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# YMCA CALGARY CHILD DEVELOPMENT CENTRE

FEBRUARY 2020

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## 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.

*Alberta*  *Early Learning and  
Child Care Centre*

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Please Note

This handbook is intended to provide you with general information about YMCA Calgary Child Care operations and practices. Situations may present which are not covered in this handbook or which require an adjustment to practices.

Should you require further information or clarification, please contact a YMCA Calgary senior child care staff member (contact information is contained in this document).

## ABOUT THE YMCA

At the YMCA, we understand our responsibility to our families and to our community in ensuring our child care centres 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.

### Vision, Mission & Values

<b>Our Vision</b>	Our communities are vibrant and healthy because children, youth and adults BELONG, GROW, THRIVE & LEAD.
<b>Our Mission</b>	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.
<b>Our Values</b>	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. Research into brain development and how children learn has formed the basis for the curriculum implemented in all YMCA Calgary Child Development Centres. Children are provided with opportunities to participate in developmentally appropriate, small group and play-based learning activities which prepare them for school and support them becoming life-long learners. Learning is enriched through participation in fieldtrips and guest speaker presentations.

YMCA Calgary implements the national [YMCA Playing to Learn](#) curriculum as well as the provincial child care curriculum, [Play, Participation and Possibilities](#). Both curriculums support educators in their ability to deliver intentional program experiences for all children.

## Health Benefits

During their time in the centre children will enjoy:

- ✓ Indoor group activity spaces including multi-purpose rooms for active play
- ✓ Daily use of dedicated outdoor environment
- ✓ Use of the experience studio (QPY location)
- ✓ Recreation time in YMCA pools
- ✓ Nutritious snacks twice per day (Quarry Park also provides children with a 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 and swim lessons including access to drop-in Family Playground
- 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 with 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 questions or concerns with centre staff.

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 child care centres schedule two Parent Meetings per year which allow for information sharing and focussed conversation on centre operations.

Additional to the above, YMCA Calgary utilizes an app based communication tool called;



Weemarkable™ was designed and developed by the YMCA of Hamilton | Burlington | Brantford, with input from YMCA families (just like you!) and YMCA educators. Through Weemarkable™, we're pleased to provide you with regular updates on your child and to share some of their developmental milestones. You'll receive photos, food menus and information on centre happenings direct to your mobile phone. And, you'll have the ability to securely add extended family members or caregivers to your account so they, too, can stay up to date on your child's YMCA experience.

***In the event of an emergency or critical situation occurring within the child care centre, an email will be sent to impacted families and a notification will be available on the Weemarkable™ app. The subject line will indicate “YMCA Alert – (subject).”***

## REGISTRATION INFORMATION

### Enrolment

The information you provide in your child’s enrolment package is essential to ensure your child's safety, and that he/she is provided with the highest quality care. Formal updates will be conducted twice per year, but we ask that you provide us with updated information as changes occur.

### Periods of Absence

**Periods of Absence** – While we recognize that a child may not be in attendance for a variety of reasons (e.g. illness, vacations, etc.) the YMCA is unable to pause payments or provide discounts/refunds for unattended time. Should you choose to withdraw your child, his/her spot will be forfeited and offered to the next family on the waitlist.

### Part Time Care

**Part-Time Care** – 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

### Childcare Registration & Fees



**In April 2018 it was announced that YMCA Calgary was 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 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 to receive funding.

Read more about this initiative by visiting our website at [www.ymccalgary.org](http://www.ymccalgary.org)

### Child Care Fees

As of May 1, 2018, all parent fees for YMCA Child Care are \$546.00/month. This monthly fee reflects YMCA Calgary’s ELCC designation and is upon recommendation from the government; aligning with the provincial subsidy level.

**Note:** 2020 fees for a full-time YMCA child care space range from \$1030 - \$1500/month, depending on the age of the child and the services provided. ELCC funding grant monies are utilized to meet the gap between the regular child care fee and the amount currently paid by the parent/guardian.

Should ELCC funding no longer be available, families will be responsible for paying regular child care fees. YMCA Calgary is committed to providing as much advance notice to families as possible of any change to available funding for child care fees.

### Registration and Account Inquiries

YMCA Calgary utilizes a centralized registration system which is managed by the Child Care Administration Supervisor. For registration inquiries, account inquiries etc. please contact:

Kathleen Bursey, Child Care Administration Supervisor

T 403-531-6686

E [Kathleen.bursey@calgary.ymca.ca](mailto:Kathleen.bursey@calgary.ymca.ca)

General inquiries can also be directed to [childcare@ymcocalgary.org](mailto:childcare@ymcocalgary.org)

#### Please Note -

#### All YMCA Child Care programs are currently full and waitlists are capped.

Information related to waitlist status will be published on the [YMCA Calgary Website](#). Generally, any update of this nature will be posted towards the end of a calendar month.

