
YMCA CALGARY CHILD DEVELOPMENT CENTRE

Information Handbook April 2018

YMCA Early Years Purpose Statement

We nurture impactful relationships utilizing YMCA Calgary's core values of respect, responsibility, honesty and caring. Our intentional program experiences provide children with the best possible start in life.



YMCA CALGARY



ABOUT THE YMCA

At the YMCA, we understand our responsibility to our families and to our community in ensuring our child care centers are providing opportunities to optimize the potential of each child in our care.

We understand that we are helping to lay the foundation for future growth and development and ultimately, to healthy futures. Our holistic approach ensures all children are provided with quality experiences in a caring and nurturing environment. We engage families in positive ways to ensure we are meeting their needs and expectations, and to ensure we are all doing our best to help our children thrive.

Our Vision	Our communities are vibrant and healthy because children, youth and adults BELONG, GROW, THRIVE & LEAD.
Our Mission	YMCA Calgary is a charitable organization driven by its mission to facilitate and promote the spiritual, mental, physical and social development of individuals to foster a sense of responsibility within the community.
Our Values	YMCA Calgary is committed to practicing and demonstrating the core values of respect, honesty, responsibility and caring in all aspects of the organization.

YMCA CALGARY CHILD DEVELOPMENT CENTRES

Child Care Philosophy

Positive, caring relationships form the foundation for all that occurs within the child care setting with children learning about YMCA Calgary's four core values of honesty, caring, respect and responsibility. With the support of YMCA educators, children practice behaviors which support social skill development, emotional competence and community engagement. Choice-based programming along with flexible schedules create child-oriented environments in which children belong, grow and thrive. Through engagement in play-based learning activities, we help them to progress in all developmental domains.

Learning Benefits

Our play-based curriculum is designed to maximize children's learning. Early year's research has formed the basis of the [YMCA Playing to Learn](#) curriculum which is now implemented in over 300 YMCA child care centers across Canada.

Children are given opportunities to participate in developmentally appropriate, small group and play based activities which prepare them for school. This includes fieldtrips and guest visitors.

Health Benefits

During their time in the center children will enjoy:

- ✓ Indoor group activity spaces including multi-purpose rooms for active play
- ✓ Daily use of dedicated outdoor environment
- ✓ Use of a learning kitchen (QPY location)
- ✓ Recreation time in YMCA Pools



- ✓ Nutritious snacks twice per day (Quarry Park will have an additional Mid-day meal)

All children registered in YMCA Child Development Centres receive a complimentary YMCA Child Membership. This provides:

- Access for your child at all Calgary YMCA locations
- Free child minding for children (6weeks-35 months) and discounted rates for older children
- Discounted program rates for preschool programs, swim lessons. Access to drop-in gym time
- Discounted rates for a parent/guardian accompanying their child to the YMCA
- YMCA Member Zone – advance and online YMCA program registration
- Opportunities for children and families to engage in activities which can positively impact behavior and a healthy lifestyle

Social & Emotional Benefits

Positive, caring relationships form the foundation for all that occurs within the child care setting. Children learn about YMCA Calgary's core values of honesty, caring, respect and responsibility. With the help of their educators, children practice behaviours which support social skill development, self-help skill development, emotional competence and community engagement. This gives children the opportunity to belong, grow and thrive.

Communication

YMCA Calgary places a high value on effective communication. We encourage open and honest communication with children, with families and our staff and volunteer teams. Parents/guardians are encouraged to utilize our open door policy to gain a thorough understanding of what their child will experience while in our program and to address and questions or concerns with centre staff. Families planning on either joining our waiting list or enrolling their child in the child care centre are required to sign up for a centre tour and to review our information handbook.

During the year we offer open houses and family events so parents/guardians can learn more about the centre, their child's experiences and also have an opportunity to visit with staff, volunteers and other families in an informal environment. YMCA Calgary has a Parent Advisory Council which meets every three months (excluding summers) to provide input into centre operations.

