of one additional period of care. If exceeding a 10-hour day persists, we may ask you to make other care arrangements.

Although up to a maximum of 10 hours may be attended on a full program day, the YMCA-YWCA of Winnipeg strongly recommends that wherever possible, a child's day be limited to 9 hours. Childcare is an engaging and active day for children, and much like adults in their work day, attending a long day can be challenging for children.

Our Educators

Our educators come with a wide background of education and experiences. Warm, caring and dedicated, our educators have a passion for nurturing each child's potential. Our staff are held accountable for the implementation of our curriculum, our standards for communicating with parents and adherence to YMCA policies and procedures, including child protection policies.

Our childcare teams include a combination of early childhood educators (ECE) Level II or III, childcare assistants in training (CCA-IT) and/or childcare assistants (CCA). They go through a rigorous screening process that demonstrates their knowledge about, and their experiences with, working with children. Once selected, new educators participate in orientations and training on YMCA policies and procedures, sector regulations and our YMCA curriculum.

Mandatory criminal record checks and child abuse registry searches are conducted prior to employment at the YMCA-YWCA of Winnipeg. If a submitted check has not yet been processed, new educators are not allowed to be left alone with the children. Educators must also hold a valid first aid and infant and child CPR certification.

Educator Training

Our Educators are qualified professionals and lifelong learners themselves, supported through ongoing in-house training. We believe in the importance of continued professional learning and have access to an extensive series of learning modules that support the educators in gaining a deeper understanding of child development. Staff receive comprehensive, on-going training that supports their existing knowledge and experience, including:

- Introduction to YMCA A Place to Connect/Child Development
- Relationship Building
- Program Planning
- Topics such as Physical Activity, Bullying Awareness, Healthy Child Development and Developmental Assets

The trainings cover policies and procedures, child safety and protection, program planning, healthy child development, relationship-based approach to care, physical activity and nutrition, games and activities, etc.

Child Abuse – Duty to Report

In Manitoba it is everyone's legal obligation to protect children. The law requires that any suspicion of child abuse (neglect, emotional, physical, sexual) must be reported to Child and Family Service's All Nations Coordinated Response Unit (ANCR). This responsibility involves identifying and reporting a child who is or might be in need of protection.

The YMCA-YWCA of Winnipeg recognizes its responsibility to promote safe environments and practices to protect children and vulnerable persons.

In addition to completing Police Record and Child Abuse Registry checks upon hire, all educators complete a Police Record Check every 3 years while in our employ. They also review the YMCA-YWCA of Winnipeg Policies and Procedures for the Protection of Children and Vulnerable Adults on an annual basis and complete ongoing training in child safety and protection.

Arrivals and Departures

The safety and well-being of all children participating in our childcare programs is of utmost importance to us. Parents/guardians or their designate are required to personally escort their child into the program and physically pick up their child at the end of the day.

You will be asked to provide us with an expected time of arrival and departure upon registration. Please inform us if your schedule changes or if your child's pattern of arriving or departing will be changing.

Security

Many of our program's main entrances are equipped with security access features, ranging from keypads to cameras, locked doors, intercoms and door release mechanisms. Please familiarize yourself with the access for your child's centre and speak to your centre supervisor/director for further information.

So that we may monitor all visitors accessing our centres, we ask that parent's do not grant centre access to other's wishing to enter. Each individual visitor must be granted access directly by a centre educator.

Centre opening and closing times are determined by the program's designated clock.

Arrival

Please check with your child's centre regarding procedures for dropping off your child.

Children cannot be accepted into care before the centre's designated opening times due to insurance

limitations.

The YMCA-YWCA of Winnipeg is not responsible for any child(ren) until the child(ren) has entered the supervised program area, the parent/guardian or designate dropping off your child has gained the attention of an educator and it has been confirmed that you can leave your child with them. Please allow enough time to attend to your child's needs and to make their transition as pleasant as possible. This will make a big difference in your child's day.

When parents/guardians or their designate are present in the centre, your child is your responsibility; however, should you need to speak with the centre supervisor/director, please identify this to the educators so they will continue to assume responsibility of your child.

