

Welcome to YMCA BC – Kamloops Region Licensed School Age Child Care and Recreation Day Camp Programs



YMCA 6th Avenue School Age Child Care

1136 6th Ave
Cell: 250.819.2845

Ages: Kindergarten – Age 12

YMCA Rayleigh Elementary School Age Child
Care

306 Puette Ranch Road
Cell: 250.319.0057

Ages: Kindergarten – Age 12

Licensed Summer/Christmas/Spring Break Day Camps

1136 6th Ave
Cell: 250.819.2845
Ages: K – Age 12

YMCA Recreational Summer Day Camp
150 Wood Street
Cell: 250.379.0057

Ages: 6 – 12 *Must be turning 6 within calendar year

* Subsidy accepted at licensed programs * Opted into Child Care Fee Reduction Initiative

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Parent Handbook

Welcome to the Y childcare! The purpose of this handbook is to outline the policies and procedures under which we operate as a licensed childcare facility. The children enrolled will have opportunities to learn in a prepared environment with activities that invite them to participate in individual interests as well as group activities. Your child will receive quality personal and individualized care, in a caring and supportive environment. Your questions and comments are important so we can achieve the very best experiences for your child.

Hours of Operation

- After School Care: Downtown and Rayleigh: 2:00 pm – 5:30 pm
- Pro-D Days 8:00 am – 5:30 pm
- Winter/Spring Break 8:00 am – 5:30 pm
- Summer Camps 8:15 am – 5:15 pm
- Bus pick-up will not be provided on Early Dismissal days.
- CLOSED ALL STATS

Staff

YMCA childcare staff are selected for their experience and skill with children. All our leaders have certification in first aid and CPR, and receive training in leadership, safety and emergency procedures. All 'Y' staff and volunteers go through a security clearance prior to the start of employment.

Mission Statement

YMCA BC – Kamloops Region promotes the development of Spirit, Mind and Body by encouraging healthy lifestyles, personal growth, and service to people within our community.

Y Child Care Philosophy

The philosophy of the Y childcare service is two-fold:

- 1). It follows that of YMCA BC – Kamloops Region, promoting the development of Spirit, Mind and Body by encouraging healthy lifestyles, personal growth, and service to people within our community.
- 2). Provide a safe nurturing environment that is rich in opportunity for hands on learning and creativity for all children.

Body The Y believes that a healthy lifestyle will result in healthy physical beings. Children will participate in daily physical activities indoors and out. They will have opportunities for free time

to explore large/gross motor apparatus in a supervised and safe environment. Children will be immersed in an environment that encourages sensory exploration and time to develop fine and gross motor skills, during both unstructured and structured activities.

Mind Children have a natural curiosity and desire to learn about their environment and world. The Y childcare programs provide opportunities for exploration, imagination and creativity. Our members will learn ways to conserve, recycle, and create projects that will instill a caring attitude towards their environment. A focus on family, friends, and respect for each other are values that the Y believes make happy, healthy individuals.

Spirit The Y recognizes that each individual has the potential to be their best. The Y childcare program members are valuable citizens with unique characteristics and personalities. The spirit of each individual will be nurtured and given opportunities to excel in their own way. A strong component of the Y's mission is community involvement and volunteering. Parent participation is always encouraged as each family brings unique qualities to the program.

Enrollment Checklist

The following is required by the province of British Columbia and **must** be completed prior to dropping your child off on the first day.

1. Registration form.
2. Completed information and consent forms.
3. Pre-Authorized Payment agreement and if applicable ACCB and/or MNBC subsidy approval.
4. Consultation with the After School Programs Coordinator to confirm registration, discuss your child's entry into the program and address any questions or concerns.
5. Care Plan outlining any medical or social-emotional needs, if required.

Additional Enrolment Requirements

1. A pair of indoor shoes or slippers or sock's with grips on the bottom.
2. A current color photo (head shot) of your child must be provided for the file and Emergency contact form.

Note: All forms must be updated at least every year or sooner according to need.

