

YMCA-YWCA of Winnipeg Infant, Preschool, Nursery & Kinder Parent Handbook



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Overview

The YMCA-YWCA of Winnipeg is a charity that ignites the potential in people, helping them grow, lead, and give back to their communities. The YMCA-YWCA of Winnipeg has been providing quality child care for children for more than 50 years. Today we operate in over 36 school-based, community and YMCA-YWCA owned locations.

Thank you for choosing one of the YMCA-YWCA of Winnipeg's child care programs. Each year thousands of families trust our child care 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 child care 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 Preschool and Infant Child Care Philosophy

Our Preschool and Infant Child Care Programs follow the YMCA *Playing to Learn* Curriculum. We believe that all children learn best through hands on, play-based experiences that allow for exploration and creative thinking. To assist the children in their learning, we often become play partners; role modelling the use of equipment and materials while encouraging the children to be active learners. Being a part of their play allows us to observe the children, learn about their interests and provide them with a wide variety of developmentally appropriate play experiences. We believe in the importance of documentation, to allow us to support their learning.

Regular routines and activities in a thoughtfully prepared environment provide the children with a sense of security in knowing what is coming next. This allows children to feel good about themselves and gain confidence in their abilities. By exposing your child to a variety of positive peer interactions, we assist them not only in developing sound social relationships, but also in learning how they can express their thoughts and feelings.

"The social environment is composed of the relationships among educators, children and other people who participate in the program. It is derived from the tone, attitudes and types of interactions that take place. The early learning educator plays the central role in creating a positive social environment that both allows children to feel safe and secure and reflects the values of the YMCA" Martin and Huggins, YMCA Playing to Learn, 2015, page 68

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.

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 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; and
- building warm relationships of trust between educators and children.

To assist each child's overall development by providing:

- a stimulating space, with developmentally appropriate equipment and resources;
- a variety of developmentally-appropriate play-based educational and life experiences that foster cognitive, creative, social, emotional and physical development; and
- activities that develop verbal skills, self-regulation, decision-making and problem-solving abilities.

To assist each child to maintain good health by supporting:

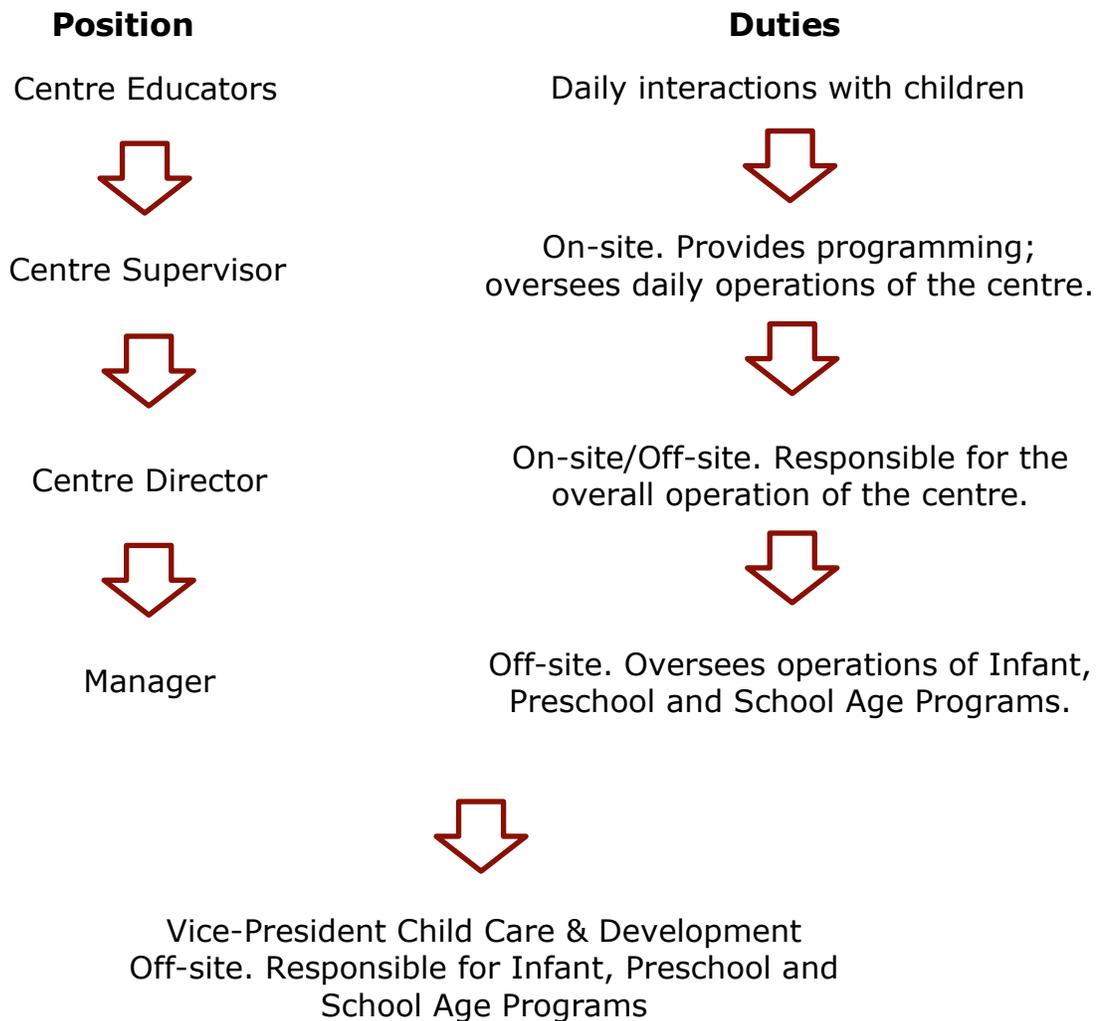
- an environment free from health and safety hazards;
- daily periods of developmentally-appropriate physical activity;
- snacks that support good health and nutrition; and
- applicable resource information for families.