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** – Financial assistance is available for qualifying families through Alberta Human Services child care subsidy and/or YMCA Calgary
  - It is the family's responsibility to provide the child care centre with proof of provincial child care subsidy approval, including renewal information
- **Child Care Deposit** – A \$600 child care deposit is required at the time of full-time registration for each registered child. The deposit will be kept on the child's account for the duration of time they are in the centre and refunded to the family providing sufficient notice of termination of care is received.
- **Termination of Care** – Families are required to give 45-days written notice to the child care director advising the YMCA of their child's last day of care in order to receive a refund of the \$600 child care deposit on file. At that time, the deposit will be returned or applied to the last month's fees
  - For families receiving provincial subsidy – YMCA Calgary will retain your deposit until after the subsidized portion has been received from the Government of Alberta for your child's final month of and reconciled. Following subsidy reconciliation, processing of any monies owed will occur.

### Waitlist

YMCA Calgary Child Development Centres are licensed by Alberta Human Services and follow established regulations for the number of children we can accommodate in each room. Each centre manages their own wait list and a staff member will contact the next eligible family from the waitlist when a space becomes available within the centre; using the main phone number and email on the family account. Families with siblings already registered in the Child Development Centre will receive priority for placement of an additional child(s) within the centre. It is the family's responsibility to ensure their contact information remains current so, should a space become available, YMCA Calgary has accurate contact information.

Should a currently registered family wish to be considered for transfer to another YMCA Calgary child care centre, they are asked to first speak with the Child Care Director of their centre. The Child Care Director can then support further

communication to determine whether a transfer is possible. Due to the current registration status within our centres we are not able to guarantee transfers when they are requested.

**Moving to Calgary?** YMCA Calgary is not able to guarantee acceptance of children who have been attending a YMCA child care centre outside of Calgary.

**Please note – All YMCA Child Care Waitlists are currently capped.**

**Tours** - Priority for centre tours is given to families for whom a space has been offered.

## 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)
Easter Monday (see note)	Victoria Day (May)	Canada Day (July)
Civic Holiday (August)	Labour Day (September)	Thanksgiving Day (October)
Remembrance Day (Nov)	Christmas Day (December)	Boxing Day (December)

**Note – All child care centres are closed on Easter Monday.** On this date, all child care staff will participate in professional development training.

**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 be applied to your account 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

### General Inquiries and Account Information

Please direct all general inquiries and account inquiries to the Child Care Administration Supervisor, Kathleen Burse

403-531-6686 [Kathleen.burse@calgary.ymca.ca](mailto:Kathleen.burse@calgary.ymca.ca)

### Contact information for registered families

To convey information about your child's attendance, or to discuss your child's experience within the centre, registered families are encouraged to contact the following:

#### **Seton YMCA Child Development Centre, 4995 Market Street SE**

Director: Trisha Skinner (587) 392-5590 [trisha.skinner@calgary.ymca.ca](mailto:trisha.skinner@calgary.ymca.ca)

*Located within the Brookfield Residential YMCA at Seton*

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

Director: Margaret Ferriss 403-781-1666 [margaret.ferriss@calgary.ymca.ca](mailto:margaret.ferriss@calgary.ymca.ca)

*Children must be toilet trained. Kindergarten Children – Please contact Margaret for details*

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

Director: Amaka Amadike 403-351-6744 [nwamaka.amadike@calgary.ymca.ca](mailto:nwamaka.amadike@calgary.ymca.ca)

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

Director: Amanda Morin 403-351-8287 [amanda.morin@calgary.ymca.ca](mailto:amanda.morin@calgary.ymca.ca)

**Quarry Park Child Development Centre, 10702 – 18 Street SE**

Reception: 403-351-6689

Pod 1 Director:	Becky Offord	403-827-9627	<a href="mailto:rebeccaofford@calgary.ymca.ca">rebeccaofford@calgary.ymca.ca</a>
Pod 2 Director:	Michelle Golberg	403-829-2462	<a href="mailto:michelle.golberg@calgary.ymca.ca">michelle.golberg@calgary.ymca.ca</a>
Pod 3 Director	Tammy Olson	403-836-2198	<a href="mailto:tammy.olson@calgary.ymca.ca">tammy.olson@calgary.ymca.ca</a>
Pod 4 Director	Monica Menard	403-836-6244	<a href="mailto:monica.menard@calgary.ymca.ca">monica.menard@calgary.ymca.ca</a>