Health and Wellness

We are a Nut Free Program

A healthy child is a happy child. The purpose of a health policy is to ensure the safety and well-being of each child attending our childcare services. The staff must consider not only the individual child, but also the health and well-being of all the children and adults involved in the

program. Children who attend childcare, while they are ill present an unsafe condition for everyone. A Health Agreement must be read and signed prior to entry.

Children are too ill to attend when they show signs of:

- Nausea, vomiting or diarrhea or have experienced within 24 hours
- Difficulty with breathing
- Fever of 100 F (38.3) or more or have experienced within 24 hours
- Sore throat or difficulty swallowing
- Infected skin or eyes, or an undiagnosed rash
- Headache, and/or stiff neck
- Severe itching of body and scalp
- Any known or suspected communicable disease

Parents are required to inform the childcare staff within 24 hours of diagnosis of serious illness or contagious disease of a communicable nature.

Sick Child Policy

If a child becomes sick while in care the parent will be notified immediately or an authorized emergency/alternate contact will be called to pick up their child. The child will be made as comfortable as possible i.e. change of clothes and a quiet spot to rest. The child will remain under the supervision of staff at all times. The quiet space will be an impermeable surface which will be sanitized after each use, as well as any blankets or sheets will be laundered and sanitized. If the staff feels that a child needs immediate medical care and parents cannot be reached the Emergency Permission Policy and Procedure will be initiated. Symptoms are to be absent for 24 hours before the child returns to program or parents must follow the direction of the Health Professionals. A child on antibiotics will be ready to return 48 hours after medication has started. A doctor's note may be requested.

Medication

Leaders will **not** administer non-prescribed medication of any kind unless there has been consultation with the Coordinator, a doctor's note has been submitted and a care plan has been completed, and medication authorization form has been signed. This will be considered on an individual basis. Staff must encourage parents to administer medication before or after the childcare visit. This included medication to reduce allergy symptoms.

If a child is prescribed medication, (e.g. Epi-pen or inhaler) the staff reserves the right to ask for doctor's written instruction to administer medication. All medicine must be in its original container with legible directions on the bottle and must have child's name clearly marked on container. A care plan must be completed and a medical authorization form must be signed prior to administering any prescribed medication.

No Smoking , Alcohol or Personal Narcotic Drug Use Policy

Licensing Regulations state that no person shall smoke, drink alcohol, or use personal narcotic drugs in a facility, therefore these acts will not be permitted in the facility, grounds, or playground area associated with the facility.

Active Play Policy

Active play and physical movement are an important part of healthy development. Our curriculum incorporates at least 40 minutes of physical activity per day for after school programs and at least 60 minutes per day for full day programs. Active Play includes swimming, park and gym play and/or other sport activities and may be structured or unstructured. These activities will be posted on the activity schedules and given to parents in advance.

Screen use Policy

We adhere to Interior Health's recommendations to limit screen use in our programs. Outdoor, unstructured play optimizes child development and learning. To that end:

Electronic use is prohibited in the program except for the following circumstances:

- Limited use of an electronic to support a behavior challenge – but must be approved by the coordinator and parent and monitored by the staff.
- A movie for a special occasion, i.e., Christmas, Halloween – but will be noted on the schedules (given to parents in advance.)
- For a child to use a phone to call a parent but monitored by staff and limited to one short call only.

Health and Wellness Responsibilities of the Staff

1. A child will not be admitted if the staff judges them to be too ill or infectious to others.
2. Hand washing before handling food and after bathroom routines is essential to everyone's overall health. Hand sanitizing protocols will be in effect. Children will be supported to follow this rule.
3. If a staff member is ill, a substitute will replace them. If no substitute is available, the staff will comply with Interior Health Child Care Licensing Regulation staff to child supervision ratios.
4. The childcare sites will maintain a clean condition; the bathroom, play areas and equipment will be regularly sanitized.
5. All staff and volunteers will notify the coordinator of their immunization status.
6. All Medications will be kept in a locked container.
7. Health records will be kept current and updated when necessary.
8. Disposable gloves will be worn when cleaning up or handling blood.