A monthly Child Care Newsletter is produced and will be provided to you by centre staff.

When it is time for a family to leave the centre, we offer them an opportunity to complete an exit interview form so that they can provide feedback to us about their experience in the program. Each family that has chosen to move on from the facility is required to give 45-days written notice before the last date of care; at which time the deposit provided will be returned or added to the last months fees (with the exemption of families accessing Government Subsidy, the deposit will be retained until all Government monies have been received).

REGISTRATION INFORMATION

Enrolment

The information you provide in your child's Participant Information Form is essential to ensure your child's safety and for us to be able to provide the highest quality care. Formal updates will be conducted twice/year but we ask that you provide us with updated information as changes occur.

Periods of Absence – While we recognize that a child may not be in attendance for a variety of reasons including illness, vacations and extended travel periods, we are unable to provide discounted fees for these reasons or to withdraw a child from care and guarantee a space when the family wishes to return to care. Should a family not wish to pay child care fees during a period of absence to hold their space, we will withdraw the child from care and place them on the waiting list free of charge. When available, a space will be offered to the family for care to resume.



Part-Time Care is only available if all full-time spaces are not utilized within the Child Development Centre

- As a centre reaches capacity, part-time registrants will be provided with a minimum of 30 days notice that part-time care will no longer be available. At that time they may choose to either register full-time or forfeit the space
- The part-time care option for the most recently enrolled child in a particular age group will be withdrawn based on the age of the incoming child for placement within the centre
- Pre-booked care for the current month is to be paid in full at the time of booking and is non-refundable
- Casual bookings for the current month will be invoiced at month end with payment due immediately. A \$300 deposit will be collected at the time of initial part-time registration and remain on the account until part-time childcare is no longer being utilized. The deposit will be refunded or applied to the last month's fees. Any unused deposit monies will be refunded

Child Care Fees



April 25, 2018 Announcement - YMCA Calgary has been selected by the Government of Alberta to operate seven child care sites offering \$25/day child care under expanded government-funded program.

Through a multilateral Agreement with the federal government, provincial and territorial partners, the Government is providing support for affordable child care initiatives across Canada. This new Alberta Early Learning and Child Care (ELCC) program is a three-year initiative that caps parent fees for child care at \$25/day. YMCA was successful in its application to become part of this new initiative and will successfully receive funding over the next three years.

Therefore, effective May 1, 2018, all parent fees for YMCA Child Care will be \$546.00/month. This monthly fee is upon recommendation from the government and aligns with the provincial subsidy level.

Read more about this new initiative by visiting our website at www.ymcacalgary.org

Registration Details

Pre-authorized payments are required to be set up at the time of registration. Payment may be made by Visa, MasterCard, American Express or by automatic withdrawal from a bank account. NSF charges apply for refused payments.

- **Financial Assistance** is available for qualifying families through Alberta Human Services and/or YMCA Calgary
- **A \$600 deposit** is required at the time of full-time registration; deposit will be returned provided YMCA Calgary is provided with a minimum 45-days written notice of registration cancellation.
 - For families receiving provincial subsidy – YMCA Calgary will retain your deposit until after the subsidized portion has been received from the Government of Alberta and reconciled. Following subsidy reconciliation, processing of any monies owed will commence.

Wait List

YMCA Calgary Child Development Centres are licensed by Alberta Human Services and, as such, follow established regulations for the number of children we can accommodate in each room. Each of our centres has the ability for a family to be registered on the wait list if they anticipate needing a space in the future or the centre is full when they are wanting to enroll. Unborn children may be placed on the wait list but, until the parent/guardian supplies YMCA Calgary with a birthdate, consideration for placement cannot occur.

Registration on waitlists is limited and placement on the waitlist does not guarantee a child care space as children of the correct age are placed into the available space.