*Kindergarten Children – Please contact Monica for details*

**Shawnessy YMCA Child Development Centre, 333 Shawville Blvd SE**

Director: Sheina Mark 403-254-3211 [sheina.mark@calgary.ymca.ca](mailto:sheina.mark@calgary.ymca.ca)

*Kindergarten Children – Please contact Sheina for details*

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

Director: Emilia El Atrach 403-537-2722 [emila.elatrach@calgary.ymca.ca](mailto:emila.elatrach@calgary.ymca.ca)

## A DAY AT THE CHILD CARE CENTRE

### Attendance & Sign out Procedures

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.

For Child Safety and Protection, YMCA Calgary requires government issued identification for sign out procedures. If an educator is unfamiliar with a parent/guardian or individual listed on the approved pick up list, the educator is required to ask for photo identification. Identification must match the name provided on the child's registration form. The legal guardian of the child must communicate with the centre if an alternate individual is to pick up the child on any given day; in cases such as this government issued, photo ID is also required.

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.

### 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 your child arrives after their group has departed for an outing, you will be responsible for providing support and/or transport for them to 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

Each YMCA Calgary Child Development Centre is designated as an Alberta Early Learning and Child Care (ELCC) centre, which utilizes the Flight Curriculum Framework. This curriculum is focused on broad holistic goals rather than specific outcomes for each subject area, with content emerging from children's fascination with the world.

The YMCA Playing to Learn curriculum implemented in over 300 child care centres across Canada uses emergent planning practices and play-based learning theory.

YMCA Calgary utilizes both curriculums providing children with interest-based activities which encourage learning through creative play. YMCA Calgary recognizes that children learn best through play and that play builds the foundation for developing necessary academic skills including early literacy, early mathematics, science, technology and the arts.

Educators utilize an observe – plan – reflect model for identifying what children already know and their developmental stage. This ensures that educators can gain insight into how each child learns, allowing them to create a dynamic in-class environment along with intentional programs and facilitation strategies. Curriculum implementation accounts for all areas of child development including physical, emotional, cognitive, creative and social behavior. Educators adapt the curriculum to meet the specific needs of each child ensuring that their interests shape their learning experience.

Relationships form the foundation for all that happens within the child care environment. Children learn about YMCA Calgary's four core values of Respect, Honesty, Caring and Responsibility through social engagement and opportunities to practice with the support of the educators.

A flexible daily schedule is used to ensure that children's play is protected. 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.

*Should a child have special needs/circumstances affecting their ability to participate in regular child care activities further discussion between the child's parent/guardian and a senior member of the child care staff team will occur. A written plan will be developed for any agreed upon accommodations.*

YMCA educators are provided with regular professional development opportunities to ensure they have the skills required to effectively implement the curriculum using a learner centred 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 changes of clothes
- a small blanket for rest time
- a bathing suit (should your child be participating in a swim program as well as throughout the summer months)
- seasonal outdoor clothing, including outdoor shoes or boots suitable for active play
  - 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, with routines such as eating, toileting and rest time remaining consistent each day. The educators encourage the children to develop and 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 pm – 2:30 pm	Rest/Nap Time*
2:30 pm – 6:00 pm	Afternoon Snack* Play Opportunities Centre Closes

\*Nutrition –Schedules are determined by the needs of the individual child. Provision is made for them to be able to have food outside of scheduled snack and meal times.

\*Rest/nap period - YMCA Calgary recognizes that all children need adequate rest and opportunities to recharge. All children will be provided with an afternoon rest/nap period for a minimum of 30-60 minutes with additional rest/nap time provided for those children requiring it. To meet the needs of infants aged 12 – 18 months, rest/nap time will be provided which addresses individual schedules.

Common areas within the child care centre as well as program spaces in the greater facility will be utilized to meet the needs of children requiring a shorter rest/nap time to minimize disruption for children who require a longer rest/nap time. 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 and 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 Canada’s 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 child care areas.

Morning and afternoon snacks are provided.

[Made Foods](#) 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 within the facility. YMCA Calgary utilizes the resource [Feeding Tiny Tummys](#), available through Alberta Health Services, along with Canada's Food Guide, to meet the nutritional needs of young children.

## 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. As each centre is unique in how we celebrate, please connect with your Director for more information as to our guidelines.

Due to allergies and restrictions, food will not be accepted at any of our YMCA Child Development Centres for celebrations.

