



Shine On



YMCA BC School Age Care Handbook Northern and Interior Regions

We acknowledge, with much gratitude, that YMCA BC's work takes place on land steeped in rich Indigenous history and the traditional, unceded territories of the Coast Salish, Interior Salish, and Dakelh or Carrier Peoples, who have been the lands' traditional stewards and continue to protect and care for the lands, waterways, and airways that YMCA BC currently operates on.



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Table of Contents

WELCOME TO YMCA BC	4
OUR EDUCATION PHILOSOPHY AND CURRICULUM	4
YMCA COMMITMENT TO FAMILIES AND CHILDREN	5
INCLUSION	6
AT YMCA BC CHILD CARE, INCLUSION MEANS CREATING A WELCOMING AND SUPPORTIVE ENVIRONMENT WHERE EVERY CHILD, FAMILY, AND STAFF MEMBER FEELS VALUED, RESPECTED, AND EMPOWERED TO THRIVE. WE CELEBRATE DIVERSITY IN ALL ITS FORMS AND ARE COMMITTED TO ENSURING EQUITABLE ACCESS TO OPPORTUNITIES AND FOSTERING A SENSE OF BELONGING FOR INDIVIDUALS OF ALL ABILITIES, CULTURES, AND BACKGROUNDS.	6
OUR APPROACH EMPHASIZES COLLABORATION WITH FAMILIES, TAILORING PROGRAMS, WHERE POSSIBLE, TO MEET UNIQUE NEEDS, AND PROMOTING EMPATHY, UNDERSTANDING, AND MUTUAL RESPECT. TOGETHER, WE AIM TO NURTURE AN INCLUSIVE COMMUNITY WHERE EVERYONE CAN GROW, LEARN, AND CONTRIBUTE IN MEANINGFUL WAYS.	6
IN SUPPORT OF OUR PHILOSOPHY, YMCA BC WORKS IN PARTNERSHIP WITH FAMILIES, RESPECTING THE DIVERSE BACKGROUNDS THAT ENRICH OUR PROGRAMS, AND RECOGNIZING ALL FAMILIES HAVE UNIQUE NEEDS, INTERESTS, AND EXPECTATIONS. PER THE MINISTRY OF EDUCATION AND CHILD CARE, INCLUSIVE CHILD CARE MEANS THAT CHILDREN OF ALL ABILITIES AND BACKGROUNDS, INCLUDING NEURODIVERSE CHILDREN, CHILDREN WITH A DISABILITY, AND CHILDREN WITH OTHER SUPPORT NEEDS HAVE EQUITABLE ACCESS TO QUALITY CHILD CARE. INCLUSIVE CHILD CARE RECOGNIZES THE INDIVIDUAL STRENGTHS AND INHERENT GIFTS OF EACH CHILD, AND ALL CHILDREN ARE SUPPORTED TO BELONG AND LEARN THROUGH PLAY ALONG WITH OTHER CHILDREN IN A CHILD CARE PROGRAM OF THE FAMILY’S CHOOSING.	6
ARRIVAL AND DEPARTURE	6
ARRIVAL PROCEDURE:	6
DEPARTURE PROCEDURE:	6
CUSTODY	7
RELEASE OF A CHILD	7
YMCA CHILD CARE WILL ONLY RELEASE YOUR CHILD TO:	7
CHILD WILL NOT BE RELEASED FROM CARE WHEN:	7
LATE PICK-UP	7
IF A PARENT/GUARDIAN IS LATE PICKING-UP THEIR CHILD:	7
FAILURE TO PICK-UP	8
TRANSPORTATION	8
FEES	9
PAYMENT	9
DEPOSIT	9
FACILITIES ENHANCEMENT FEE	9