There is a non-refundable \$50/family wait list fee at each centre. A family may be placed on one additional YMCA child care centre wait list at \$0 fee. To register on the wait list please contact the YMCA Child Development Centre of your choice.

When a space within the centre becomes available, the family will be contacted using the main phone number and email on the family account. A family will be provided with 24 hours to respond. Should a family not respond or wish to delay a start, a note will be made on the file and the next family on the list will be contacted. The child will remain on the waitlist until YMCA Calgary places them in the centre, the family asked them to be removed or three offers of a space have been made and refused.

Families with siblings already registered in the Child Development Centre will receive priority.

It is the family's responsibility to ensure their contact information remains current.

We encourage you to schedule a tour of the centre prior to being placed on the waitlist so that you have a full understanding of what the YMCA Child Development Centre can offer you and your child.

Hours of Operation

7:00 am – 6:00 pm, Monday – Friday

YMCA Child Development Centres recognize the following holidays and will be closed:

New Year's Day (January)	Alberta Family Day (February)	Good Friday (March/April)
Victoria Day (May)	Canada Day (July)	Civic Holiday (August)
Labour Day (September)	Thanksgiving Day (October)	Remembrance Day (November)
Christmas Day (December)	Boxing Day (December)	

Note - Centres close at 1:30 p.m. on Christmas Eve and New Year's Eve. YMCA Calgary recognizes all statutory holidays and if the holiday lands on the weekend, the next closest business day will be recognized in lieu.

Late Pick Up Policy

A late charge of \$1.00 per minute will apply for children not picked up by our closing time of 6:00 p.m. Habitual lateness may result in the termination of your child's care with the YMCA Calgary Child Development Centre.

Locations

Gray Family Eau Claire YMCA Child Development Centre, 101 – 3rd St SW

Director: Margaret Ferriss T 403-781-1666 E margaret.ferriss@calgary.ymca.ca

Children must be toilet trained.

Kindergarten Children – Please contact us for details

Shane Homes YMCA Child Development Centre, 11300 Rocky Ridge Road NW

Director: Amaka Amadike T 403-351-6744 E nwamaka.amadike@calgary.ymca.ca

ECCO Child Development Centre in Remington YMCA, 108 Quarry Park Road SE

Director: Amie Roach T 403-351-8288 E amie.roach@calgary.ymca.ca

Quarry Park Child Development Centre, 10702 – 18th St SE

Administrator: Kathleen Burse T 403-351-6689 E kathleen.burse@calgary.ymca.ca

Kindergarten Children – Please contact us for details

Shawnessy YMCA Child Development Centre, 333 Shawville Blvd SE

Director: Sheina Mark T 403-254-3211 E sheina.mark@calgary.ymca.ca

Kindergarten Children – Please contact us for details



Saddletowne YMCA Child Development Centre, 180, 7555 Falconridge Blvd NE (Genesis Centre of Community Wellness)

Director: Emilia El Atrach T 403-537-2722 E emila.elatrach@calgary.ymca.ca

Seton YMCA Child Development Centre - scheduled to open Winter 2019, 19340 – 45th St SE

E childcare@ymcacalgary.org

A DAY AT THE CHILD CARE CENTRE

Attendance

Please remember to **sign your child in and out each day** on the sign in sheet located in each room. The person who drops off and picks up the child needs to **initial** the sheet **each day**. This procedure ensures that all children are accounted for in case of an emergency.

Please contact us if your child will be absent for any reason. This supports operational practices as well as the safety and well-being of your child. Advance notice of extended absences, such as vacations, is also appreciated.

If you plan to have someone other than yourself pick up your child, please let an educator know who will be coming. Please advise the person who is picking up your child to bring photo identification with them. We will not release your child unless we can verify the person matches the name you have given.

Scheduled Outings

Scheduled outings generally occur after 9:30 a.m. Please have your child at the centre by 9:00 a.m. to support trip departure preparations. **If you bring your child after the group has left, you will be responsible for ensuring they join their group. Due to licensing ratios we generally cannot accommodate a child staying at the centre rather than joining the group.**

Note: The permission form will include all trip details including departure and return times.