## 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.ymcocalgary.org](http://www.ymcocalgary.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, encouraging and constructive way
- try to calm and redirect a child who is having trouble demonstrating self-regulation within the child care setting
- 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
- utilize and adjust guidance techniques appropriate for the age and development of each child within the program
  - o Individual differences for each child will be considered when determining;
    - the level of responsibility a child has for his/her actions
    - the child guidance techniques most effective for the child and the situation
    - a child's level of involvement in problem solving as well as opportunities for growth and development
- keep parents/guardians up-to-date regarding their child's behaviour and experiences in the program
- Ensure that any child disciplinary action taken is reasonable in the circumstances

### 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 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 are not feasible within the child care setting

The Child Guidance Policy will be reviewed with parents, and a written copy provided to them, upon a child's enrolment in the Child Development Centre. Parents/Guardians are required to sign the Child Guidance Policy and a copy will be kept in their child's registration file. Should the policy be revised, parents/guardians will be provided with an updated copy for review and signing.

Staff members will review, and sign off on, the Child Guidance Policy, upon hiring. Should the policy be revised, staff members will be provided with an updated copy for review and signing.

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. When required YMCA staff will work with the child's parent/guardian to identify and secure additional supports for a child.

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 the child's parent/guardian to develop and implement strategies to help the child develop self-regulation. Should a child continue to demonstrate behaviour that is negatively impacting child care experiences, or operations, further action may be required including possible suspension or termination from the child care centre.

*Policy Updated Feb 2019*

## **SUPERVISION POLICY AND PRACTICES**

YMCA Calgary Child Development Centres are responsible for ensuring that children are, at all times, under supervision by child care staff members and that the supervision is effective in ensuring 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 the Child Care Licensing Regulations, will be 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
- communicate verbally with other staff members when children arrive or leave from the program
- 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 (e.g. 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 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.
- record each child's name on a visible white board indicating what area the child is in if they are away from the primary program space
- utilize YMCA Calgary's Child Development Centre Tag system during times of transitions and small group play
- 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

Children are involved in choice-based activities encouraging them to make decisions for themselves and experience the world independently. Recreational programming is unstructured with child care staff members observing and supporting developmentally appropriate children's play and children's behavior.

*Policy Updated Aug 2018*

## 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 created in consultation with the child's parent/guardian and staff of the Child Development Centre.

YMCA Calgary works with GRIT (Getting Ready for Inclusion) as part of our ELCC designation and funding agreement. The GRIT Program is an exemplary, inclusive early education program supporting children with diverse abilities, their families and communities. Educators are involved in training through the ASaP Project (Access, Supports and participation) with a vision to create high quality inclusive environments for all children.

You may wish to access the following Alberta Health resources:

Help Your Child Grow, Learn, Explore and Be Healthy	<a href="http://www.healthparentshealthychildren.ca">www.healthparentshealthychildren.ca</a>
Health Link – Health Advice 24/7	8-1-1
Online Health Information	<a href="http://www.MyHealth.Alberta.ca">www.MyHealth.Alberta.ca</a>
Information on Health Programs and Services	<a href="http://www.albertahealthservices.ca">www.albertahealthservices.ca</a>
Community, Health, Government and Social Services	2-1-1
Canada's Food Guides	<a href="http://hc-sc.gc.ca/fn-an/food-guide-aliment/index-eng.php">http://hc-sc.gc.ca/fn-an/food-guide-aliment/index-eng.php</a>

### Medication & 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 English instructions contained on the prescription or container label. Should a syringe or medicine cup be required for medication administration, the child's family will need to provide this.

Parent/Guardians that are using the child's weight for the dosage amount are required to provide a medical note which includes instructions for the revised dosage the child is to receive based on their medically-assessed weight. This note

can be used for over the counter medications for a maximum of two months and will be retained in the child’s file. An updated medical note is required after a period of two months due to changes in a child’s growth and development.

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 MAY NOT ATTEND CHILD CARE WHEN	A CHILD MAY RETURN TO CHILD CARE WHEN THEY ARE NO LONGER EXHIBITING SIGNS & SYMPTOMS OF ILLNESS INCLUDING -
Child has a fever of 100 degrees (37.78 C)	Fever has remained below 100 degrees (37.78 C) for 24 hours <i>without</i> medication
Child has consecutive bouts of diarrhea	No diarrhea in the past 24 hours <b>and</b> has had one normal bowel movement
Child is vomiting	Has not vomited within the last 24 hours
Child has a new or unexplained rash or cough, or signs of any contagious disease	Has been examined by a doctor and has received a doctor’s note providing medical clearance to return
Child has any form of untreated infestation (i.e. scabies, head lice, etc.)	Has been treated
Conjunctivitis (pink eye)	Has seen a doctor and 24 hours after first eye drops have been given
Been prescribed any kind of medication in the last 24 hours	Has been on the medication for 24 hours with no reaction
Any communicable disease	Has been examined by a doctor and is able to participate in the child care setting
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	He/she has been symptom free for a period not less than 24 hours AND is able to participate in regular activities.

believes may pose a health risk to the child or others within the child care setting

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.