NON-SUFFICIENT FUNDS (NSF) FEE	10
REPAYMENT AGREEMENT	10
WITHDRAWAL	10
AFFORDABLE CHILD CARE BENEFIT – MINISTRY OF CHILDREN EDUCATION AND CHILD CARE (MECC) ...	10
PROFESSIONAL DEVELOPMENT (PRO-D/NID) DAYS, SPRING BREAK, WINTER BREAK, AND SUMMER CARE	11
HEALTH	11
IMMUNIZATION	11
SICK CHILD POLICY AND PROCEDURE	11
MEDICATION	13
FOOD ALLERGIES	13
SUN SAFETY.....	13
CLOTHING.....	13
FOOD.....	14
EMERGENCIES.....	14
FIRE AND/OR SITE EVACUATION	14
WILDFIRE AND WILDFIRE SMOKE	14
EARTHQUAKE	15
ACCIDENTS	15
PROGRAMMING	15
FIELD TRIPS	16
PRINCIPLES	16
CHILD CARE REGULATION.....	16
REPORTING SUSPICIONS OF CHILD ABUSE.....	16
STUDENTS AND VOLUNTEERS	16
PARENT/ GUARDIAN INVOLVEMENT.....	17
TERMINATION OF SERVICES	17
COMMUNICATION.....	18
CODE OF CONDUCT	18
MORE ABOUT THE YMCA.....	18
VOLUNTEER OPPORTUNITIES	18
YMCA PHILANTHROPY.....	19
YMCA FINANCIAL SUPPORT.....	19
COMMITMENT TO PRIVACY	19

WELCOME TO YMCA BC

YMCA BC is the result of the unification of YMCA of Northern BC, YMCA-YWCA of Kamloops and YMCA of Greater Vancouver. Families, children, and seniors in communities from the Sunshine Coast to Fort St John, British Columbia, all have opportunity to belong, grow, thrive and lead through YMCA BC.

We are part of an international and national movement that has brought lasting social change for over 136 years; we've cared for children, shaped leaders for tomorrow and helped generations of people come together to find support, get healthier and make friends for life. Together we create vibrant and healthy communities with a shared sense of social responsibility, where children and families can thrive and experience better health in spirit, mind and body.

As one association with one mission to strengthen our impact for communities across British Columbia, YMCA BC combines the collective strength of each association and collectively we're able to achieve more with more, together.

Our Vision (Where we are going)

We envision vibrant, healthy, and inclusive communities for all.

Our Purpose (Mission, why we exist)

We ignite belonging by enabling everyone in our communities to have equitable access to healthier outcomes.

Our Values (How we show up)

In pursuit of this purpose, we will be: **Inclusive, Supportive, Innovative, and Accountable.**

OUR EDUCATION PHILOSOPHY AND CURRICULUM

YMCA Child Care is an exciting and challenging place, helping children stretch their skills in mind and body. It is also a safe and comfortable place where children build positive relationships with caring adults.

Our School Age Child Care programs ensure that a child's time away from school is spent in a safe, enriching environment. Our quality programs engage and motivate children aged 5 to 12 years. We operate our programs on all regular school days, following the local school district calendar. Additional care may be arranged for professional days, and during school holidays.

The YMCA's commitment for ongoing training ensures that our care providers can deliver on their commitment to your children. Curriculum plans are developed through a shared process involving the children and child care team. Curriculum development becomes a dynamic, living process that captures the moments of wondering and transforms them into consequential learning for today and

tomorrow. YMCA Child Care fosters a child's growth and development along with a desire to explore and learn.

YMCA COMMITMENT TO FAMILIES AND CHILDREN

The YMCA BC has been providing child care in BC since 1976.

We are located in twelve communities, at 30 locations throughout Northern & Interior BC. We are the largest provider of licensed child care in our region, caring for children from three months to 12 years of age.

Our child care staff are qualified caregivers who believe in the YMCA core values of caring, honesty, respect, responsibility, and inclusivity – they genuinely like children, understand, and appreciate their differences. YMCA child care staff are licensed, have earned ECE and ECE Assistant accreditation in addition to internal training in the *Playing to Learn* curriculum. Their training allows them to recognize behaviour that indicates distress, provide loving and warm guidance, tailor games and activities to the ages and interests of the children, and work with parents/guardians in their child's development.

YMCA child-centered programming develops imagination, encourages learning, and promotes life skills and positive values. Our centres are clean, safe, and comfortable with quiet spaces for rest as well as both indoor and outdoor play experiences.

With 160 years of experience in providing programs for children and youth, the YMCA has grown to be the largest provider of not-for-profit child care in Canada – caring for 55,000 children annually.

INCLUSION

At YMCA BC Child Care, inclusion means creating a welcoming and supportive environment where every child, family, and staff member feels valued, respected, and empowered to thrive. We celebrate diversity in all its forms and are committed to ensuring equitable access to opportunities and fostering a sense of belonging for individuals of all abilities, cultures, and backgrounds.

