

Out of School Care Check List

PLEASE COMPLETE ALL ATTACHED FORMS AND RETURN TO CHILDCARE MANAGER OR THE PROGRAM SUPERVISOR:

- Parent Handbook (Policies/Procedures). Please read and keep for your records**
- Permission Form**
- Medical Emergency/Information & Child Pick Up Form**
- Immunization records**
- Wallet Size photo of your child**
- Childcare Registration Form**

PLEASE BRING TO THE PROGRAM DAILY:

- Water bottle (refillable)**
- Sunscreen (seasonal)**
- Winter hat, boots, mitts, warm jacket (seasonal)**
- Hat**
- Running shoes / Indoor Shoes (no flip-flops)**
- Bathing suit and towel on swim days**

We build strong kids, strong families, strong communities.

WELCOME

TO THE YMCA-YWCA OF THE CENTRAL OKANAGAN Out of School Care Programs

We are pleased to welcome you and your child(ren) to the YMCA-YWCA of the Central Okanagan Out of School Care Programs.

This information package has been prepared to introduce you to our program, to answer some of your questions, and to inform you of our policies and procedures that will help you become orientated to our program.

High quality childcare can only result when parents and caregivers communicate openly. We hope you will ask questions, make suggestions and voice any concerns that you have. Working together, we can create a happy and rewarding environment for your child(ren).

YMCA-YWCA CHILDCARE PHILOSOPHY AND GOALS

- We provide a nurturing, supportive and challenging environment to instill strong, self-confident, healthy children.
- We provide this environment through a range of activities that foster children's development socially, emotionally, physically, and cognitively.
- We believe each child is unique, with individual abilities and interests.
- We encourage children to learn through active hands on play, exploration, discovery, and interactions with peers. They learn how to get along in groups, to share, to problem solve in their relationships with peers and to develop a positive self-image.
- We believe in working in a partnership, as the parents/guardians and family are the most important element in a child's life. Therefore, our programs take into consideration the family's culture, beliefs and values.
- We strive to provide an atmosphere where children and families feel comfortable to communicate with staff.
- We incorporate the Y's values of Caring, Honesty, Respect and Responsibility in our program activities.
- Parents/guardians are welcome to visit and observe our programs as we have an "open door policy".

REGISTRATION FEES

Fees: \$14 per day; includes fees for early dismissals days and \$5 per day for Before School Care. You will receive a calendar from your school in September, listing the early dismissal days for your child's. We provide care on these days.

Non School Days: \$31 per day

Scheduled Payments: All funds due are required to come through one payee per family.

Payment Date: Fees are due to the Kelowna Family Y by the **20thth of the prior month** to ensure your child's enrollment.

Payment Methods: Visa, MasterCard or Void cheque for EFT (electronic funds transfer) are all accepted.

Please note: Only one designated payor per Family is accepted.

NSF Fees: In the event of an NSF payment, a \$25.00 fee will be charged to the payor of the account.

For questions on payment or registration please contact membership services @ 250-491-9622 press 0 to speak to membership services.

NON-SCHOOL DAYS

All our out of School Care programs are closed during statutory holidays and school closure periods such as district wide Pro Days, Spring Break, Summer and Winter Break. The Y offers Day Camps suitable for school aged children **located at Vedanta Academy 1180 Houghton Rd.**

***Please Note: Registration for Non-School Days is on a first come first serve basis.**

District Wide Pro Days *Registration for pro days will open in Sept, 2011

Dates: October 7, October 21, 2011 and Feb 17, 2012

*located at Quigley Elementary for Pro Days only

Christmas Camp

Dates: December 19 – Dec 22 and Dec 27-Dec 30th 2011, Time: 7:30am-5:30pm *closed Dec 23&26

Cost: \$124 per week (based on 4 days) must be booked by the week. * Part time space may be available

Spring Break Camp

Dates: March 12 – March 23, 2012, Time: 7:30am – 5:30pm

Cost: \$155 per week and must be booked by the week

Part time space will open if space is available

Summer Camp

Dates: July 3- Aug 24, 2012, Time: 7:30am-5:30 pm

Cost: \$155 per week must be booked by the week; Part time space will come available Mid May 2012

