



Quarry Park and Remington YMCA Childcare Centres: FAQ



YMCA Calgary is excited to be preparing for the opening of two new YMCA Child Development Centres in the Quarry Park community. The Remington YMCA Child Development Centre will be located in the Remington YMCA recreation facility being built while the Quarry Park Child Development Centre is a stand-alone building being built by Remington Development Corporation.

Both childcare centres have an estimated opening of summer 2016.

What ages do you accept?

YMCA Calgary's new childcare centres will accept children 12 months – 6 years of age. Children attending kindergarten are welcome to be a part of the centre but we do not offer a kindergarten program. We are working on arranging transportation to and from CBE or CSSD Kindergarten programs but currently do not have this service.

Do you offer before & after school care?

YMCA Calgary does not offer licensed before and after school care.

Does the YMCA offer any programs for school age children?

YMCA Calgary has something for every member of the family! For more information about our camps, memberships, health and recreation programs, visit us at www.ymcacalgary.org

How do I register my child?

Registration for both the Remington YMCA Child Development Centre and the Quarry Park Child Development Centre is now open. To register, call 403-351-6689. A \$600.00 deposit is required at the time of registration; deposit will be returned with a minimum of 45-days notice of cancellation.

Visit us online for more details www.ymcacalgary.org/childcare

Do you offer part-time or drop-in care?

Priority for initial registration is given to full-time users. Part-time or drop-in care may be available if the centre is not full. Inquiries may be made closer to the opening date.

Is there a waitlist?

YMCA Calgary hopes to be able to accommodate community need but should a space not be available, or a family require care for a later date, they may choose to register on the waitlist. Until such time as the



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centre opens, YMCA Calgary will not be charging families to go on the waitlist.

What are YMCA Calgary's childcare fees?

The 2016 fee schedule is available on our website. Financial assistance is available for qualifying families through Alberta Children's Services and the YMCA Calgary Opportunity Fund.

Childcare fees include all program costs, including enhancement activities and fieldtrips. All children registered in YMCA Child Development Centres receive a complimentary YMCA Calgary Child Membership. This membership provides access to YMCA facilities and registered program discounts.

Our childcare centres provide a healthy morning and afternoon snack to children. The Quarry Park Child Development Centre will also provide children with a lunch – fees for the centre reflect this additional service.

How are my child's needs met?

Positive, caring relationships form the foundation for all that occurs within the YMCA childcare setting. Children learn about YMCA Calgary's four core values of honesty, caring, respect and responsibility.

Regular, open communication between a child's Primary Caregiver and parent/guardian ensures that relevant and timely information about their growth and development forms the basis of their experience within the childcare setting.

Details specific to each child are recorded and communicated to necessary individuals to ensure they are appropriately considered and followed.

The YMCA Playing to Learn curriculum incorporates current research into intentional practices which provide each child with developmentally appropriate play-based learning experiences. Staff members receive training in the curriculum as well as ongoing professional development opportunities.

What happens if there is an emergency?

YMCA Calgary takes a pro-active approach to ensuring the safety and well-being of all children. Childcare centres are secured and processes are in place to effectively manage daily operations without compromising the safety of children. All YMCA staff members receive yearly YMCA Calgary Health and Safety training. They are also required to recertify their First Aid certification bi-annually and their CPR certification annually. A designated staff member is in charge at the centre at all times and, through use of YMCA radios and alarms, it is possible to initiate YMCA Calgary's crisis response team immediately in the event of an emergency. This team ensures that all aspects of the emergency are managed in a safe, calm and effective manner.



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In the event of a medical emergency, YMCA staff begin First Aid and contact EMS immediately. The child's parent/guardian is advised as soon as possible.

Monthly fire/evacuation drills are completed and recorded as per a plan approved by a Calgary Fire Marshal. In the event of an evacuation, children and staff members relocate to an approved off-site location. Senior YMCA staff will contact each child's parent/guardian to advise of the situation and to arrange for the child's pick up.

Alberta Human Services is advised of emergency situations and detailed documentation is completed. Further support for, and review of emergency situations, is completed by senior YMCA staff, including our Health and Safety General Manager.

What type of food will be provided?

Foods provided for snacks and lunch follow the recommendations of the Canada Food Guide and encourage children to experience a wide variety of textures and tastes. All efforts to meet individual food needs, including personal and medical, will be made. Due to the potential for serious allergic reactions, nuts and their by-products are not allowed in the childcare areas.

Children attending the Remington YMCA Child Development Centre are required to bring a nutritious lunch each day. Children attending the Quarry Park Child Development Centre will be provided with a lunch.

How do I know that my child is receiving quality care?

YMCA Calgary Child Development Centres are provincially licensed. A licensing officer from Alberta Human Services visits and evaluates each of our centres up to four times per year to ensure we are meeting regulation standards. Results of licensing visits are posted and available for review. If you have questions about these reports, please discuss them with the senior childcare staff.

YMCA Calgary Child Development Centres also have Accreditation status as determined by the Alberta Child Care Accreditation program. This means that we have exceeded provincial regulations. Our new centres will have pre-accreditation status upon opening. More information - www.humanservices.alberta.ca/family-community/child-care-accreditation.html

Who is looking after my child?

All YMCA Calgary caregivers have Provincial Child Care Certification levels. Our caregivers are skilled in child observation, planning developmentally appropriate activities, and implementing child-oriented activities. They have current first aid and CPR training and have passed a security clearance check and Intervention Record Check prior to beginning work.



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How many children is each caregiver responsible for?

YMCA Calgary maintains the child:staff ratios established by Alberta Human Services for Childcare Centres. At minimum:

- 1 caregiver for every 4 children aged 12 to 18 months
- 1 caregiver for every 6 children aged 19 to 35 months
- 1 caregiver for every 8 children aged 3 to 4-1/2 years
- 1 caregiver for every 10 children aged 4-1/2 to 6 years

YMCA Childcare centres have dedicated senior staff teams with additional support staff to cover for absent staff members and to provide ratio and program enhancement.

How can I become involved?

We welcome and encourage parent/guardian involvement in our programs. Feel free to join us on a field trip or stop by the centre anytime to visit your child. We also hope that you will join us for regularly scheduled family events.

What should I do if I have a concern?

Your feedback is important to us. If you have a concern please discuss it with your child's Primary Caregiver or a senior childcare staff member. Please also feel free to complete a comment card and submit it via the comment card box available in the foyer of the Child Development Centre.

If you are unable to address your concern at the centre level, please contact YMCA Calgary's General Manager - Early Years. Caryl Broen can be reached at 403-537-1721 or cbroen@calgary.ymca.ca.

Formal complaints should be directed to Alberta Human Services – Calgary and Area Child and Family Services.

All reports are confidential and remain anonymous. All written complaints will be answered and all complaints are investigated.