Our approach emphasizes collaboration with families, tailoring programs, where possible, to meet unique needs, and promoting empathy, understanding, and mutual respect. Together, we aim to nurture an inclusive community where everyone can grow, learn, and contribute in meaningful ways.

In support of our philosophy, YMCA BC works in partnership with families, respecting the diverse backgrounds that enrich our programs, and recognizing all families have unique needs, interests, and expectations. Per the Ministry of Education and Child Care, inclusive child care means that children of all abilities and backgrounds, including neurodiverse children, children with a disability, and children with other support needs have equitable access to quality child care. Inclusive child care recognizes the individual strengths and inherent gifts of each child, and all children are supported to belong and learn through play along with other children in a child care program of the family's choosing.

ARRIVAL AND DEPARTURE

Arrival Procedure:

- Children may not be dropped off before the program opens.
- Parents/guardians must sign their child in. Always ensure that a staff member is aware that you are dropping off your child.
- Please notify the centre if your child will be absent.
- Please notify the centre if your child will be picked-up by another adult (written authorization required).
- Please let a staff member know any pertinent information about your child's previous night or morning that might be helpful to staff.

Departure Procedure:

- Your child must be picked-up by program ending/closing time.
- Parents/guardians must sign their child out and check for any messages.
- Always ensure that a staff member is aware that you are taking your child home.
- **A child will not be released to anyone other than a parent/guardian or an authorized person listed on the registration form unless staff is notified in writing.**
- Government-issued, photo identification will be required to verify the identity of the person picking-up your child. Substitutes are used throughout our locations for illness and vacation leave, please be prepared to show photo ID each time you pick-up your child.

CUSTODY

- If a custody agreement is in place for your child(ren), a copy of your custody or court order must be on file. Staff will act in accordance with this legal document.
- If issues around custody exist, and there are no legal documents, the enrolling parent/guardian must provide written information about access. Staff will follow the information provided by the enrolling parent/guardian.
- If a family's custody issues result in continuous conflict at the centre, the family will be asked to make alternate care arrangements.
- Parents requiring copies of documentations for personal or court use will be charged a minimum \$75 + GST administration fee and allow for a minimum three (3) week processing time.

RELEASE OF A CHILD

YMCA Child Care will only release your child to:

- An authorized person 19+ (parent and/or guardian).
- Person named on the registration form or emergency card as being authorized to pick-up the child.
- Parent or guardian who is recorded on a legal document, e.g. custody agreement.
- A person who is not listed on the emergency card or registration form that arrives to pick-up the child, i.e. family member **only if** a staff has received written consent from the parent/guardian confirming that the person is permitted to take the child. Staff will check the government-issued photo identification.
- All people, including parents/guardians, should be prepared to show photo identification upon picking-up children.

Child will not be released from care when:

- The person appears incapable of providing safe care (e.g. intoxication/drug use). Staff will suggest that the parent/guardian or authorized pick-up person call a friend/taxi for alternate transportation. If staff feel a child is at risk and the person makes the decision to drive, staff will call the police.
- The person who arrives to pick-up the child (e.g. friend or family member) is not listed on the emergency card or registration form as authorized to do so or the parent/guardian have not given written permission for the child to be released to that person.
- The person is unable to provide proper government-issued, photo identification.

LATE PICK-UP

Your child(ren) must be picked-up by program ending/closing time. Our staff have their own schedules and families for which they must be on time. Please ensure you plan ahead to arrive on time.

If a parent/guardian is late picking-up their child:

- A fee of \$1.00 per minute will be charged.

- Parents/guardians will be required to complete the Late Pick-Up Form.
- Please note that three late pick-ups in any six-month period may result in withdrawal of services.

FAILURE TO PICK-UP

A fee of \$1.00 per minute will be charged. Upon arrival, the parent/guardian will be given the Late Pick-Up Form to sign which indicates the exact amount that will be charged to the account for the late pick-up. The extra charges will be applied to the next child care payment; late fees are not covered by any 3rd party group, including Affordable Child Care Benefit or the \$10/day program.