Designated individuals dropping off your child must be a minimum of 12 years old and be noted on the child's registration form.

Departure

Please check with your child's centre regarding procedures for picking up your child.

Educators will not release your child to any person other than those listed on your child's registration forms unless you have made advance arrangements, in writing, directly with the centre. Anyone permitted to pick up a child, including the parents/guardians, must bring photo identification every time they pick up a child so that educators can verify their identity. You are responsible for ensuring anyone designated to pick up or drop off a child is aware of these policies.

Transfer of care for your child/ren takes place once you have gained the attention of an educator to inform them you are leaving the program with your child; however, should you need to speak with the centre supervisor/director, please identify this to the educator and they will continue to assume responsibility of your child.

If an educator perceives a parent/guardian or designate pick up person to be under the influence of alcohol or drugs or whose behaviour indicates a potential threat to the child, the educator will make very effort to ensure the safety of the child by requesting the parent arrange for an alternate form of transportation. If the pick-up person is unwilling to cooperate with the educator, the educator will contact an alternative emergency contact person listed in your child's file, and request the person immediately pick up your child. If the educators are unable to reach an emergency contact within 30 minutes, All Nations Coordinated Response (ANCR) will be notified.

Designated individuals picking up your child must be a minimum of 12 years old and be noted on the child's registration form.

Arrivals and Departures Relating to Children Attending School

If the centre transports your child to and from school or to and from the school bus, we assume responsibility for signing your child in or out during these times.

The school takes responsibility (where applicable) for your child once:

- the school bell indicating the school day commences has rung

- school staff have picked up your child or
- the child has boarded the school bus.

After school, the YMCA-YWCA of Winnipeg's responsibility begins when:

- the educator has met the children at a predetermined location within the school/school grounds or
- once the child exits the bus at the designated drop off location.

Please check with your child's centre supervisor for any variations to this procedure.

Where approved by the childcare coordinator, and consent has been granted by the parents, children may be released prior to the school bell in order to participate in before school activities or join their peers in the school yard. The school takes responsibility for the child during these activities.

Children Independently Transporting Between Centre and School

Where permission has been granted by ELCC and parents/guardians have provided consent, children who attend a childcare centre but are enrolled in middle school (grade 5-6) at another location may be required to transport themselves independently between the centre and school before school, and between the school and centre after the school day. In these instances, practices surrounding expected departure and arrival times, as well as communication with parents, are established.

Weather Considerations

In cases where the children are transported to and/or from an off-site school, weather considerations must be taken into account. If the temperature or the wind chill factor is below -35 C, we will not walk children to/from school. You may be asked to either provide transit bus fare for your child, or to transport them yourself. Other alternatives may be considered at specific centres. Please check with the centre supervisor as to what procedures will be followed.

If school buses are not operating due to weather, we will not be able to transport children to/from school. In this circumstance, you will be asked to transport them yourself or find alternative care arrangements as the child-care centre will remain open only for its regular operating hours.

Communicating Absences

It is imperative that parents/guardians communicate any absences to the childcare educators in advance. In the after-school portion of the before & after program, if a child is signed up for care, and they do not arrive at the centre within an appropriate time the following steps will be taken:

1. The child's teacher will be informed and asked to assist in determining whether the child attended school that day or is still in the building.
2. If the child is not located, the educators will then inform the parents/guardians using the numbers for home/work that we have on file.
3. If the educator is unable to contact the parents/guardians, they will contact those

individuals noted on the child's emergency contact list.

4. Once the parent/guardian or emergency contact person has been contacted, the care of the child will become the family's responsibility.

Forfeiture of Care

Where the child has not been in attendance for 10 days and no contact or explanation has been made with the centre by the parent/guardian, it will be assumed that the child no longer requires care and the space will be revoked. During the 10 days the supervisor/director of the program will make every effort to contact the family using the information provided at the time of registration.

Fees will continue to accrue during this time and the two-week notice period will begin once it has been determined that the space has been forfeited.