Child Care Curriculum

YMCA Calgary has adopted the national YMCA Playing to Learn Curriculum which is implemented in over 300 centres across Canada. The foundation for the curriculum is children's play, as we know it to be essential for the healthy social and cognitive development of all children. We understand play to be the primary way all children learn and that during the first six years of life, all aspects of development advance through engaging in play. Play ensures a sound basis for healthy development and future academics; including reading, writing, mathematics and science.

Children are given intentional opportunities to participate in developmentally appropriate small group, play-based activities. Play materials and creative room set ups are utilized to build upon children's interests, encourage each child's engagement and to allow children to explore and discover. Using YMCA Calgary facilities, children also benefit from recreational swim time, gym activities and outdoor play spaces. Fieldtrips and special events are planned to further enhance play and learning experiences.

Recreational Swim Time – for children attending a child care centre located in a YMCA Health and Wellness facility, recreational swim begins at 19 months of age. For children attending the Quarry Park Child Development Centre, recreational swim begins once they transition to a kinder room.

Should a child have special needs/circumstances affecting their ability to participate in regular child care activities the parent/guardian will be required to discuss his/her need with a senior member of the child care staff team. A written plan will be developed for any agreed upon accommodations.

YMCA staff are provided with regular professional development opportunities to ensure they have the skills required to effectively implement the curriculum using a learner centered approach based on respect for each child's individuality.

What to Bring



Please have the following items available at the centre each day for your child:

- at least two complete change of clothes
- a small blanket for rest time
- a bathing suit
- seasonal outdoor clothing, including outdoor shoes or boots
 - cold weather wear includes snow pants, hat, mittens and a warm jacket
 - warm weather wear includes light layers and a sunhat
- diapers and wipes (infants & toddlers only), barrier cream
- indoor footwear suitable for active play (no sandals or slippers please) and must attach at the heel
- labelled water bottle for your child (for health reasons the water bottle requires a lid for the mouthpiece)

Daily Routine

Our daily schedule is flexible, although routines such as eating, toileting and rest time are consistent each day. The educators encourage the children to use self-help skills such as independent toileting, setting out lunches and tidying up afterwards, helping put sheets and blankets on beds and dressing themselves.

Our daily and weekly routines include opportunities for children to engage in active play indoors and outside. Active play offers these advantages: freedom to run and jump and move about vigorously, opportunities for large muscle development, a safe place to let off steam and excess energy, a safe environment to learn about water safety and a way to connect with nature. If the temperature is -20 degrees (or colder) or if we are experiencing moderate-to-heavy snow or rain, indoor activities will be planned.

Daily Routine – Times will vary depending on the centre and children’s needs.

Time Frame	Activity
7:00 am	Centre Opens Play Opportunities Morning Snack
11:00 am – 12:30 pm	Lunch Served
12:30 – 2:30 pm	Rest/Nap Time*
2:30 – 6:00 pm	Play Opportunities Afternoon Snack Served Centre Closes

All children will have, at minimum, a one hour rest/nap per day.

Wake up programs for older children are determined in conjunction with staffing requirements.

For further information regarding your child’s daily schedule and activities, please refer to your “Welcome Letter.”

Meals & Snacks

Children are required to bring a nutritious lunch each day (except for children attending the Quarry Park Child Development Centre where lunch is provided). We recommend the lunch meal follow the recommendations of the Canada Food Guide and consist of at least one item from each of the four food groups: milk products, grain products, fruit and vegetables, and protein and alternatives. For best practices, liquids will not be permitted in cribs or on cots.

Further information <http://hc-sc.gc.ca/fn-an/food-guide-aliment/index-eng.php>

Nut Allergies – Due to the potential for serious allergic reactions, nuts and their by-products are not allowed in the child care areas.