If your child is not picked-up five minutes after closing time and there has been no contact with the parent/guardian, the staff will:

1. Check the sign-in sheet for any information regarding alternate arrangements for your child's pick-up.
2. Call parents/guardians at home and/or at work. If alternate arrangements were made, staff will call alternate's phone number as well as the parents/guardians.
3. After fifteen minutes, emergency contacts will be called if parents/guardians cannot be reached.

If after thirty minutes staff are unable to contact the parents/guardians or any of the designated emergency contacts, staff will call the Ministry of Education and Child Care, Emergency Services, who will come and take your child into care until a parent or guardian can be located.

TRANSPORTATION

- Children requiring our transportation services must register with Child Care Administration and make appropriate payment arrangements.
- Children must be at their designated pick-up location by the agreed time or risk being left behind.
- Staff will meet the children in the office on the first day of school and will show the children where to wait for the bus.
- If your child misses the bus, they must go into the school office and ask the secretary to call the YMCA. One of our drivers will return for your child as soon as possible.
- If your child is not at the designated spot at pick-up time, we will investigate their whereabouts. Your cooperation in this matter is appreciated.
- **If your child will be away for a day, we must be informed. This is especially important with transportation services. Please call or text the Transportation Supervisor before 11:00am and leave a message regarding your child's attendance.**
- If your child continually misses the bus or displays unsafe, inappropriate behavior in the vehicle, the YMCA may discontinue services. The YMCA reserves the right to cancel transportation service without notice to any child who displays unsafe behavior on the bus. No refund will be issued.

- If parents/guardians frequently neglect to call to inform us that their child will **not** be attending, the YMCA may be forced to discontinue the pick-up service or charge an administration fee.
- The YMCA will not be able to accommodate changes in pick-up time due to class field trips, early dismissals, report card writing, detention, parent-teacher meetings, school extra-curriculars, or changes in schedules due to concerts, etc. Pick-up will be the parent/guardian's responsibility if schedules are adjusted for special occasions. The YMCA follows the School District Calendar and not that of individual schools.

FEES

Payment

- Fees are due and payable on the 1st of each month. Your monthly fees can be paid by Pre-Authorized Payment Plan (PAPP), VISA, MasterCard, and American Express, or directly from your bank account. Pre-authorized payment forms may be obtained from Child Care Administration. Please be sure to include your child's full name with your payment. Failure to pay the full child care fee can result in termination of your child care space.
- If your child is absent due to sickness, vacation, or for other personal reasons, it is necessary to pay the full fee to maintain your child's space.
- Monthly fees for school age programs cover the 10-month school year. Fees are prorated based on school days only.
- **Monthly fees do not include professional development (Pro-D)/ NID days, winter break, spring break, and summer holidays. Pre-registration, accompanied by payment, is required for these additional days of care.**
- For centres where the YMCA provides transportation to and from school, an additional monthly transportation fee will be charged. Please see the Child Care Administration to arrange for transportation services.
- If part of your child care fee is paid through Ministry of Education and Child Care Affordable Child Care Benefit you are responsible to apply for and **keep current** your child care benefit. You are responsible for the full child care fee if you fail to renew your benefit or if your benefit is cancelled.
- Child care fees may be tax deductible. If you require a receipt for income tax purposes, please contact Child Care Administration.

Failure to pay the full child care fee can result in termination of your child care space.

Deposit

A non-refundable deposit of \$100.00 is required to secure a space. All deposits will be credited to your first month of child care.

Facilities Enhancement Fee

An annual fee of \$35.00 + GST is due upon registration and subsequently every September.

Non-Sufficient Funds (NSF) Fee

If a payment withdrawal is returned to the YMCA BC as NSF you will be issued an NSF notice and a \$20.00 fee will be charged to your child care account for each NSF occurrence. You will then have five days from the date of the notice to clear up the account or make payment arrangements with Child Care Administration. If you have not cleared the account or made payment arrangements within five days, your child will be withdrawn from our program. We will then open this spot to our wait list.

Repayment Agreement

Should it become necessary to close your YMCA child care program for longer than five consecutive business days due to situations beyond our control such as natural disasters, unsafe weather conditions, unsafe building hazards, or any other unforeseen situation, the YMCA will make every effort to provide an alternate location. When it is not possible to secure an alternate location, the YMCA BC will refund your prepaid child care fees in a timely manner. Refunds will not be issued for unforeseen closure of less than five business days.

