



# YMCA CALGARY CHILD DEVELOPMENT CENTRE

## Information Handbook

JANUARY 2021

### 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.

All licensed child care centres are required to be in compliance with applicable zoning, health and safety legislation. This includes Alberta Health Services, the Alberta Child Care Licensing Act and Alberta Child Care Regulations.

## ABOUT THE YMCA

Ever since its inception in 1902, YMCA Calgary has been a hard-working charitable organization that responds to the needs of Calgarians. YMCA Calgary has evolved into a vibrant charity where thousands of Calgarians are involved each year through health and wellness programs, leadership, and community outreach programs, child care, and day and overnight camps.

YMCA Calgary has eight health and wellness facilities, seven child development centres with licensed child care, two outdoor camp sites and over 60 community program sites serving all quadrants of the city. These spaces and programs allow YMCA Calgary to deliver programs, services and opportunities to help the Calgary community connect with others, build life-long skills, and keep active and healthy.

### Our Vision

Our communities are vibrant and healthy because children, youth and adults **belong, grow, thrive, and lead.**

### Our Mission

We connect people through diverse and shared experiences. **As a trusted charity**, YMCA Calgary helps create spaces and **communities** that are **welcoming and inspiring.**

### 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.

### Our Promise

**We believe in people.** We see their potential. We see strengths in our differences and inspiration in our diversity. We are the neighbour you can count on, **a place for everyone**; A space to play, to challenge yourself, to build resilience and to grow. The journey may start with a splash, a bounce, or a crunch under your boots; and if we do our part, **it will lead to a healthier, more vibrant community.** Your YMCA exists so that everyone has an **opportunity to belong.**

## 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.

YMCA Calgary implements the national YMCA Playing to Learn curriculum as well as the provincial child care curriculum, FLIGHT (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
- Opportunities for enhanced play and learning opportunities including neighbourhood experiences

Children registered in the Quarry Park Child Development Centre will also receive nutritious snacks twice per day and 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
- Discounted program rates for preschool programs, swim lessons and member access to drop-in experiences
- 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

## 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. Due to COVID restrictions, these conversations will be held virtually/over the phone.



Additional to the above, YMCA Calgary utilizes an app-based communication tool called Weemarkable™. This tool was designed and developed by the YMCA of Hamilton|Burlington|Brantford, with input from YMCA families and educators. Through Weemarkable™, we are pleased to provide you with regular updates on your child and to share some of their developmental milestones. You'll receive photos, food menus (Quarry Park Child Development Centre only) and information on centre happenings direct to your mobile phone. You can also securely add extended family members or caregivers to your account so they, too, can stay up-to-date on your child's YMCA experience.

Upon registration with YMCA Child Care, each family will be provided with a link they will need to utilize to set up their personal account.

An “Alert” will be created and sent to families to ensure fast and effective communication in the event we need to relay time-sensitive or critical information.

**Please Note:** *Weemarkable™ is the primary method for general centre information and updates. Weemarkable™ is also a public forum. Please direct specific inquiries or questions to the Centre Director or Supervisor rather than posting within the application.*

## REGISTRATION INFORMATION

### Registration and Account Inquiries

**Centre Specific Information** – this includes child experience and detailed centre information. Please contact the centre your child attends or which you are interested in. Contact information can be found below.

**General Inquiries** – please direct general inquiries to [childcare@ymcacalgary.org](mailto:childcare@ymcacalgary.org) or Reception (located within our Quarry Park Child Development Centre) at 403-351-6689.

**Account Information** - this includes changes to your method of payment (including updated credit card information) as well as all financial matters. YMCA Calgary utilizes a centralized registration system which is managed by the Child Care Administration Supervisor. The appropriate contact information is located at the end of this section.

### 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.

### 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

## Child Care Registration & Fees

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 (\$546/month). **The provincial ELCC funding agreement for all YMCA Child Care Centres (\$25/day child care) ends March 31, 2021.**

**Please Note:** 2020 fees for a full-time YMCA child care space range from \$1030 - \$1500/month, depending on the location, age of the child, and the services provided.

## Payment Information

Pre-authorized payments are required to be set up at the time of registration (Payments come out on the 4<sup>th</sup> of each month). Payment may be made by Visa, MasterCard, American Express or by automatic withdrawal from a bank account. Payments made by automatic withdrawal can take up to 10 business days to be reflected. NSF charges apply for refused payments.