Closed on all Statutory Holidays and other dates

Monday September 5, 2011 * school starts Sept 6

Monday October 10, 2011

November 11, 2011

Thursday Dec 23 & Monday December 26, 2011

Monday Jan 2, 2012 * school starts Jan 3

Friday April 6, 2012

Monday April 9, 2012

Monday May 21, 2012

Thursday June 29 & Friday June 30, 2012

CANCELLATION

Cancellation Deadline – We require one month written notice to cancel your childcare. Once notice has been given and you wish to re-register at a later date, you will go back on to the waitlist if the program is full. You must fill out a cancellation form and have this signed by the supervisor. Please return your cancellation form to membership services to ensure proper notification has been given.

REFUND POLICY

No refunds will be given for sick days or withdrawing your child from the program.

SUBSIDY must be in place before childcare is given

Steps to follow

1. Government subsidies are available for those who qualify based on income. See their website and to print off the application form: www.mcf.gov.bc.ca/childcare/subsidy_promo.htm, for further information phone 1-888-338-6622, fax application to 1-877-544-0699, please call now (5 days processing time)
2. Request Subsidy Care Provider form from membership services, please complete care provider form and fax with application.
3. For further assistance the Kelowna Childcare Society located at #4-1890 Ambrosi Road can assist you with your application, call 762-3536 between the hours 9-4:30pm Monday-Friday.
4. Once you have your subsidy, we must have your authorization number and confirm application papers in our hands before your child attends. Please note the expiry date of your copy and make your appointment to renew at the beginning of the month it is due.

Program Trial period

If your child requires extra support, they will be required to have assistance (support worker) in our program. A trial period of one week will be set where if it is not suitable for either party they will be withdrawn from the program with full refund for days not attended.

Suspensions if your child is suspended from school they will also be suspended from the childcare program

ARRIVAL AND DEPARTURE

When you drop your child off at the Y, you are required to sign your child in and out.

Hours of service: Before School Care 6:30am-8:30 pm located at Quigley Elementary
 Out of School Care 2:30 am – 6:00 pm
 Early Dismissal Dates: 12:30-6:00pm

* Please refer to the early dismissal schedule handed out in September for specific dates and time for your child's school

Pick Up Procedure

- Your child must be picked up and signed out prior to closing!
- A CHILD WILL NOT BE RELEASED TO ANYONE OTHER THAN A PARENT, GUARDIAN OR PERSON AUTHORIZED ON THE PICK-UP LIST UNLESS STAFF ARE NOTIFIED.
- Picture identification may be required to verify the identity of the person picking up a child.
- Please check our message board for any messages or changes to the program.
- Always ensure that a staff member is aware that you are taking your child home.
- Staff are not permitted to drive or walk your child home.

Late Pick-Up

Children must be picked up by closing time at 6:00 pm.

If parent is late picking their child up, staff will follow these procedures:

1. First Occasion – verbal reminder of closing time.
2. Second Occasion – a \$20.00 fine will be levied for each 15 minute period after 6:00 pm.

Failure to Pick-Up

If a child is not picked up by 6:00 pm and there has been no contact with parent/guardian, the staff will follow these procedures:

1. Staff will call parents' home and work phone numbers.
2. If parents cannot be reached by 6:15 pm, staff will call the emergency contacts.
3. If, by 6:30 pm, staff is unable to contact either parent or the designated emergency contacts, they will call Ministry for Children and Families – Emergency Services, who will come and take your child into care until you can be located.

PLEASE NOTE: Staff cannot take a child home if the child is not picked up.

Impaired Pick-Up Policy

Legally, we cannot stop someone from picking up a child if that person is authorized to do so. *However, this does not mean that there is nothing we can do.* If a parent (or authorized person) arrives at the center or at the site of a YMCA-YWCA out-trip and staff suspect that he/she is under the influence of drugs or alcohol and does not agree to make alternate arrangements, the police will be called immediately when the parent and child get into the vehicle.

CUSTODY ISSUES

We recognize that custody issues may present challenges for parents and Y Staff. To ensure the best care for your child, please adhere to the following:

- A copy of any court order or custody restrictions must be given to the Supervisor. If there are any changes, please advise Y Staff immediately.
- Y Staff are not permitted to discuss or become involved in custody disputes. They cannot provide any documentation for either party due our privacy policy.
- Staff will appear at custody proceedings only when subpoenaed.
- The parent the child resides with and who registers the child will be deemed to be the custodial parent (payee) and staff will only follow instructions from this parent unless otherwise instructed by written documentation.