To support families by providing:

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

Our Structure

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



The child care centres are also supported by Child care 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.

Our Programs

Infant Program

Much of the program for young infants is made up of the caregiving routines of the day - feeding, changing and sleeping. The day is organized so the infants can be tended to according to their individual schedules. For the younger infants especially, the routine times provide the opportunities for our educators to build the infant's trust in the educator and for the educator to provide learning opportunities for the infant. One of the main goals during times when the infant's physical needs are being met is to perform these tasks in ways that promote the infant's development in areas such as language, emotional and social development.

Preschool Program

Our preschool program follows the lead of the child in a play-based curriculum. We create activities and experiences based on interest and development levels of all children. Experiences are developed for the whole child (emotional, intellectual, physical and social). Observation and documentation of children's play experiences allow us to create a fun and engaging program.

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.

Our Educators

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

Our child care teams include a combination of early childhood educators (ECE) Level II or III, child care assistants in training (CCA-IT) and/or child care 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-YWCA policies and procedures, sector regulations and our 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 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.

The YMCA-YWCA of Winnipeg offers all our educators training in our five core Playing to Learn curriculum sessions, which include relationship building, play & play partnering, planning, creating an aesthetic learning environment and outdoor teaching. We also offer many supplemental trainings geared towards specific learning outcomes in literacy, math, and science. Many of our educators are trained in the Circle of Security approach to supporting children.

The training covers 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.

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 child care 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.

Hours of Operation and Centre Closures

Centre hours are Monday to Friday as follows:

- Highbury, St. James **and** Downtown: 7:00 am – 6:00 pm
- South **and** Building Blocks: 7:00 am – 5:30 pm
- Rockwood: 7:30 am – 6:00 pm

Centres are closed for the following holidays:

New Year's Day, Louis Riel Day, Good Friday, Victoria Day, Canada Day, Terry Fox Day, Labour Day, Thanksgiving Day, National Day for Truth & Reconciliation, Remembrance Day, Christmas Day and Boxing Day.