Morning and afternoon snacks are provided.

Made cafe provides snacks to children attending YMCA Child Development Centres located in YMCA Health and Wellness branches. Children attending the Quarry Park Child Development Centre receive snacks as part of the food service available at this facility.



Birthdays

Celebrating children's birthdays is something we love to do and we want each child to feel recognized on their special day in a warm YMCA way. Our Child Development Centres celebrate children's birthdays by:

- Designating one day/month to have a special afternoon birthday snack to celebrate all children, staff and volunteers having a birthday in that month. The centre will plan for and provide the treat. Please do not bring a birthday treat on your child's behalf – we've got this covered!
- Providing each child with a YMCA birthday sticker to wear on their special day. Children may find themselves receiving extra Happy Birthday wishes from children, adults and YMCA branch staff as they move about their day, furthering their sense of belonging within our child care community.

Resources

We have a variety of resources and pamphlets available for your use. You can also talk to our staff for additional information and ideas about topics including, but not limited to; child development, family life, nutrition, play and learning activities. Each educator comes to us with a wealth of knowledge and often has additional resources to share with your family.

Further information about YMCA Calgary's programs and services is available on our website at www.ymcacalgary.org.

CHILD GUIDANCE POLICY

YMCA Calgary is committed to helping children grow and develop to their fullest potential in a safe, caring and nurturing environment. The health and well-being of each child is the primary focus and child guidance strategies will be tailored to meet individual needs in the group setting.

Educators will:

- model appropriate behaviour and problem solving techniques
- guide children in a positive and constructive way
- try to calm and redirect a child who is having trouble maintaining control
- provide children with the encouragement they need to develop self-control
- approach the children at their eye level when speaking to them
- provide time for children to work out problems with their peers verbally before intervening
- be consistent in their guidance techniques
- adjust guidance techniques to best suit the age and development of each child within the program. Individual differences for each child will be considered when determining:
 - o the level of responsibility a child has for his/her actions
 - o the child guidance techniques most effective for the child and the situation
 - o a child's level of involvement in problem solving as well as opportunities for growth and development
- ensure all disciplinary action taken is reasonable in the circumstances
- keep parents/guardians up-to-date regarding their child's behaviour and experiences in the program

Educators will not:

- inflict or cause to be inflicted any form of physical punishment, verbal or physical degradation or emotional deprivation
- deny or threaten to deny any basic necessity
- use or permit the use of any form of physical restraint, confinement or isolation

Parents/guardians are encouraged to provide verbal or written feedback regarding guidance techniques used at home in order to maintain consistency between the Child Development Centre and the home environment.

- Staff will incorporate child guidance suggestions made by the parent/guardian for their child except when they are inconsistent with the techniques outlined in this policy or not feasible within the child care setting.



Staff members will discuss behaviour expectations with children, where developmentally appropriate, when they are first enrolled in the Child Development Centre and throughout the child's time in the program as new situations arise and as opportunities for growth and development occur.

In the event a child is struggling to exhibit appropriate behaviour while in the child care setting, YMCA staff members will work with the child and his/her parent/guardian in an effort to modify the child's behaviour. In the event that a child's behaviour is unable to be modified to an acceptable level, further action may be required including possible suspension or termination from the child care centre.

SUPERVISION POLICY AND PRACTICES

YMCA Calgary Child Development Centres are responsible for ensuring that children are under the supervision of child care staff members at all times and that the supervision is effective to ensure the children's safety, well-being and development. Effective supervision reduces the risk of harm to children by preventing injuries and accidents. It also promotes a positive, responsive, and intentional learning environment for children and child care providers.

Minimum staff to child ratios, as outlined in Child Care Licensing Regulations, are maintained at all times.