Late Policy

Parents, guardians or designates picking up your child are expected to arrive in enough time to speak to the educators, gather your child's belongings, dress your child and leave the centre by its closing time (check with your centre for their hours of operation.) Any parent, guardian or authorized person who is not out of the centre by closing time – **determined by the centre's designated clock** - will be considered late in picking up their child(ren) and a late fee will be charged (see late pick up fee).

If your child has not been picked up by the time the centre is scheduled to close, and we have not been notified, the following steps will be taken:

1. We will call you at the home or work numbers that we have on file.
2. If we are unsuccessful at contacting you, we will call your emergency contacts.
3. Thirty minutes after closing, All Nations Coordinated Response (ANCR) will be notified.
4. The educator will wait with your child until a social worker arrives.

We do not permit educators members to transport a child home.

Inclusion Policies (Updated June 2022)

Inclusion Statement

We believe children of all abilities deserve exposure to an environment and experiences that promote growth in all areas of development. At the YMCA-YWCA of Winnipeg children are welcomed into our programs. When children who require additional supports enter our programs, the YMCA-YWCA of Winnipeg makes every effort to support the child along with their families.

All childcare program areas are arranged so all children can move freely and make choices based on their abilities, interests and needs. We make changes to our daily program to meet the needs of each child. The YMCA-YWCA of Winnipeg is committed to learning more about all abilities and inclusive programming and provides training opportunities for educators to develop their knowledge and practice of inclusive programming.

Intake Process

When a family whose child(ren) require(s) additional support needs has been identified, the following steps will be taken. Note, that additional support needs may be identified after a child has been attending for a period of time.

1. The parent/guardian will be asked to sign a Consent for Release of Personal Information form for the child.
2. The parents/guardians and centre director will discuss the child's specific needs. We respect and value input from parents and encourage them to be part of the decision-making process for their child.
3. Supports and contacts already in place will be identified, noted and consulted as applicable.
4. An application to the Inclusion Support Program will be made for funding (this funding is not available at our unlicensed programs).
5. If required, the centre will access the services provided by the United Referral Intake System (URIS) or other health agencies to ensure that educators are fully educated and comfortable with any medical needs that the child may have.
6. Centre supports (environmental accommodations or staffing resources) will be identified and the necessary steps will be taken to put them in place.
7. The child and family will be offered opportunity to be introduced to the centre team and tour the facility.
8. If the above supports have been put in place and ELCC funding has been approved, then the child will be officially enrolled into the program. There may be occasions where the child may be enrolled in the childcare centre for a period of time, prior to support needs being identified. Once identified, the steps of the Intake Process will proceed.
9. An annual meeting will be held to establish and review an Individual Program Plan. IPPs will be completed with the input of all stakeholders involved with the child including parents, centre educators, early intervention professionals and school personnel (if applicable). It is also acceptable for parents/guardians to share the child's Individual Education Plan (IEP) from the child's school to meet this criterion.

Through daily interactions educators observe and identify the abilities and needs of all children. Should questions regarding behaviours and/or a child's development arise, the following steps will take place:

- A. The educators will engage in conversation with the family to decipher whether concerns are specifically centre related.
- B. The educators will complete a sufficient number of objective observations, paying attention to social or environmental factors that may be precipitating the behaviours.
- C. Interim staffing may be put in place to provide support.
- D. Families may be asked to follow up with the family physician. If outside resources are needed the program will contact the specialists from either Manitoba Early Learning and Child Care program, the Family Centre, or other support agencies.
- E. The program will then proceed as per #4, 5, 6, 7 and 8 noted above.

Health & Illness Policy

Unexpected illness is a reality for parents of children in group care. Please plan ahead and have back up care for emergencies. If your child will not be attending the centre, please take a moment to let us know. This allows us to keep a watchful eye for other children exhibiting similar symptoms.