Withdrawal

If you withdraw your child from our program, you are required to give **written notice by the 1st of the month** for withdrawal the following month. An additional month's fee will be charged if the required notice is not given.

Upon withdrawal, if there are outstanding fees, the YMCA will attempt to withdraw at a later date or may release your personal information to a third-party collection agency for the purpose of recovering any outstanding debt.

Affordable Child Care Benefit – Ministry of Children Education and Child Care (MECC)

The government affordable child care benefit is available to families based on provincial eligibility requirements. Please contact the Ministry office at 1-888-338-6622 or www2.gov.bc.ca/gov/content/family-social-supports/caring-for-young-children/childcarebc-programs/child-care-benefit for more information. You can use the My Family Services website to estimate your fees: myfamilyservices.gov.bc.ca/s/estimator. Parents/guardians who receive the Ministry Affordable Child Care Benefit are responsible for the difference between the benefit and the YMCA Child Care fee.

If you are a new participant and you are awaiting the Affordable Child Care Benefit you will need to pay the minimum parent portions, determined by Child Care Administration. We will wait a maximum of three weeks for your child care benefit to be processed before proceeding to the next step. If your claim is not processed in this time you will be required to pay the full amount of your remaining monthly fee.

Parents/guardians are responsible for keeping their benefit current and are responsible for the full fee if their benefit expires. We will refund the benefit portion

of the payment once the benefit has resumed and payment has been received from the Ministry.

Professional Development (Pro-D/NID) Days, Spring Break, Winter Break, and Summer Care

On the above days, a full-day program may operate, depending on enrolment. Should you require care for your child(ren) on these days, **you must register** your child a minimum of one week in advance. **This fee is not covered** in your regular monthly payments; the fee must be paid at registration. Registration is on a first-come, first-serve basis as spaces may be limited.

Refund Policy for Break Care

- Requests for refunds must be made at least seven days prior to the start of the program.
- Refunds will be issued within thirty days, less a non-refundable \$75 + GST deposit.
- Exceptions may be made for medical reasons; however, a doctor's note is required.
- Refunds will not be given if a child is sent home for misconduct. Please refer to the Guidelines for Behavior.
- Pro-D/NID care programs will not receive a refund if notice is less than seven days prior to the date.

HEALTH

Immunization

The Ministry of Health Services (www.gov.bc.ca/health/) recommends that your child's immunizations are current before your child enters the program.

- Written record of each child's immunization must be on file. Children's immunizations should be kept up to date.
- If a child is not immunized, a letter stating so must be provided for the child's file.
- If an outbreak of a communicable disease occurs, the non-immunized child will be excluded immediately. There will be no compensation for time away from care.
- In the event of an outbreak, Community Care Facilities Licensing and/or Centre of Disease control will be notified.

Sick Child Policy and Procedure

If you think your child is ill, please keep them at home. You must not mask symptoms of illness, such as fever, with medication prior to bringing a child to care. Sick children need to have opportunities to rest and recover.

At the centre, if the child develops symptoms such as those listed below, the Coordinator or staff will contact the parent/guardian or emergency contact immediately. While the child is awaiting pick-up, they are kept separate from the other children as much as possible. The authorized person must arrive within

twenty minutes.

A child should NOT attend care when the child:	A child may return to care when the child:
<ul style="list-style-type: none"> cannot fully participate in all program components for the day (outdoor active play & field trips) 	<ul style="list-style-type: none"> is able to fully participate
<ul style="list-style-type: none"> has a fever of 100° F (38.0° C) 	<ul style="list-style-type: none"> fever has remained below 100° F (38° C) for 48 hours without medication
<ul style="list-style-type: none"> has diarrhea 	<ul style="list-style-type: none"> is symptom free for 48 hours and has had one normal bowel movement
<ul style="list-style-type: none"> is vomiting 	<ul style="list-style-type: none"> is symptom-free for 48 hours
<ul style="list-style-type: none"> has a new or unexplained cough 	<ul style="list-style-type: none"> is symptom-free for 48 hours
<ul style="list-style-type: none"> has a combination of two or more – diarrhea/ vomiting /fever/persistent cough/etc. 	<ul style="list-style-type: none"> is symptom-free for 48 hours or longer if directed by Health Authority
<ul style="list-style-type: none"> has any form of untreated infestation (i.e. scabies, head lice, etc.) 	<ul style="list-style-type: none"> has been treated and has no eggs or nits
<ul style="list-style-type: none"> has conjunctivitis (pink eye) 	<ul style="list-style-type: none"> has seen a doctor and 24 hours after first eye drops have been given
<ul style="list-style-type: none"> is infectious 	<ul style="list-style-type: none"> has seen a doctor and 24 hours after first dose of antibiotics, or has been cleared to return by a physician
<ul style="list-style-type: none"> has skin infections, new or unexplained rash. 	<ul style="list-style-type: none"> has been examined by a doctor and has received medical clearance
<ul style="list-style-type: none"> requires greater care and attention to be provided which compromises the care of the other children in the program. 	<ul style="list-style-type: none"> is able to manage within the program ratio and the care is not compromised