YMCA Calgary believes that effective supervision is about more than watching children; it is about using techniques that promote effective supervision and create a safe environment for children. To this end, staff members will:

- position themselves in both indoor and outdoor play environments so they can supervise the children at play, rest and in washrooms
- ensure that the placement of equipment and play materials is conducive to effective supervision
- be alert to when children both arrive and leave the centre and record accurate times for such on the attendance rosters
- know which individuals are authorized to pick up a child from the centre in place of a parent/guardian
- avoid doing other activities when supervising children that could take their attention away from the children (eg. talking on the phone or texting, cleaning, reading or doing administrative tasks)
- conduct frequent headcounts of their group comparing their count with the attendance roster and their fellow staff member(s). Headcounts are required both prior to and following any transitions between one play area and another. They are further required prior to or leaving school busses, chartered busses or public transit.
- communicate verbally with other staff members when children arrive or leave from the program
- record each child's name on a visible white board indicating what area the child is located in if they are away from the primary program space
- review attendance rosters and conduct a head count whenever a staff shift change occurs and verbally communicate information about what is happening in the play area and with the children to the incoming staff
- be aware of the location of emergency medications, first aid kits and emergency contact numbers

HEALTH CARE

To support the establishment of optimal conditions for a child's development, YMCA Calgary is committed to working with families regarding their child's individual nutrition, sleep, activity and developmental needs. YMCA Calgary utilizes Alberta Health Services recommendations to determine developmentally appropriate health practices within the child care setting.

In situations where a child may require specialized care, a written "Health and Development Plan" will be developed in consultation with the child's parent/guardian and staff of the Child Development Centre.

You may wish to access the following Alberta Health resources:



Help your child grow, learn, explore and be healthy
 Health Link – Health Advice 24/7
 Online health information
 Information on health programs and services
 Community, health, government and social services
 Canada’s Food Guides

www.healthparentshealthychildren.ca

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www.MyHealth.Alberta.ca

www.albertahealthservices.ca

T 211 (Alberta)

<http://hc-sc.gc.ca/fn-an/food-guide-aliment/index-eng.php>

Medication and Herbal Remedies

YMCA Calgary will administer prescribed medications, patent medications and herbal remedies providing a parent/guardian has completed an administration form giving us consent to do so. We are only able to administer medications and herbal remedies as per the instructions contained on the prescription or container label.

Whenever possible, it is desirable for the medication or herbal remedy to remain on site for the period of time it is being administered. If this is not possible, the parent/guardian dropping off and picking up the medication or herbal remedy will be required to sign the medication in and out daily. All medication sign in and out processes will be handled by the staff member in charge at the time.

Medications and herbal remedies will be stored in a locked medication box and sent home when treatment is complete. Emergency medications, such as an EpiPen, will be kept with your child’s educator so they are readily available. When your child has completed the medication cycle you will be provided with the container.

Children’s Illness or Inability to Participate in Regular Activities

To prevent the spread of illness to other children and educators, children who are brought to the centre exhibiting signs and symptoms of illness will be requested to leave with the parent before they are signed in to our care.

If a child becomes ill or is unable to participate in regular activities while at the child care centre, a parent/guardian will be notified and required to arrange for immediate pick up. Until the child is removed from care, the child will be isolated as much as possible and given items to feel comfortable (bed, blanket, etc.). Alternate care arrangements will need to be made until the child is free from illness.

If a child has been picked up from program due to illness, careful consideration should be given to when they return to regular activities. In many instances, an additional ½ or full day at home may better support a child’s return to full health and prevent the spread of illness within the child care centre.

Please refer to the chart below for some possible illnesses and when a child may return to care.