General

Communication

Communication is very important in maintaining an open and effective relationship.

Y staff are open to any questions, concerns, or feedback you may have that is oriented towards a positive outcome for the children. We know drop off and pick up can be a busy time, so we welcome any communication via text message. Feel free to text at any time to check on your child, ask questions, or share information that the leaders may find helpful. Any serious concerns or issues may be discussed in private, during after hours, or by appointment.

Conferences will not be part of your child's routine, however, should you want to have a conference, you may schedule one.

It is the parent/guardian's responsibility to ensure that you have read all communication sent by coordinator or Y childcare staff as this often contains important information regarding your child and/or the program.

Visiting your Child

Parents are always welcome to drop in and see your child at any time during regular hours. Parents are also welcome to participate in any planned activities, such as reading stories, field trips, art projects and any other activities you'd like to be involved in. These planned activities will be posted monthly. Participation in activities can be pre-arranged with the coordinator.

Swimming Policy

Your child will be given the opportunity to participate in public swimming at YMCA BC - Kamloops Region, 400 Battle Street. The Y childcare staff will be in the pool with your child, and they will escort your child to the change rooms, remain in the change area and escort your child to the pool. After swimming Y childcare staff will escort your child from the pool to the change area and from the change area to the bus and back to the site. Your child will also be supervised by YMCA BC lifeguards while in the pool. **All children will be expected to participate in scheduled swim sessions unless Y staff have been notified by a parent/guardian that the child is unable to participate due to a medical condition/early pick-up/other. Children that are ill should not attend and will be called to be picked up.** We have staff limitations for bench supervision. The YMCA BC childcare staff will abide by YMCA BC – Kamloops Region general pool rules. Children 6 years of age or younger must be in arms reach of Y childcare staff at all times. Due to supervision requirements, children 6 or younger may be required to wear a life jacket. ALL children are required to pass a lifeguard led swim test before swimming independently without a lifejacket. Lifejackets are provided by the YMCA BC-Kamloops Region pool.

Bullying Policy

YMCA of BC, Kamloops Region promotes the development of Spirit, Mind and Body by providing a safe, nurturing environment for all children. Care, Respect, Responsibility, Honesty, and Inclusion – the YMCA Core Values, are promoted to help develop children's self-esteem, confidence, and well-being. Occasionally, a child's behaviour exceeds the limits and leaders must intervene. The leaders will determine if the behavior is peer conflict, mean behaviour, or bullying, all of which can be hurtful acts. Staff will intervene accordingly, using the behaviour guidance policy. Parents will be notified, consulted, and in cases of bullying behaviour, a behaviour contract may be written.

Personal Property Policy

Children's belongings must be labeled. YMCA BC – Kamloops Region will not be responsible for any lost or stolen articles. Please leave all toys and personal belongings at home, unless previously communicated with coordinator.

General Responsibilities of the Staff

1. To make sure the childcare environment is safe. A daily sweep of the indoor and outdoor area will be done.
2. To provide quality supervision. Leaders will engage in active supervision.
3. Ensure safety latches on gates and doorways are in place.
4. Staff are trained to handle emergency situations. Ongoing training will be maintained.
5. First Aid training and Enhanced Child Protection Policies will be kept up-to-date.
6. Information that is shared with, and by parents will be kept confidential.
7. To keep parents informed of child's progress.
8. To keep current with educational training offered by the CCRR program or other sources.
9. To keep parents informed of all childcare changes and updates.
10. To maintain records in accordance with YMCA BC- Kamloops Region standards and Interior Health Licensing requirements.