If a child’s ill health prevents them from participating in all centre activities (e.g., excursions, gym, outdoors, etc.) or being comfortable in normal program activities, we suggest that they do not attend the program. If your child becomes ill while at the centre, we will make your child as comfortable as possible and contact you to pick them up. If we cannot contact you, we will contact your designated emergency contacts. Upon request, the centre will provide you with written documentation indicating that your child was requested to be picked up from the centre.

If your child has an illness, parents are required to inform the centre within 24 hours as we are required to follow Manitoba Public Health regulations regarding incubation and/or isolation.

Our programs follow Public Health Guidance regarding isolation periods for all illnesses. Decisions regarding isolation may refer to symptoms that present individually or in combination with other symptoms. The chart below outlines more common symptoms/illnesses that our programs tend to see and is not an exhaustive list.:

ILLNESS/SYMPTOM	PROCESS
Fever	If a fever reaches 38 C and your child has other symptoms, and/or is unable to participate in program activities. the child must be picked up immediately. The child may return once they have been fever free without use of medication, for 24 hours
Diarrhea	Child will need to be picked up after the second incident in a day
Vomiting	Child will need to be picked up after first incident depending on situation and severity
Strep Throat	Child may return after 24 hours of appropriate antibiotic treatment
Skin Rash	Must be diagnosed by a doctor and appropriate treatment received before the child may return. A doctor’s note will be required to return.
Head Lice	Child will need to be picked up as soon as parent is notified. Child may return once they have received appropriate treatment.
Warts or open sores	May be prohibited from entering pool as per the Aquatics Director (if applicable)
Conjunctivitis or Pink Eye	Child may return after 24 hours of appropriate antibiotic treatment
Chicken pox	Child may attend if well enough to participate
Measles	Child may return no sooner than 4 days after the onset of rash (7 days for Rubella-German Measles)
Hand-foot and mouth disease	Child may return once they are symptom free

A doctor’s note may be required prior to return to the centre. We will post any incidences of contagious disease as required by ELCC.

Medication

All our centres are required to follow the URIS (Unified Referral Intake Service) guidelines as they pertain to asthma, diabetes, serious medical conditions or life-threatening allergies. If your child has any medical conditions or special needs, please speak to your centre supervisor/director before your child starts attending the program to ensure supports are in place for the first day of participation.

Medications must be given directly to educators and parents will be required to sign a medication release form providing educators the permission to administer the medication as noted by the physician. Medications will be kept in a secure, temperature-controlled space.

In situations where the child must always have independent access to their medications (e.g., epi-pen, inhaler, insulin, etc.) be sure educators are aware the child is in possession of their medication, that the medication is properly stored and easily accessible to the child.

Prescription medication will only be administered when in the original pharmacy container, labelled with the child's name, medication name and dosage instructions.

Non-prescription medication must be in their original container and will only be administered with a legible note from the physician indicating the child's name, medication name and dosage instructions.

Allergy and Anaphylaxis Policy

The YMCA-YWCA of Winnipeg strives to protect the children in our care who have serious and/or life-threatening allergies by reducing as much exposure to their known allergens.

All our childcare centres are **NUT PRODUCT AWARE**. This means that we will not knowingly serve products that contain, may contain or have been processed in a facility that also processes nuts.

Please check with your child's centre regarding any additional allergy warnings/restrictions.

Please notify the educators of any food tolerances and/or allergies (diagnosed or suspected) that your child has. This includes providing detailed information about your child's known allergens, signs and symptoms of an allergic response and the steps to take in an emergency.

It is important to be aware that even a small amount of allergen can cause a severe **life-threatening** reaction. We ask that all parents and children not bring identified allergens into the program, restrict the sharing of food, and follow proper hand washing procedures.

Our full Anaphylaxis Policy is available upon request from the centre supervisor/director.

Lunch or Snacks

All our childcare centres are **NUT PRODUCT AWARE**. Please ensure your child's lunch and snack (if

applicable) contains no nut products, or items that have been in contact with nuts.

Snack Fee

- Children registered in preschool or school age programs will be charged \$0.50 per child per registered day (\$2.50/week)
- Non-refundable
- You may opt out the snack fee by notifying your centre supervisor or director. Opting out will be for the remainder of the program's fiscal year and must take place within the first 30 days of the child starting the program. Families who opt out are responsible for providing morning and afternoon snack for your child(ren).