Child Development Centre
 Health & Illness Attendance Chart

A child should not attend daycare when:	A child may return to daycare when:
he/she has a fever of 100 degrees (37.78 C)	his/her fever has remained below 100 degrees (37.78 C) for 12 hours without medication
he/she has bouts of diarrhea	he/she has had no diarrhea in the past 12 hours and has had one normal bowel movement
he/she is vomiting	he/she has not vomited within the last 24 hours without medication
he/she has skin infections, undiagnosed rash, or signs of any contagious disease	he/she has been examined by a doctor and has received medical clearance, doctor’s note will be required



he/she has any form of untreated infestation (i.e. scabies, head lice, etc.)	he/she has been treated Lice: requires two treatments and no live evidence of infestation
conjunctivitis (pink eye)	he/she has seen a doctor and 24 hours after first eye drops have been given and eye is clear of discharge or redness
been prescribed any kind of medication in the last 24 hours	he/she has been on the medication for 24 hours with no reaction
any communicable disease	he/she has been examined by a doctor and has received medical clearance and no longer exhibits any signs or symptoms, doctor's note will be required, cannot return for 48 hours
Requires greater attention than can be provided without compromising the care of other children in the program OR is exhibiting any signs or symptoms that a staff member knows or believes may pose a health risk to the child or others within the child care setting	he/she has been symptom free for a period not less than 24 hours AND is able to participate in regular activities. Note: an examination and clearance by a Doctor may be required

If in doubt, please contact the child care centre to determine whether your child requires a note after an illness.

CHILD CARE LICENSING AND ACCREDITATION

YMCA Calgary Child Development Centres are responsible for maintaining the standards of the Alberta Child Care Licensing Act and Regulations. Provincial Child Care Licensing Officers regularly visit centres to monitor the compliance of individual child care program's compliance with the applicable legislation as it relates to the minimum standards set for the health, safety and developmental needs of children

YMCA Calgary Child Development Centres are accredited programs and, as such they deliver high quality child care programs in accordance with Provincial Accreditation standards. The purpose of child care accreditation is to raise the standard of child care in the province while improving best practices in early learning and child care services. Accreditation is voluntary and is valid for three years. All YMCA Child Development Centres apply for pre-accreditation status and commit to achieving full accreditation status within one year of opening.

The Provincial Accreditation has established the following 6 standards for centers to follow:

Standard 1: Positive, supportive relationships and enriched physical and emotional environments foster children's well-being and development

Standard 2:

Program planning and practices support every child's optimal development in an inclusive early learning and care environment that incorporates the value and importance of play

Standard 3: Relationships with families are supportive and respectful

Standard 4: Child care programs create a supportive work environment to maintain a qualified team of child care professionals and assist them in providing high quality child care services through its philosophy, policies, procedures, and practices.

Standard 5: Child care programs collaborate with community organizations and services to respond to the needs of children and families they serve

Standard 6: Continuous quality improvement is demonstrated through ongoing self-monitoring and evaluation processes

The accreditation process consists of six steps: Application - Self-Study and Quality Enhancement work plan - Site Visit - Moderator Review - Governing Council decision & maintaining accreditation. Maintenance of accreditation status requires that a centre submit yearly reports detailing advancement of goals for each standard. Application for, and a review process, for re-accreditation occurs every three years. For further information visit <http://humanservices.alberta.ca/family-community/child-care-accreditation.html>

FAQS

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. We post the results of the licensing visits on the Information Board for your review. If you have questions about these reports, feel free to discuss them with the Child Care Director.

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. More information - <http://humanservices.alberta.ca/family-community/child-care-accreditation.html>

How can I learn more about my child's experience in the YMCA Child Development Centre?

Regular, open communication with your child's Early Childhood Educator is the best way to share information about your child's growth and development.

Educators complete daily journal entries for each child in their group which includes details about their daily schedule. Journals are available for viewing each day and back-entries are regularly provided to families for their records.

Program plans are posted and contain information about children's interests along with the developmentally appropriate play activities that have been planned and provided. You will also notice several photographs available in the room and written play descriptions that highlight the play and learning that your child is engaged in.

A Developmental Report outlining your child's progress will be sent home every 6 months. This will be accompanied by an opportunity for a scheduled parent/guardian and educator meeting. At any time, parents are encouraged to meet with the educators and/or supervisor/director at the daycare if there are any questions or concerns that need to be addressed.