Authorization to Pick Up

No child will be released to a person who is not AUTHORIZED on their registration form. Please be informed that there is a space on your child's medical emergency form to specifically list any persons NOT AUTHORIZED to pick up your child.

NO SMOKING

Smoking is not permitted on the facility property at any time.

HEALTH

If your child(ren) are immunized, then their immunizations must be up to date before your child enters the program as per the requirements of the Ministry of Health and Licensing standards. If your child has not been immunized, we require a signature stating that you are a "conscientious objector" and agree that your child will have to leave the center if there is a disease breakout.

Preventative Health

Every effort is made to prevent illness in all of our programs:

- ❖ Proper hand washing is taught to all children and with bathroom supervision in place hand washing is monitored to ensure children are doing it correctly and so that this healthy routine becomes a habit. Hands are washed before snack, after toileting, and anytime staff feel it is necessary.
- ❖ Tables and toys are routinely sanitized with bleach and water.

Sick Child Policy

Children who staff judge to be ill or have a source of infection cannot be admitted to the program. Please refer to illness guide at the back of this booklet. A child is considered sick and will be sent home if they exhibit any of the following symptoms:

- ❖ Fever of 100 degrees Fahrenheit (38.3 degrees Celsius) or higher
- ❖ Diarrhea
- ❖ Vomiting
- ❖ Coughing Excessively
- ❖ Are Infectious (i.e. runny nose with green or yellow mucous)
- ❖ Have a Communicable Disease (Health Unit & all parents will be notified)

Illness in Out of School Care - A Quick Guide

Disease	Symptoms	Infectious?	Remove from Centre
Chicken Pox	Fever Blister type rash	YES five days after onset	YES From when spots first appear and five days after
Cold with fever	Runny nose, clear discharge, doesn't want to eat, slight cough, plus fever – above 37°C. Runny nose – green discharge, tired, severe cough, hurts all over.	YES Before and during symptoms	YES Until symptoms return to common cold
Common Cold	Runny nose, clear discharge, doesn't want to eat, slight cough	YES Before and during symptoms	NO
Diarrhea #1	Runny stools. If no other problems, check with parent. It could be normal or because of diet.	NO	NO
Diarrhea #2	Runny stools, fever above 37°C., bad smell, fussy, cranky, pain and/or vomiting.	YES	YES Until Doctor says it is not infectious
Ear Infections	Fever, clear discharge from nose, cranky, pulls on ear.	NO	NO
Flu	Fever is above 37°C., cranky, in pain, may have runny nose, nausea or vomiting.	YES	YES Until symptoms are gone
Hand Foot and Mouth Disease	Spots on palms of hands, fingers and soles of the feet. Sometimes on buttocks; for seven (7) to ten (10) days.	YES	YES Until symptoms are gone
Herpes Simplex (common cold sore)	Fever blister or sore around mouth.	YES	NO
Impetigo	Crusty rash, mostly on face, arms or legs.	YES	YES Until on antibiotics for 24 hrs.
Nausea/Vomiting	Nausea/Vomiting	YES	YES Until it stops
Pink Eye	Thick discharge coming from one or both eyes, redness or itching of one or both eyes.	YES	YES Until on antibiotics
Rashes	Red spots anywhere can be measles, chicken pox, allergies, impetigo	YES	YES Until Doctor says it is not contagious
Sore Throat	Fever, red throat, hurts to swallow (could be strep throat)	YES	YES Until on antibiotics for 24 hrs.

Health (continued)

If your child becomes ill in the centre and you cannot be reached, staff will phone emergency contacts and someone who is authorized to pick up your child will be asked to do so immediately. Until your arrival we will do our best to make your child comfortable and will have them rest in a cozy and quiet place. Please keep your child at home if you feel that your child is too sick to participate in our program.

Also, please notify staff if your child comes down with a communicable disease, has a contagious infection or hair/body lice. Your child may not return to the program until you bring a note from your doctor stating that your child is no longer infectious.