Check with your individual centre for more information. Children are encouraged to try all foods unless allergies or religious practices prohibit this. Our snack menu is posted on the parent information board for your information. Any changes made to the daily menu will be noted.

Nursery/kinder program children must bring their own lunch each day, while children in the before & after program children must provide their own lunch when attending full day in-service days and school break care. We recommend that lunches and snacks should be nutritionally appropriate. We will be pleased to provide you with suggestions/alternatives for your child's lunches or snacks.

A microwave may be available at some locations to reheat your child's lunch (inquire to centre supervisor). Please note that we will not prepare or cook your child's food. At lunchtime, we will serve water or milk and provide dishes and cutlery as needed. It is highly recommended that an ice pack be placed in your child's lunch to keep any perishables cold and if possible, a thermos be used to keep foods at a safe temperature.

Special Occasions

Please speak with the centre supervisor if you are planning to bring in a special snack. Special snacks should be store bought and labelled as being nut-free. Healthy treats like fruits and vegetables are always welcome.

Toilet Training

We will work with families of children in our before and after school programs (including nursery and kinder programs), who are not toilet trained at the time of registration. In certain circumstances (staffing levels, physical environment of the program) programs may not be able to support a school aged child who is not fully toilet trained.

Accidents/Injuries

Children are active and curious. It is not uncommon for young children to experience cuts, scrapes, and bruises while running, jumping, exploring and playing. All educators hold valid certification in first aid and CPR and have been trained in emergency procedures. We make every effort to reduce the possibility of accidents and injuries.

Anytime your child has an accident that results in an injury, the incident is recorded on an incident report form. Parents/guardians are requested to read and sign all incident reports which will then be placed in the child's file. A copy will be provided to families upon request.

Incidents that require an immediate call to a parent / guardian (along with a written incident report) include:

- any bite that breaks the skin
- any break of the skin that may result in scarring
- any fall or incident that results in contact to the head (which may or may not result in a visible injury)
- any injury that results in a nosebleed
- any injury in close proximity to the child's eyes
- any injury that the educators deem may require medical attention or follow up

If an injury requires minor medical care, we will contact you immediately to ask that you or a designate pick your child up and take your child to get the necessary care required. If no one can be reached it may be decided that a designated educator will escort your child via a cab to the hospital for treatment. Parents/guardians will be responsible for any costs incurred – including the cost of the cab.

If the injury requires emergency medical care an ambulance will be called and if an educator is available, they will escort your child to the hospital. The parents, guardian or designate will be notified immediately.

The educator will remain with your child until the parents, guardian or designate has arrived. You will be responsible for any costs incurred – including ambulance.

We report any injuries requiring families to seek medical care for their child to the Early Learning and Child Care office within 24 hours.

Emergency Procedures/Enhanced Safety Plan

All licensed child-care centres act in accordance with provincially approved Child Care Enhanced Safety Plans which govern emergency procedures specific to each of our centres.

The centre's Child Care Safety Plan outlines expectations for controlling visitor access, managing threatening behaviors, and specific evacuation procedures in the event of a fire or other emergencies such as hold and secures/lockdowns, etc. Copies are posted in your child's centre and are available upon request from the centre supervisor/director.

Centre Closures

In the event of a storm, storm warning, weather, power outage or other conditions that may cause the closure of the centre, we will make every effort to have our closure announced on CJOB and the Association's social media channels. Please contact the centre first to see if an educator is present and if the program is open and/or closed. If the closure occurs during the course of the day, parents will be contacted to make arrangements for their children to be picked up as soon as possible. (Fees may still apply).

Clothing

Our centres provide regular opportunities for outdoor play. If temperatures or wind chill factors drop below -25c, or if the weather is similarly inclement (eg. extreme heat, high humidity, thunderstorm) opportunities for outdoor time and/or the amount of time will be at the discretion of the centre educators. Please ensure that your child has clothing appropriate for the weather each day. This includes a hat, rain gear, ski pants, boots, etc., as applicable per season.