**Please note that centres close at an earlier time on Christmas Eve and New Year's Eve. Regular child care fees will apply on those days.*

Our child care programs close at 5:00 pm on the first Wednesday of each month for educator professional development. Reminder notices will be provided at the centre. Regular fees apply on these days, and late fees will be applicable per child for any families who remain in centre at 5:00 pm.

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 communicated to families as quickly as possible using methods of phone, email, or Weemarkable™ communication app. 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).

Access to Child Care

Please see the YMCA-YWCA website for more specific information regarding ages accepted into specific programs as well as availability of part-time care.

Our Downtown Creative Play, Rockwood and South Y Child Care Programs accept children between the ages of 2 and 6 years of age.

Our St. James Preschool Program accepts children ages 18 months - 6 years of age.

Our Highbury Early Learning and Child Care Program and Building Blocks on Balmoral programs accept children ages 3 months to 6 years of age.

Registration

Registration will be considered complete once the following criteria have been met:

- the parents, guardian or designate have met with the centre director/supervisor;
- all registration forms have been completed and a registration fee of \$60 has been provided through pre-authorized bank direct withdrawal payment .

Registration Fee

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

Child care 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 ccregistration@ymanitoba.ca

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

- children of Y employees,
- transfers of care from another Y child care program,
- siblings of children currently registered in one of our child care programs
- children who attend Monday - Friday full days. A full day is defined by the Manitoba Early Learning and Child Care office as being four + hours per day.
- Building Blocks on Balmoral location allots a percentage of its spaces to Canada Life employees; with the remaining spaces open to community families.

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. From time to time, you will receive a request to update your ePACT account so that the program can ensure that information on file is up to date.

Cancellation of Child Care Services

Infant, Preschool & Nursery Care:

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 Child Care Registrar.

Kindergarten Care:

A minimum of 4 weeks' notice in writing is required to withdraw your child's care. Parents/Guardians will be responsible for the cost of care during this four-week period. If insufficient notice is given the parents/guardians will be charged the amount of a four-week notice period effective the date that notice is given. Notice must be given in writing to the Child Care Registrar.

Withdrawal of Child Care Services

The YMCA-YWCA of Winnipeg strives to meet the individual needs of all children and families enrolled in our child care programs. However, situations do arise from time to time where it may be necessary for child care 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).

Forfeiture of Care

Where the child has not been in care for 10 days and no contact 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.

Privacy Statement

The YMCA-YWCA of Winnipeg 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 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 contact.

Confidentiality/Change of Personal Information

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

- the legal guardians of the child;
- the child care team (educators, directors, registrars, etc.
- if applicable, the assigned Early Learning and Child Care Coordinator(s)
- school personnel (where parental consent has been provided); and
- resource organizations (e.g. occupational therapist, physician, etc.) (where parental consent has been provided).

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

In cases where enrolment in a specific school or program is a prerequisite for registration in a child care centre, the YMCA-YWCA of Winnipeg may consult with the respective school personnel 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, addresses, child custody arrangements, medical information, relevant emergency contact information, authorized pick-ups, etc. must be completed by the parent/guardian. Child care centres are automatically notified of changes to personal information which are made in a family's online account with ePACT.

Financial information changes must be made by contacting the centre's Registrar.

Communication

We believe parent/educator communication is vital in promoting a healthy child care 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 or via the Weemarkable™ app. Information for registrations, program changes, will be emailed directly to families.

Communication With Families - Weemarkable™

The YMCA Child Care Mobile App Weemarkable™ is designed and developed by the YMCA with input from YMCA families, just like you, as well as YMCA educators. It is a communication tool to enhance (not replace) the face-to-face YMCA family and educator relationships.

Through Weemarkable™ we are pleased to provide you with daily updates on your child, their development, photos, messaging and more. In addition, you will have the ability to add followers such as grandparents or other extended family members. Your director will provide you with information at time of registration.

Payment and Fees

Fees

Daily child care fees in all provincially funded programs are set by the Government of Manitoba's Early Learning and Child Care office. Daily fees for all unfunded programs are set by the YMCA-YWCA of Winnipeg. Please note: 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. See the following fee schedule.