General Responsibilities of Parents/Guardians

1. We welcome parents of new children to stay initially if he/she is showing signs of anxiety. The staff will work with the parent and child to introduce them gradually until they feel comfortable enough on their own.
2. An extra set of weather appropriate clothing must be provided in case of an accident or mucky play.
3. We do not allow electronics from home to avoid potential problems with loss, damage or conflicts with the toy. (Please see the *Screen Use Policy above).
4. All registration forms must be complete before commencement. False or missing information on registration forms may lead to my child being withdrawn from the program.
5. Snack bags, clothing, water bottles etc. must be labeled with the child's name.
6. Adequate nutrition plays a key role in the health of children. Please provide food for your child that follows the Canada Food Guide. Avoid snacks that are high in sugar and salt. We encourage healthy eating habits at all times while children are attending our childcare services. For after school summer camp programs, parents are welcome to store extra snacks at the site, labelled with your child's name.
7. Parents/authorized persons are required to come into the site and sign their child in/out at all times on our attendance sheet during our operational hours.
8. Please inform the staff of any major changes in the child's life, (i.e. separation, a move, a death, a new addition to the family, etc.)
9. Parents **must report absences to staff in advance by texting or calling the site cell phone.** Transportation (school pick up) may be temporarily suspended for repeated failure to notify.
10. Parents must read all communication regarding general program activities, policies and procedures, and or questions/concerns sent via text or email.

Drop Off & Pick Up

School Pick up Policy

School pick up is provided during SD 73 instructional days. Due to varying dismissal times for children in the downtown region, Y childcare staff will make every effort to pick your child up on time, however, a window has been established within 5-10 minutes of your child's dismissal time. School administration and supervision staff will be notified of YMCA pick up times.

Childcare is provided on school grounds at Rayleigh Elementary. Children are required to report to the YMCA childcare site within 5-10 minutes of being dismissed. If a child has not reported to Y childcare staff within 10 minutes, the caregivers will be contacted.

General Drop off and pick up

If you are picking up or dropping off your child, please ensure that the staff person is aware.

Parents will need to sign in and sign out their child every day. This provides us with a record of attendance, hours, and persons who brought/picked up your child. Licensing requires this record.

Late Pick Up Policy

YMCA BC – Kamloops Region does not offer late pick up services. Parents and caregivers must make every effort to pick up their child on time. If parents or caregivers have not been reached by phone within 15 minutes, Y childcare staff will call an alternate/emergency contact. If the child is still not picked up or alternative arrangements made after 45 minutes the RCMP and/or Ministry of Children and Families will be contacted.

Late pick up fees will apply - \$10 for each half hour (or portion of) to each staff member working upon pick up.

Other people picking up:

It is our policy to release your child only with their parents or authorized pick up individual that parents designate on their registration form. If you know someone else is going to be picking up your child, please notify staff with a **Full Name**. We must have written permission to release your child. Remember to inform all persons picking up your child, they will be asked to show photo **ID**. This is for the safety of your child.

If a parent or alternate appears to be impaired when picking up the child, the staff will encourage an alternate means of transporting the child such as a friend. Staff will contact the required authorities if all efforts for your child's safety are declined. You must ensure you and your child have a safe way home.

Under no circumstances will a child be allowed to walk home alone or be taken in a taxi without a parent or alternate.

If you request a minor to pick up your child, you must sign a Minor Alternative Pickup Agreement in advance and have this minor noted on the registration form as an authorized individual for pickup.

Unauthorized Persons

If an unauthorized person arrives to pick up your child, the child will remain under the supervision of the childcare staff. They will explain the policy that written authorization forms, signed by the enrolling parent/guardian are required to release a child. If difficulties arise, all reasonable efforts will be made to ensure the safety of the child, other children, and the staff. If necessary, the RCMP will be called for assistance.

Custody and Access

If parents live separately, the Y After School Care Program expects that the information provided by the enrolling parent is accurate. Without a custody agreement or court order on file at the center, staff cannot deny access to the non-enrolling parent. If a family has a custody agreement or court order, a copy must be provided and placed in the child's file.

Abuse Reporting Policy and Investigation Protocol

The Child, Family and Community Service Act states that everyone who has a reason to believe that a child has been or is likely to be abused is legally responsible to report this to a child protection social worker. Therefore, if staff has reason to believe, or a child discloses to us, we will report this to the Ministry of Children and Family Services as well as to the Licensing Officer. For an in-depth description of protocol and procedures see the Child Protection Policy manual.