Who is looking after my child?

All YMCA Calgary educators have Provincial Child Care Certification levels: Child Development Supervisor, Child Development Worker or Child Development Assistant. Our educators are skilled in child observation, planning developmentally appropriate programs, and implementing child-oriented activities. They have current first aid and CPR training and have passed a security clearance check with a vulnerable sector search prior to beginning work and are required to obtain an Intervention Record Check.

How many children is each educator responsible for?

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

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

Each of our centres has a senior staff team on site to support operations. We also employ additional staff who provide ratio enhancement, program development support and staff development support.

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.

Each YMCA Child Development Centre holds Parent Meetings twice yearly; fall and spring. All parents/guardians are encouraged to attend to learn about centre and association happenings and to provide input into early years programs and services.

What happens if there is an emergency?

All YMCA staff members receive annual YMCA Calgary Health and Safety training. They are also required to renew their First Aid certification bi-annually and their CPR certification annually.

There is always a designated staff member in charge at the centre and through use of the YMCA radios it is possible to initiate YMCA Calgary's crisis response team immediately in the event of an emergency. This team, comprised of both child care and YMCA facility staff, ensures that all aspects of the emergency are managed in a safe, calm and effective manner.

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 Marshall. In the event of an evacuation, children and staff members will relocate to an off-site location as follows:

Gray Family Eau Claire Child Development Centre	Eau Claire Market: 200 Barclay Parade SW
Quarry Park Child Development Centre	Remington YMCA: 108 Quarry Park Road SE
Remington YMCA Child Development Centre	Quarry Park Child Devel. Centre: 10702-18 St SE
Saddletowne Child Development Centre	Safeway: 76 Saddletowne Circle NE
Shawnessy Child Development Centre	Tim Hortons: 400, 303 Shawville Blvd SE
Shane Home YMCA Child Development Centre	Melcor YMCA: 8100 John Laurie Blvd NW

Senior YMCA staff will contact each child's parent/guardian to advise of the situation and to arrange for the child's pick up.

YMCA Calgary has a Health and Safety Management System which includes policies, procedures, practices, inspections and, where applicable, drills which support the health, safety and well-being of all YMCA participants.

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.

Community Engagement

YMCA Calgary has a partnership with Children's Cottage, a facility that houses families that need relief care for children. When we are able, we provide emergency child care to children from Children's Cottage.

What should I do if I have a concern?

Your feedback is important to us. If you have a concern you can discuss it with your child's Early Childhood Educator, the Child Care Supervisor or the Child Care Director. 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 or head to our website at:

<https://www.ymcacalgary.org/contact/>

If you are unable to address your concern at the centre level please contact the Centre Manager as listed below –

Centre Manager, Early Years (North)	Centre Manager, Early Years (Central)	Centre Manager, Early Years (South)
Jackee Creamer T: 403-241-4617 E: jackee.creamer@calgary.ymca.ca	Trudy Halvorsen T: 403-351-6688 E: trudy.halvorsen@calgary.ymca.ca	Stephany Morris T: 403-254-3202 E: stephany.morris@calgary.ymca.ca



Saddletowne YMCA Child Development Centre & Shane Homes at Rocky Ridge YMCA Child Development Centre	Quarry Park YMCA Child Development Centre & ECCO Child Development Centre in Remington YMCA	Shawnessy YMCA Child Development Centre & Seton YMCA Child Development Centre (<i>Early 2019</i>)
General Manager, Early Years YMCA Calgary		
<p>Caryl Broen T: 403-537-1721 E: Caryl.broen@calgary.ymca.ca</p>		

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 will be investigated.

Telephone 403-297-6100
Mail Region 3 Calgary and Area Child and Family Services Authority
#300, 1240 Kensington Road NW Calgary, AB, T2N 3P7