Type of Care (4+ hours)	Cost of Care per Day (effective April 1, 2023)
Infant - Toddler (3 months – 2 years of age)	\$10.00
Infant – Toddler extended care (over 10 hours/day)	\$15.00
Preschool (2 - 6 years of age)	\$10.00
Preschool extended care (over 10 hours/day)	\$15.00
Activity Fee**	\$0.50
Snack Fee**	\$1.25
Late Pick Up Fee	\$10.00 per child per 15 minutes or portion thereof

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

*** You can opt out of the Activity Fee. See page 15 for additional information.

Payment is required regardless of illness, absenteeism or vacation.

All fees are paid by pre-authorized payment from a bank account on a weekly basis. 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 Service 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 our Registrar Team at cregistration@ymanitoba.ca.

Regular fees apply to all holidays. Please see section entitled Hours of Operation for full list of observed holidays.

As per the Province of Manitoba Early Learning & Child Care, our child care programs may close up to two dates per year to provide professional development for Educators. Fees will apply on these days, and families will be provided a minimum of 30 days` notice of the closures.

Receipts can be accessed online through your ActiveNet account.

Activity Fee

- Covers a combination of materials, excursions, in-centre visitors, transportation
- Non-refundable.
- Payable with weekly child care fees. You may opt out of the 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 determine based on operational ability to either a) invite your child to still participate in the activity or b) provide alternate programming at the centre during the activity

Financial Assistance

Should you require financial assistance, you may apply for government subsidy through:

Manitoba Child Care Subsidy Office
100-114 Garry Street, Winnipeg, MB
204-945-8195

https://www.gov.mb.ca/education/childcare/families/childcare_subsidies.html

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 Child Care Registrar will backdate and adjust your fees accordingly, if applicable.

If your child transfers to a different YMCA-YWCA of Winnipeg Child Care 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.

Code of Conduct

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.

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

Policies

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.

Security

All our program's 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.

Key Fob Policy

Families of Building Blocks on Balmoral have access to the building during operating hours with the use of an assigned key fob. There is a \$10.00 deposit per fob, to a maximum of two fobs per family. Deposits will be refunded to parents when fobs are returned to the Child Care Director. Parents must report lost/stolen fobs immediately to the Child Care Director. Deposits will not be refunded for lost or stolen fobs. Parents are responsible for deposits for any replacement fobs.

Health and Illness Policy

Unexpected illness is a reality for parents of children in child 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 follow Manitoba Public Health regulations and guidelines 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 following chart 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.
Chickenpox	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
COVID-19	Follow public health guidelines.

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 have immediate access to their medications (e.g., epi-pen, inhaler, insulin, etc.), educators will ensure that this medication is properly stored and easily accessible at all times.

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 child care 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.

Maximum Hours of Daily Care

Our hours of operation run Monday to Friday and vary by location. Please see the section entitled Hours of Operation and Centre Closures for more detail. We encourage families to ensure that their child's day at the centre does not exceed 9 hours, as this is your child's workday.

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 child care 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.

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.

Due to the varied activities and engaging nature of our programs, we request that parents respectfully avoid the transition times associated with offering those programs when dropping off and picking up their child. These times occur daily between 9:45 am and 11:15 am as well as between 1:30 pm and 3:15 pm.

Gym/swim programs are only offered at child care programs in the YMCA-YWCA Hub Facilities.

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 every 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 ePACT form

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 -- 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 our educators to transport a child home.
5. Continued patterns of late pick up may result in the withdrawal of child care space.

Communicating Absences

It is important that you contact the program centre to report if your child will be absent and provide the reason for their absence. If an absence goes unreported, program centre staff will follow the procedures outlined below:

For Infant/Preschool Children:

We will call parents/guardians to verify the child's absence, and also ask if the child is feeling unwell or away for some other reason.

For Kindergarten Children:

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 centre 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, he/she will contact those individuals noted on the child's emergency contact list.
4. Once the parent/guardian or emergency contact persons have been contacted, the care of the child will become the family's responsibility.

Inclusion Policies

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 educators' resources) will be identified and the necessary steps will be taken to put them in place.
7. The child and family will be offered the 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 child care 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 (IPP). 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 educators 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.