Many of our activities involve opportunity for a child to fully engage in play. At times, this may mean their clothing could get dirty/paint/etc. We encourage you to send your child in clothing that they are free to engage in.

Children are required to have indoor shoes for daily use at the centre. For your child's safety, fitted footwear with good grip is highly recommended for our very active program. During the summer we recommend a closed in shoe vs. sandals.

The childcare centre will supply sunscreen and/or insect repellent, a small donation may be requested to cover the cost. Families may choose to provide their own sunscreen/insect repellent for their child.

Personal Belongings/Toys from Home

Unless the centre designates a "show and tell" experience, toys from home are best kept safe and sound at home. This will ensure that your child's items will not become lost or broken.

Please label all personal items with your child's name . If something gets lost but has your child's name on it, it is more likely to be returned. Please note that we are not responsible for lost or damaged personal items.

Special Events, Field Trips and In-House Visitors

We believe that special events, field trips and in-house visitors are a fun and important way of exposing children to many aspects of our community. When planning these events, we consider the developmental levels of all children. Any parent wishing to volunteer will be welcomed.

Parents will be given a minimum of 24 hours' notice of all outings, including details of the trip. An appropriate ratio of educators to children will be maintained for all outings.

You will be required to sign a permission slip for your child to participate in any out of centre trips (except for neighbourhood walks). If a child arrives without the parent/guardian having signed the permission slip, we will assume that your child does not have permission to participate in the event. If proper educator to child ratios allow, arrangements may be made for children who do not have permission to attend specific outings. If staffing does not allow care to be provided for your child, the parent/guardian will be responsible for providing care.

Special Activity Fee

- Covers a combination of field trip, special guests, transportation, special materials and supplies costs
- Parents with children registered in school age programs (Sept - June) will be charged \$1.25 per week, per child.
- Parents with school age children registered during school breaks (spring, winter, summer) will be charged \$25/child for each week registered.
- Non-refundable.
- Payable with weekly childcare fees. You may opt out of the special activity fee by notifying your centre supervisor or director in writing. Opting out will be for the remainder of the program's fiscal year and must take place within the first 30 days of the child starting the program. If you opt out, the centre will decide to either a) allow your child to still participate in the activity or b) provide staffing care at the centre during the special activity.

Indirect Supervision

The YMCA-YWCA of Winnipeg recognizes the need for children to be independent while remaining safe and secure.

Educators may adjust supervision for children by taking into consideration the child's age, abilities, maturity level, activity and environment. When indirect supervision is implemented, educators are expected to know where the children are and will conduct regular safety checks (at least every 10 minutes) while indirect supervision is occurring.

At the time of registration, the YMCA-YWCA of Winnipeg requests written approval from the child's parent or guardian for indirect supervision of the child. Approval is kept on file.

Research, Photography, and Videotaping

On occasions, our centres serve as a work experience setting for high school, university or college students. In such cases general observations of the children may be done as part of the student's coursework. At no time will students be alone with the children or be part of the educator: child ratio.

Specific permission must be given before your child may be involved in any detailed observation/research project within the centre. You will be informed in advance as to the nature of the project and the extent of your child's involvement.

Parents/guardians are provided with a YMCA Canada Photo and Video Consent, Assignment and Release Form. This form must be signed in order to give permission for their child to be photographed while attending the centre. Pictures may be used for displays within the centre, or for promotional purposes.

Code of Conduct/Appropriate Use of Technology

The YMCA-YWCA of Winnipeg has a Code of Conduct which details our policies and procedures regarding the conduct of all children, educators, parents and visitors to our program. All children, parents, educators and others involved in our centre must use e- mail, electronic devices and social media in accordance with our Appropriate Use of Technology policy located within the Code of Conduct.

Educators, parents, children, and visitors to our childcare programs are not permitted to take photographs/videos of educators, parents, visitors, or children regardless of whether someone chooses to share these photos/videos to personal social media platforms unless explicit consent has been provided by the authorized adult in writing.