Medication

Only medications prescribed by a doctor can be administered. Medication must be in its original container, stating child's name, dosage, and time to be given. Parents must complete the "Consent to Administer Medication Form". **IF AT ALL POSSIBLE, PLEASE TRY TO ADMINISTER MEDICATION TO YOUR CHILD AT HOME ONLY.**

No aspirin or acetaminophen will be given to any child attending this program.

Allergies

Y programs make every effort to accommodate children with allergies but cannot guarantee an allergen free environment.

Food

We provide a healthy afternoon snack. Please keep staff informed if your child has any food allergies or restrictions. Depending on allergies you may need to supply your own snack.

* We DO NOT accept pop, candy or nuts in our program.

What to bring: *please label all items with your child's name

- Bathing suit and towel (*on swim days)
- Running shoes / Indoor Shoes for physical activities
- Refillable water bottle (labeled)

**No flip-flops*

Safety/Accidents

Parents will be informed of all accidents and will be contacted if their child requires medical attention.

If a serious accident occurs, your child will be transported by ambulance to the hospital. Please note that parents will be responsible for the cost of the ambulance service.

It is essential that you keep us informed of current phone numbers so we can contact you in case of an emergency. Please let us know of changes to your medical insurance plan.

CLOTHING

Your child(ren) should be sent to the center wearing comfortable and washable clothing that is appropriate for the weather or they may need to bring a set of appropriate clothing to change into. Please ensure your child has indoor shoes.

Note: The YMCA-YWCA is NOT responsible for lost or stolen items. Please leave personal belongings at home..

EMERGENCIES & EVACUATION PLAN

In case of evacuation all Out of School care Programs will re-locate to:
Parkinson Recreation Centre 1800 Parkinson Way 250-469 -8800

STUDENTS AND VOLUNTEERS

Our program may accept work experience students and volunteers to help in our programs. Students and volunteers will have a cleared criminal record check and are always supervised by the staff.

REPORTING SUSPICIONS OF CHILD ABUSE

- We are required by law to report suspected or disclosed abuse and neglect.
- Failure to report abuse can result in prosecution under the Family and Child Services Act. The reporting procedures are designed to protect the child.
- We are NOT permitted to contact the parent, unless specifically directed to do so by the Ministry of Children and Family Development (MCFD) or Police.
- Our responsibility is to report suspicions/disclosures, not determine if abuse has occurred.
- Investigations are the responsibility of MCFD, Licensing or the Police.

TERMINATION OF SERVICES

Guiding Principles

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

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

All situations are dealt with on an individual basis taking into account the specific needs and circumstances of the family. After working with the family and making every attempt to resolve the situation, we may not be able to meet the needs of the family or resolve the situation to the satisfaction of both parties. A decision may be made by the Y Manager to withdraw the child from our program. The following are some situations where this could be the case.

1. Behavioral Concerns

The Y is not equipped to deal effectively and appropriately with a child whose behavior requires ongoing significant intervention such as unprovoked physical violence, persistent bullying, verbal harassment of peers or staff or unauthorized departure from the centre. The Supervisor in consultation with the Manager will make every attempt to link the family and child to the appropriate services.

2. Unresolved Custody Issues

If a family's custody issues result in continuous conflicts at the center for example non-custodial parent continually attempting to pick the child up at a time not specified on the court order and places the child, staff and other children at risk, then we will ask the family to make alternate care arrangements.

3. Late Pick-up Issues

The centre is unable to satisfactorily resolve problems of late pick up with a family.

4. Non-Payment of Fees

Y Child Care administrative office will work with families to develop alternate payment plans. Administrative staff will work in good faith with families but payment default could result in withdrawal of services.

CHILD GUIDANCE TECHNIQUES

The Child Guidance principles stated in this Policy are intended to foster desirable behaviour rather than focus on less desirable behaviour.

All YMCA-YWCA program staff and volunteers:

1. Plan for Positive Outcomes
2. Recognize Positive Behaviour
3. Project a Cheerful Attitude
4. Offer Choices
5. Give Praise or Compliments
6. Relate Clear and Positive Messages
7. Do Not Reinforce Inappropriate Behaviour
8. Point Out Natural or Logical Consequences
9. Show You Care
10. Promote Discussion