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 asked to review photography consent forms in their child's ePACT file upon enrolment. These forms must be approved in order to give permission for their child to be photographed while attending the centre. Pictures may be used for displays within the centre, for promotional purposes, or for the Weemarkable™ communication app.

Appropriate Use of Technology

All children, parents, educators, and others involved in our centre must use e-mail, electronic devices, cellular devices, smart watches 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 child care 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 consent has been provided by the authorized adult in writing. This includes use of cameras, video recorders, cellular devices, and smart devices (e.g. tablets, watches, etc.).

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.

Procedures and Practices

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 (e.g. 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, mitts, etc., as applicable per season. We recommend sending more than one set where possible as items become wet during play.

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 child care 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.

Items Needed at the Centre Daily

- Complete change of clothing (two changes of clothing would be ideal)
- Shoes that have a closed toe and a firm grip (no flip flops)
- Seasonally appropriate clothing for outdoor play
- Nutritious lunch - we highly recommend an ice pack and/or thermos and snacks
- Children that are in diapers/pullups must have wipes and a minimum of 5 diapers/pullups
- Hat
- Towel, swimsuit and swimmers (centres located in Hubs, participating in swim programs or lessons)
- Other toilet training supplies

Transition to School

Arrival and Departures Relating to Children Attending School

Please note that school services are not available at our South Y Preschool or Building Blocks on Balmoral locations.

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 educators 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 Child Care 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.

Lunch and Snacks

All our child care 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.

Children must bring their own lunch each day. 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.

Parents are responsible for having their child's lunch at the centre by 11:00 am daily. This allows the educators ample time to set up for the lunch period. If your child's lunch is not here by 11:00 am and staffing and supplies allow, we will provide your child a lunch at a cost to you, otherwise you will be contacted and required to bring a lunch. **Please note the kitchen is restricted to employee access only.**

Snack Fee

- Children registered in our child care programs will be charged a daily snack fee (See Fee Chart for details). \$1.25 per child per registered day (\$6.25/week). Morning and afternoon snack will be available for your child.
- 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).

Special Occasions

Please speak with the centre supervisor if you would like 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.

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 educator:child ratio does not allow care to be provided for your child, the parent/guardian will be contacted to pick up their child and make alternative care arrangements.

Toilet Training

We will support families during toilet training. We recommend packing plenty of extra clothing, and communicating strategies used at home daily with educators at the centre.

Swimming

Swim programs may be offered within child care programs located in the YMCA-YWCA Fitness Facilities.

Children have access to swim aids such as life jackets and life belts. After swimming, children are offered the use of cleansing products during showers.

Swimming Lessons

At applicable locations, children may have the opportunity to participate in swim lessons during their child care programming. Parents will be required to provide consent for their child to participate, and children will require an active Y membership. Child care educators will bring the children participating in swim lessons to the pool side door of the change rooms at the start of their lesson, at which time supervision will be transferred to the care of the YMCA-YWCA of Winnipeg Aquatics Department. The child care

will reassume supervision when the children reenter the change rooms at the conclusion of their swim lesson.

Nap/Rest

Infant and Toddlers

Nap times are flexible and according to the individual child's schedule and needs. Children need adequate rest. As children get older, we may work toward a more structured day with a regular naptime to prepare them for preschool. We work in partnership with parents to determine the appropriate time for a child to make this change.

Preschool Children

Preschool children nap/rest after lunch. If they need rest before that time, we will accommodate them. Any child who remains awake after a half hour will be able to get up and participate in quiet activities. Please check with the Centre Director regarding requirements for provision of bedding.

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.

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.

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.

If an educator has escorted your child to the hospital, they 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.

Parent Involvement

We believe that child care 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 for the children.

Parents/guardians are invited to engage in their child's experience in our child care 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.

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 finding 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 child care 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 child care 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 entrusting the care of your child with the YMCA-YWCA of Winnipeg Child Care Programs. We are committed to ensuring that your child achieves their full potential in a safe and nurturing environment.