Our educators are not permitted to form personal relationships with or otherwise connect, communicate or interact with children, youth, or vulnerable individuals for purposes not directly related to employment responsibilities. This includes private messaging, the sharing of and/or liking content on social media accounts or apps, sharing of usernames or user identifications, exchanging phone numbers, email addresses, as well as physical addresses. This also includes "following", "friending", "accepting" or otherwise connecting on social media accounts or apps and/or sharing/inviting children, youth, or vulnerable individuals to "follow", "friend" or otherwise connect with educators.

A copy of the full Code of Conduct is posted on your program's information board.

Self-Regulation and Behaviour Guidance Policy

Our centres recognize and respect the uniqueness of each child and we work with families to provide behaviour guidance strategies to create a safe, healthy and happy environment.

In accordance with licensing standards for childcares, The YMCA-YWCA of Winnipeg shall not "permit, practice or inflict any form of physical punishment, verbal or emotional abuse, or denial of physical necessities for any child in attendance."

The goals and strategies below have been developed with consideration being given to ELCC regulations and an understanding of child development.

YMCA-YWCA of Winnipeg Goals for Self-Regulation and Positive Behaviour Guidance

The YMCA-YWCA of Winnipeg believes that it is the role of the adult in a child's life to support them to learn how to interact successfully with the world around them including other children, adults and the environment. Self-regulation is a skill children develop over time and involves learning how to respond efficiently and effectively to one's bodily functions, impulses, emotions, and to maintain focus or attention so they can learn. At all times child-care educators consider the YMCA-YWCA core values of caring, equality, health, honesty, inclusiveness, respect, and responsibility when interacting with the children.

Specifically, we will work with families and children to:

- teach cooperation, responsibility and respect for self, others and the child-care environment
- consider the developmental capabilities of each child when developing programming and determining expectations for behaviour
- set up the environment (physical and staffing) to encourage expected behaviour and reduce potential conflict
- use a variety of developmentally appropriate strategies to promote social skill development
- help children to recognize and express their needs and emotions in a developmentally acceptable manner
- use positive discipline approaches; such as re-direction when finding solutions

Educators are expected to:

- **Recognize and reinforce expected behaviour**
It is vital to recognize and reinforce the specific behavior not the child.
- **Focus on the behaviour, not the child**
Focusing on the child's behaviour, rather than on the child, allows educators to offer positive guidance for developing positive behaviour.
- **Provide children the freedom to make choices and to seek help**
- Children have a greater sense of comfort and trust when they know that you are there to protect, guide and help them.
- **Set clear, consistent and simple limits**
When setting limits, it is important to keep them simple and only enforce limits that are necessary.
- **Set limits in a positive way, rather than in a negative way**
This focuses on what to do, rather than what not to do.
- **Provide simple explanations for limits**
Teaching children the reasoning for a limit helps them to gain a better understanding of why the limit is put in place.
- **State expectations**
When establishing routines, limits and expected behaviours, it's important to state what is expected rather than to ask
- **Allow time for the child to respond to expectations**
Give children time to respond, rather than demanding immediate results. This helps them to prepare for change.

Parent Involvement

We believe that childcare is a shared responsibility between parents/guardians and our educators. We know it is important to your peace of mind to have regular information about your child's experiences. Your participation and input are equally valuable to your child's experience. Your participation helps to enhance communication and overall programming support to the children.

Parents/guardians are invited to engage in their child's experience in our childcare centres on a daily

basis. At pick up/drop off times, we encourage you to enter the program areas and view the display boards to learn about the activities your child is enjoying. The centre supervisor and educators are available to discuss details about your child's day as well as centre programming.