The YMCA follows all public health orders. Parents/guardians are expected to adhere to all public health orders and recommendations to ensure that our child care programs are as safe as possible.

It is important to note that parents/guardians play a role in preventing the spread of diseases. We ask our parents/guardians to abide by the following rules:

- When a child shows signs of sickness at home, it is the parents/guardians' responsibility to find out what the illness is and to keep the child at home, or

make other arrangements if the child's condition is infectious. If a child cannot take part in an activity because of illness, they should not come to the centre that day.

- If a child comes to the centre ill, parents/guardians will be asked to find alternate care for that day.
- If the parents/guardians are unsure of whether or not their child will need a doctor's note, they are asked to contact the centre Coordinator prior to bringing their child to the centre.
- If parents/guardians have concerns about unexpected symptoms or are curious about common childhood illnesses, please follow the BC CDC link: www.bccdc.ca/schools/Documents/EN_Guide_Childhood_Diseases.pdf.

Medication

- If your child is receiving medication for a communicable disease, they must be on medication for a minimum 24-hour period prior to returning to the centre.
- Only medications prescribed by a doctor can be administered by staff.
- Parents/guardians must complete the "Consent to Administer Medication Form."
- All non-prescription medications require a parent/guardian to provide a completed "Request for Administration of Non-Prescription Medication at a Child Care Facility" signed by a doctor.
- Medication must be in the original container, stating your child's name, dosage, and time to be given.
- We ask all parents/guardians to hand deliver their child's medication to YMCA staff. When you are in the program, please ensure that personal medications are not accessible to other children in the room. (e.g. purses and bags are placed out of reach of children)
- If your child has an inhaler or epi-pen a care plan must be created between the parent/guardian and the Child Care Coordinator to ensure that the staff are aware of all the steps necessary to properly care for your child should an emergency occur.

Food Allergies

Please inform staff of any food allergies or dietary restrictions. Please remember all our centres are nut-aware.

Sun Safety

Please apply sunscreen in the morning and ensure that your child has a hat and extra sunscreen at the centre. A broad brimmed hat is recommended. Baseball hats do not shade a child's ears or the back of their neck.

CLOTHING

- Regardless of the weather, part of everyday is spent outdoors. Please ensure your child has appropriate outdoor clothing.
- Your child must have a spare set of footwear to be kept at the centre.

Runners are best, but anything with a non-marking rubber sole will do.

- We recommend that children have a change of clothing.
- Please mark all belongings with your child's name.
- Please send your children in play clothing. We are not responsible for any damage or stains.

FOOD

- The YMCA promotes healthy eating habits and uses the Canada Food Guide as a resource when providing snacks to children.
- A healthy afternoon snack consisting of fruits and vegetables will be provided daily.
- Children's lunches should include a re-freezable ice pack as our fridge cannot accommodate lunch kits.
- Our curriculum encourages choice as much as possible throughout all aspects of your child's day; this includes all interactions with food as well. Children will be offered multiple occasions to eat lunch and snacks including a Y provided afternoon snack consisting of fruits and/or vegetables.
- All programs are **nut-aware**. Please ensure that you check food labels carefully for the safety of all participants.

EMERGENCIES

The staff and children will practice monthly fire drills and an emergency evacuation drill will be practiced on a yearly basis. As part of this evacuation, you will be contacted.

Fire and/or Site Evacuation

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

Wildfire and Wildfire Smoke

Wildfire smoke can result in poor air quality and may be harmful to the health of vulnerable populations such as children, older adults, and those with pre-existing medical conditions. The best way to protect ourselves is to reduce exposure.