## Immunization

If your child's immunizations are not current, or you have chosen not to immunize your child, there may be an increased risk to your child should there be a reported case of a related communicable disease at the centre your child attends. Illness notices are posted within a child care centre for the benefit of a child's parent/guardian.

Alberta Health Services will be engaged should multiple instances of an illness be reported so they may further assess the situation and advise YMCA Calgary of additional precautions required.

Assessment by, and consultation with, a health care professional may be required to determine when it is safe for your child to return to the centre following a reported illness or outbreak.

## 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.

Provincial Accreditation has established the following 6 standards for centres 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 annual reports detailing advancement of goals for each standard. Application for re-accreditation, and the subsequent review process, occur every three years.

For further information about the child care accreditation process 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 -

### 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. These entries are completed through the Weemarkable™ app or by hand should a family not be using the app.

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 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 of the centre 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 including a vulnerable sector search prior to beginning work.

All YMCA Calgary employees receive annual YMCA Health and Safety Training as well as YMCA Canada Child Safety & Protection Training.

### 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 4.5 years
- 1 educator for every 10 children aged 4.5 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.

YMCA Calgary child care centres schedule two Parent Meetings per year which allow for information sharing and focussed conversation on centre operations.

### What happens if there is an emergency or critical situation within the child care centre?

***In the event of an emergency or critical situation occurring within the child care centre, an email will be sent to impacted families and a notification will be available on the Weemarkable™ app. The subject line will indicate “YMCA Alert – (subject).”***

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 of the child care centre will relocate to an off-site location as follows:

Brookfield Residential YMCA at Seton	Joane Cardinal-Schubert High School: 19480 45 St SE
Gray Family Eau Claire YMCA	Eau Claire Market: 200 Barclay Parade SW
Quarry Park Child Development Centre	Remington YMCA: 108 Quarry Park Road SE
Remington YMCA	Quarry Park Child Devel. Centre: 10702-18 St SE
Saddletowne YMCA	Safeway: 76 Saddletowne Circle NE
Shane Homes YMCA at Rocky Ridge	Melcor YMCA at Crowfoot: 8100 John Laurie Blvd NW
Shawnessy YMCA	Tim Hortons: 400, 303 Shawville Blvd SE

### Community Engagement

YMCA Calgary Child Development Centre’s partners with various community initiatives. Each centre is unique and meets the needs of the centre as it evolves. Such partnerships could include the Alberta Children’s Cottage, Calgary Food Bank and the Calgary Public Library.

### 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 or General Manager as listed below –

Centre Manager, Early Years (North)	Centre Manager, Early Years (Central)	Centre Manager, Early Years (South)
<p style="text-align: center;"><b>Jackee Creamer</b> 403-241-4617 <a href="mailto:jackee.creamer@calgary.ymca.ca">jackee.creamer@calgary.ymca.ca</a></p>	<p style="text-align: center;"><b>Trudy Halvorsen</b> 403-351-6688 <a href="mailto:trudy.halvorsen@calgary.ymca.ca">trudy.halvorsen@calgary.ymca.ca</a></p>	<p style="text-align: center;"><b>Stephany Morris</b> 403-254-3202 <a href="mailto:stephany.morris@calgary.ymca.ca">stephany.morris@calgary.ymca.ca</a></p>
<p>Gray Family Eau Claire YMCA</p> <p>Saddletowne YMCA</p> <p>Shane Homes YMCA at Rocky Ridge</p>	<p>Quarry Park Child Development Centre</p> <p>ECCO Child Development Centre in Remington YMCA</p>	<p>Brookfield Residential YMCA at Seton</p> <p>Shawnessy YMCA</p>
<b>General Manager, Early Years YMCA Calgary</b>		
<p><b>Caryl Broen</b> 403-537-1721 <a href="mailto:caryl.broen@calgary.ymca.ca">caryl.broen@calgary.ymca.ca</a></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 complaints will be recorded and responded to accordingly.

Telephone      403-297-6100

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