Parents/guardians can be actively involved in supporting their child's centre in a variety of other ways, including:

- assisting with special events or excursions
- helping collect materials or items for crafts or events
- sharing special talents – to present to children
- sharing skills such as carpentry or sewing, to help enhance the environment or provide repairs
- joining the Parent Advisory Committee to share ideas
- any other opportunities that a parent may wish to discuss with the centre supervisor

Parent Management Committees/Parent Advisory Committees

The Board of Directors of the YMCA-YWCA of Winnipeg serves as the governing body responsible for the overall operation of all programs associated with the YMCA-YWCA of Winnipeg. Service agencies such as the YMCA-YWCA of Winnipeg are required to ensure Parent Management or Parent Advisory Committees have been organized.

Membership is open to all parents of children enrolled in our programs and residents in the catchment area who are interested in the growth and development of the children who attend our program. The committees meet twice a year and generally discuss and provide feedback to the centre's delegated administrator on topics such as centre direction and programming. The PMC/PAC also supports the Centre's special event efforts throughout the year.

If you are interested in joining your centre's PMC/PAC, please speak to your centre supervisor.

Centre Visitations

Parents/guardians of enrolled children are welcome to visit their child's program. Parents/guardians should notify the centre supervisor prior to their visit as activities vary from day to day.

Communication

We believe parent/educator communication is vital in promoting a healthy childcare environment. We invite you to approach the educator or centre supervisor at any time to discuss your child's experiences.

When the YMCA-YWCA of Winnipeg or a specific centre has information to relay to parents, that information will be posted on the parent information board located at each centre. Please take the time to acquaint yourself with the location of the information board.

Information for registrations, program changes, newsletters and notices will be emailed directly to families. The YMCA-YWCA of Winnipeg adheres to CASL. Please see the section regarding CASL below to

ensure you have followed the steps required to consent to receive electronic communications from the YMCA-YWCA of Winnipeg.

CASL

Canadian Anti-Spam Legislation (CASL), is a Canadian Federal Law that entered into force on July 1, 2014. The law generally prohibits the sending of commercial electronic messages without the recipient's consent (permission), including messages to email addresses and social networking accounts, and text messages sent to a cell phone.

For this reason, in order to receive email, the YMCA-YWCA of Winnipeg requires that families have consented to CASL, prior to the YMCA-YWCA of Winnipeg emailing families regarding many aspects of childcare. We ask that you visit ywinnipeg.ca/consent-form to consent to receiving our emails.

For those families who have not consented to receive emails, your main form of communication for centre notices will become the parent information board at your centre, or your child's mailbox (if applicable). It is your responsibility to check these sources daily to ensure that no new information is missed.

Comments or Concerns

We recognize that our engagement and communication with parents and guardians helps a child to feel a greater sense of belonging and is key as we strive to build relationships with families.

We are committed to find resolutions to issues and concerns that may arise for families while participating in our programs. We are committed to engaging with families and addressing their concerns in a timely manner, and all efforts will be made to resolve concerns within our childcare policies.

We recognize that parent/educator schedules sometimes make it difficult to connect at the beginning or the end of the day. Please do not hesitate to work with educators in setting up a time when you can be reached by telephone, or in person, to address any concerns you may have.

Resolution Process

Maintaining necessary documentation and reports is an important aspect of the process and will remain confidential.

- Parents/guardians are encouraged to share their concern with the centre supervisor or directly with educators at the childcare centre. Educators will bring the concern to the supervisor.
- If the supervisor receives the information through a third party, he/she will contact the parent/guardian within one business day.
- Centre supervisor gathers information and determines if he/she can provide a solution to the concern or issue within two business days of initial contact.
- Centre supervisor contacts the parent/guardian to resolve the concern. If the process for resolution is extended, the parent/guardian will be informed.

- If the centre supervisor cannot provide resolution to the conflict, the information will be shared with the Child Care Regional Director for advice on how to proceed.
- Follow up with the parent/guardian will take place within two business days of the information being shared with a Regional Director.
- If the parent/guardian is not satisfied with the resolution or information as presented to them, they may request that the concern be escalated to the next level of leadership.

Summary

Thank you for your entrusting the care of your child with the YMCA-YWCA of Winnipeg Before and After School Programs. We are committed to ensuring that your child achieves to their full potential in a safe and nurturing environment.