Field Trip Policy

Parents will be notified of planned field trips by way of notice (monthly schedules) with attached permission form (if required). Staff will ensure the safety, health, and well-being of children at-all-times. Child to staff ratios will be maintained and parents or volunteers may be used for additional safety. The main emergency backpack will be brought on every occasion out of the center. A body pack will also be carried on a staff's body at all times - it contains emergency cards for all children, approved First Aid kit and various emergency supplies.

Emergency Procedures

1. For minor injuries, first aid will be administered and noted in the Minor Incident Log.
2. For serious injuries or the staff is in doubt, the following will be applied:
 - The coordinator will be notified immediately
 - Assistance from the Y will be requested if necessary
 - Parent will be contacted immediately
 - An ambulance will be called if necessary
3. In the event that an ambulance must be called the parent will be responsible for any incurred cost.
4. In all cases, an emergency report is completed and a copy given to parents as well as the Licensing Officer.

* It is extremely important, especially in instances of illness or emergency that the emergency contact information is up to date and all information is correct. Please report any changes immediately to keep your emergency contact information current.

Emergency Fire Evacuation

In the case of a fire the following procedure will take place:

1. Children will be gathered quickly and calmly, the attendance with children's information would be picked up on the way out of the exit.
2. We will relocate at the designed meeting place:
 - Downtown Program: Muster Point (North side of the field next to the Church)
 - Rayleigh: outside the school by the North fence
3. Parents will be contacted and required to pick their child up ASAP.
4. Staff will practice monthly fire drills (monthly) and Emergency Drills (every 6 months) to familiarize children with the procedure. The drills will be recorded and posted.
5. If necessary, an incident report will be filled out and forwarded to licensing.

Emergency Block Evacuation

In the case of an emergency block evacuation the following procedure will take place:

1. Children will be gathered quickly and calmly, the attendance with children's information would be picked up on the way out of the exit.
2. We will relocate at the designed meeting place:
 - Downtown Program: Provincial BC Courthouse on 455 Columbia Street
 - Rayleigh: Petro Canada gas station on Hwy 1
3. Parents will be contacted and required to pick their child up ASAP.
4. Buses will be deployed to Rayleigh to take the children and staff to wherever the Authorities Recommend if necessary.
5. Staff will practice monthly fire drill and Emergency Drills (every 6 months) to familiarize children with the procedure. The drills will be recorded and posted.
6. If necessary, an incident report will be filled out and forwarded to licensing.

Complete Emergency Procedures for operations are included in the "Emergency Procedures" booklet.

Behaviour Guidance

The purpose of this guidance policy is to ensure a safe and nurturing environment that is rich in opportunity for hands on learning and creativity for all children.

Children's behaviour is influenced by:

- their health
- their overall development
- their environment
- the adults who care for them

The Y childcare staff recognize that many factors influence behaviour. Social behavior is an ongoing learning process. The goal of our staff /volunteers is to incorporate social development into the overall structure of the program. Children thrive in an environment that is secure, predictable, nurturing, and supportive. We keep groups small and plan activities so that the children can successfully meet challenges and learn positive ways of interacting with one another.

The caregivers set clear and reasonable limits to ensure the safety of each child, the protection of their rights and the rights of others, and the protection of property. When a child's behaviour exceeds the limits, the caregivers will guide the child, using a strength-based approach, in a manner that is developmentally appropriate, consistent, positive, and maintains the child's self-respect. The caregiver will acknowledge the child's feelings and help them to be considerate of the feelings of others. We do not use any guidance techniques that are humiliating, threatening, or isolating.