We are committed to providing the best possible protection to the children and staff by following the guidelines:

- Keeping up to date with the **air quality rating**. Keep in mind that wind change can affect the air quality quickly.
- Managers and Coordinators will visit the www.gov.bc.ca/air-quality-advisories for the most accurate air quality data daily.
- **If Low 1-3:** Children will engage in outdoor activities as usual. When temperatures and air quality are favorable, children should spend as much time in their outside classrooms as possible.
- **If moderate 4-6:** Children will engage in outdoor activities with caution. Staff will use their judgement to assess the air quality and either decrease the physical activity of the children, or limit the time spent outside.
- **If High 7-10+:** Children will remain indoors, and Coordinators and Managers

will plan to ensure children are provided other opportunities for gross motor development and active play. Staff will monitor the air quality again in the afternoon to see if the risk has dropped and time outdoors is an option.

In the event of **heavy forest fire smoke**, we take precautions by:

- Keeping windows and doors closed as much as possible.
- Turn on the air purifiers in each of the rooms in the centres.

Earthquake

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

Accidents

It is essential that you keep us informed of current phone numbers so we can notify you or your emergency contact in case of an emergency.

In the case of an emergency/disaster situation we will attempt to contact parents/guardians as soon as possible.

PROGRAMMING

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

Through eight different interest areas, children are given the opportunity to develop values, self-confidence, and social skills.

The following is a description of some of the program interest areas:

1. The **studio** or art area provides an opportunity for children to work on both short- and long-term art projects using a variety of materials.
2. The **lounge** or quiet area is designed to take on the feel of home. It provides children with a place to relax, read a book, or talk with friends.
3. The **university** or homework area is a quiet space for children who choose to do homework.
4. The **lab** or science area provides children the opportunity to experience science and nature.
5. The **center stage** or dramatic arts area provides a place for imagination and creativity where children can create plays and musical productions.
6. The **arcade** or indoor games area provides a place where children can do puzzles and play board games.
7. The **stadium** or outdoor games area is where children can play sports and active games.
8. The **diner** or snack area is a relaxed area where children can serve themselves a healthy snack.

9. The **workshop** is an area for building and engineering where children can build with blocks or other materials.

FIELD TRIPS

Field trips are an important part of our child care program. We often take children for neighborhood walks or to visit local parks, which allows them to get to know their community. This is considered a part of our regular routine and is often done spontaneously. However, parents/ guardians will be notified ahead of time when a major field trip is planned and if the children will be using public transportation.

GUIDANCE AND TREATMENT OF CHILDREN

Principles

As a charitable association dedicated to the development of people, the YMCA has a role in helping children learn self-discipline and to develop socially acceptable and appropriate behaviours. Our program provides an environment where children are treated with respect, adults are caring, and activities are planned based on children's interests and developmental needs.

The YMCA Child Guidance Policy and Procedures have been developed to provide a framework to:

- Assist children in developing self-control, self-confidence and self-discipline.
- Assist children to develop socially acceptable and appropriate behavior.
- Recognize that each child is an individual whose age, experience, environment, developmental level, and background influence their behavior.
- Ensure staff use positive and proactive strategies for guiding children's behavior.

Child Care Regulation

The YMCA complies with the Ministry of Health – Community Care Assisted Living Act, Child Care Licensing Regulation (CCLR) regarding Guidance and Treatment of Children.

REPORTING SUSPICIONS OF CHILD ABUSE

We are required, by law, under the Child, Family, and Community Service Act, to report any suspected cases/disclosures of child abuse or neglect to the appropriate authorities for investigation. Our responsibility is to report suspicions/disclosures, not determine if abuse has occurred. Investigations are the responsibility of the Ministry of Education and Child Care and/or the police. They are responsible for contacting the parent/guardian.

STUDENTS AND VOLUNTEERS

Our programs may accept work experience students from local high schools, early childhood practicum students, and volunteers to help in our programs. A clear Criminal Record Check and Vulnerable Sector Search is a requirement.

PARENT/ GUARDIAN INVOLVEMENT

We welcome and encourage parent/ guardian involvement in our program. Parents/guardians are welcome to visit at any time.

TERMINATION OF SERVICES

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

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

All situations are dealt with on an individual basis, considering the specific needs and circumstances of the family. After working with the family and making every attempt to resolve the situation, the Coordinator, in consultation with the Director, may come to the decision that it is not appropriate for a child to continue involvement in YMCA Child Care. The following are some situations where this would be the case:

a) Behavioral Concerns

The YMCA is not equipped to deal effectively and appropriately with a child whose behavior requires ongoing significant intervention (e.g. persistent unprovoked physical violence, persistent bullying, verbal harassment of peers or staff, and unauthorized departure from the centre). The Coordinator in consultation with the Director, will make every attempt to link the family and child to the appropriate services.

b) Unresolved Custody Issues

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

c) Philosophical Differences

Occasionally, the needs and opinions of a family do not fit with the principles, policies, and procedures of the YMCA. The Child Care Coordinator, in with the Director, will try to promote discussion to come to some agreeable terms with the family. If this is not possible, it is in the best interest of the family to enrol their child in a program that is more in line with their needs and beliefs. The YMCA reserves the right to ask the family to find a more suitable child care arrangement.

d) Inappropriate Conduct

If a family member harasses, threatens or commits a violent act toward a staff person, child, or other family involved in the child care program. Services will be terminated immediately.

e) Late Pick-Up Issues

If the centre is unable to satisfactorily resolve problems of late pick-up with a family, services may be terminated. As well, services may be terminated if late pick-up occurs three times in a six-month period or parents/guardians fail to pay the late payment fees to staff. Late fees are due to staff upon the late pick-up.

f) Non-Payment of Fees

The Child Care Administration, in consultation with the Director, will work with the families to develop alternate payment plans. Default on fees will result in termination of services.

COMMUNICATION

Please feel free to discuss any questions or concerns you may have with program staff, as we encourage open communication between parents/ guardians and staff. It is important that you contact us in a timely manner if you have concerns – ideally within 24 hours. If you wait days or weeks, it affects our ability to solve the issue.

The Coordinator of the program is responsible for ensuring that YMCA and child care standards are followed and that parent/ guardian issues and concerns are addressed. Contact the Coordinator if you feel that your concerns are not being addressed/resolved or if your concern involves the Coordinator, please contact the Manager for your region.

CODE OF CONDUCT

The YMCA BC is dedicated to the spiritual, physical, mental, and social development of people. We are committed to providing a friendly, respectful environment and reinforce socially responsible behavior. We do not tolerate abusive behavior.

This means employees, volunteers, program participants, and others using YMCA facilities are expected to treat others with courtesy and respect. Discrimination or harassment on such grounds as age, race, ancestry, colour, place of origin, religion, sex, sexual orientation, physical or mental disability, family status, marital status, political beliefs, or because that person has been convicted of a criminal or summary conviction offence that is unrelated to the employment of that person, is against the law, and is not acceptable in YMCA programs or on YMCA premises.

MORE ABOUT THE YMCA

Volunteer Opportunities

As a YMCA volunteer you can make a difference as part of a community of people that helps individuals and our community succeed. You are an essential part of an organization that can deliver lasting personal and social change for you, your family, your community, and communities across Canada. You will be a critical part of an effective and leading international charity with strong values and a mission to build healthy communities through programs and advocacy. For more information, please contact our Volunteer Coordinator.

YMCA Philanthropy

As an independent charity, the YMCA relies on the generosity of people in our community. By donating to the YMCA, you are supporting a charity that has trusted relationships with corporations, government, the general public and other not-for-profit organizations, as well as the local physical presence to deliver lasting personal and social change.

YMCA Financial Support

The YMCA works hard to ensure no one is turned away because of their inability to pay. Donations from individuals, service groups, and businesses help families or individuals help those whose financial circumstances would prevent them from participating in YMCA programs. If you would like information on financial assistance with our Health, Fitness, and Aquatics, please ask our Membership staff.

COMMITMENT TO PRIVACY

The YMCA BC is committed to protecting personal information by following responsible information handling practices, in keeping with privacy laws to:

- Better meet your needs
- Ensure the safety of children in our care
- Collect statistical data
- Inform you about the YMCA program in which you are registered
- Satisfy government and regulatory obligations
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Thank you for taking the time to read our Parent/Guardian Handbook. Please use it as a reference during your child's stay at our program. Parent/Guardian handbooks are updated periodically, for the most up-to-date version, please always refer to the website.