The staff/volunteers will use guiding techniques to assist children, using the least intrusive approach. These techniques include:

1. Prevention

- **Anticipation** - "Can you please sit beside a friend you will be able to make good choices around?" When you can anticipate a disruption, redirecting the flow can prevent conflict.
- **Reminding** - "Walk to the bathroom and wash your hands." Rather than saying "don't run". Using a positive reminder tells the child what to do rather than what not to do.
- **Redirecting** - "You can choose another activity while you are waiting for John to finish with the microscope." A gentle hand on the shoulder or eye contact helps when redirecting a child.
- **Offering choices** - "It's clean up time. Would you like to put away the blocks or the puzzles?" Choices are offered when there is an opportunity for a choice to be made.
- **Positive Reinforcement** - "I really love the way you clean up all your toys!" A reward, either something tangible or praise, to encourage the child to engage in appropriate behaviour.

2. Intervention

When a child is unable to demonstrate appropriate behaviour in a conflict situation, and guidance techniques have not been successful in redirecting inappropriate behavior, the child will be directed to an alternative activity or area to emotionally regulate. Once the child is calm and regulated, the childcare staff will have the opportunity to discuss the behaviour with the child. The child will be able to resume the activity once regulated.

All reasonable strategies to redirect inappropriate behaviour will be taken. When behaviour poses a risk to the safety and wellbeing of the child, other children, staff and or YMCA property, or the child demonstrates physically aggressive behavior with the intent to harm, the Y childcare staff will:

- Call the parent or alternate to pick up the child(ren) immediately
- Issue a suspension from the program for a specified time
- Involve the parents and children in a care plan and/or behavioral contract which outlines the expectations for behavior in order to return
- Discontinue the care arrangement

Suspension and/or termination of care arrangements will be our last resort. It is our goal that an ongoing positive approach and appropriate intervention, with family support, will result in a positive change to behaviour and outcome for all considered.

Behavior Expectations of the Children

1. Demonstrate the YMCA Values – caring, responsibly, respect, honesty, and inclusion.
2. Use YMCA property and equipment safely and appropriately.
3. Use language that is appropriate to school age programming (ages 5-12).
4. Respect the YMCA rules.
5. Adhere to our “no violence” guidelines to ensure the safety of everyone.

Behavior Expectations of the Staff

1. Model the YMCA Values – caring, responsibly, respect, honesty, and inclusion.
2. Treat the children fairly and respectfully.
3. Meet each child where they are at developmentally.
4. Use appropriate behaviour guidance strategies, including anticipation and intervention to ensure the safety of all.
5. Give children feedback regarding inappropriate behaviour using a strength-based approach, in a manner that is developmentally appropriate, consistent, positive, and maintains the child’s self-respect.
6. Communicate behavior concerns with parents and caregivers.

Behavior Expectations of Parents/Guardians

1. Support our programs behaviour guidance policy and seek clarification when necessary.
2. Review expectations with your children at home.
3. Participate in the development of care plans and/or behaviour contracts, providing guidance and resources.
4. Follow through with objectives, whenever possible.
5. Share information about any behavioral challenges and strategies implemented at home or school to best support the child.
6. Communicate all behaviour concerns with childcare staff and/or coordinator (see communication policy.)
7. Pick up your child immediately in the event that the childcare staff request your child be picked up.

Please note that children who require significant emotional or sensory regulation may be required to attend with a support worker. If your child is attending with a support worker,

a meeting with the coordinator is required to discuss the child's needs and the expectations of all parties involved prior to the child attending programs.

Refund Policy for After School Care

Parent/Customer satisfaction is always of the utmost importance with our Y Programs. Please bring any concerns to the coordinator immediately for quick and efficient resolution to meet you and your child (ren)'s needs. **Should there be a change in the hours/days that care is needed or you choose to withdraw your child we require at least 30 days written notice prior to your next scheduled payment submitted to the Coordinator of the program.**

Any fees that are paid in advance will be refunded appropriately if the due notice is given. Member services will complete the PAP process to end/stop future payments and to reimburse when necessary.

A Final Note

We are always open to suggestions and feel communication a very important part of the childcare relationship. If there are any problems or concerns, we encourage you to talk to staff about it. If a lengthy conference is needed, a time that is convenient to both of us can be scheduled, as the other children still need our attention during class times. Thank you for the opportunity to work with you and your child, and we look forward to the future.