- **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 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 care and reconciled. Following subsidy reconciliation, processing of any monies owed will occur.
- **Financial Assistance** – Financial assistance is available for qualifying families
  - Provincial Child Care Subsidy – Available to qualifying families, child care subsidy is applied for by a child’s parent/guardian. The family is required to provide YMCA Calgary with proof of provincial child care subsidy approval, including renewal information. Subsidy information must be current in order for YMCA Calgary to apply it to a family’s monthly child care fees
  - YMCA Financial Assistance – If you are registered with a YMCA Child Care centre, and feel that you do not have the financial means to pay full program costs you may be eligible for support from YMCA Calgary. YMCA financial assistance may only be applied for after a family has first applied for provincial child care subsidy. Inquiries may be directed to the Child Care Administrative Supervisor.

## Waitlist

YMCA Calgary Child Development Centres are licensed by Alberta Human Services and follow established regulations for the number of children we can have in each age-specific classroom. YMCA Calgary maintains a wait list for each of our seven licensed child care centres. Waitlists with a large number of children on them may be capped fully or for a specific age group.

A child is placed on the wait list when -

- A space is not immediately available for a child upon initial inquiry
- A family is expecting a child and wishes to place their child in the centre at a future date

**Please Note:** YMCA Calgary does not accept applications for the waitlist prior to pregnancy or without an expected birth date or adoption date.

- A child is withdrawn from care for any reason and at that time the family indicates they wish them to return to care in the future. The child will be added to the waitlist at no cost the day after their last scheduled date of care.
  - If a family does not request to have their child placed on the waitlist when notice of withdrawal is given, the child will be placed on the waitlist at the time of the request and the regular waitlist fee will be charged
- While we will do our best to meet a family's needs, we cannot guarantee a space will be available when requested or that a space will be available for all children following a family/maternity leave

**Payment:** Families are required to pay a \$50/family non-refundable fee to join the waitlist. This fee will be charged for the first child going on the list and fees for subsequent children will be waived

**Requests:** Requests to join the waitlist may be directed to our Child Care Administrative Supervisor, contact information is below.

**Please Note:** As of December 2020, all centre waitlists are capped.

A child is placed in the child care centre when -

- Another child withdraws from the centre and internal movement of children within the centre is completed
  - Internal movement facilitates movement/placement according to ages from one classroom to another (eg. An infant moving to a toddler room). Following internal movement within the centre, the vacant, age-specific space is determined
- The family of the child who is the next eligible child on the waitlist for the age-specific space available is contacted
- Families of children who do not currently meet the age-specific space requirement will not be contacted regardless of their initial waitlist joining date
- YMCA Calgary prioritizes children for placement who are a sibling of a child already registered in a centre and then by their initial joining date on the waitlist
- Should you be contacted and offered an available space, you will be provided with 24 hours to respond. The offer of placement will be communicated using both the main phone number and email on the family account in YMCA Calgary's registration system
  - Should you choose to decline the space, your child will remain on the waitlist with the original waitlist joining date. If you decline, there is no guarantee when the next available space opens. Additionally, you will not be eligible for a space until 3 months after the previous offer.

It is each family's responsibility to ensure their contact information remains current as the email and phone number on their account is what will be used to contact them should a space become available for their child. Updates can be done in person at Member Services at all YMCA Calgary branches or by contacting our administrator.

YMCA Calgary recognizes that child care is important for families and that securing quality care arrangements can be challenging. Please note that YMCA Calgary expects families to demonstrate respect towards our staff team when inquiring about placement and aggressive behaviour including intimidation and verbal abuse will not be tolerated. Families who demonstrate these behaviours will be removed from the waitlist at the discretion of a YMCA Calgary Centre Manager.

**Interested in Transferring Centres?** 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.

All registration and payment inquiries should be directed to  
**Kathleen Bursey – Child Care Administrative Supervisor**  
403-351-6686 or [Kathleen.bursey@calgary.ymca.ca](mailto:Kathleen.bursey@calgary.ymca.ca)

## CONTACT & CENTRE INFORMATION

### 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.

### Hours of Operation and Contact Information

All Centres operate 7am-6pm, Monday – Friday unless indicated in the chart below.

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

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

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

**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.

### Unforeseen Closures to Child Care Centre and/or YMCA facilities

YMCA Calgary is committed to the health and safety of all members, participants, staff and volunteers within our facilities. While rare, situations may arise which result in the need for temporary closure of a program area or building. These include mandated closures by regulatory bodies (including Alberta Health Services) as well as following internal YMCA risk assessment and evaluation for a specific situation.

Any interruption to service delivery will be minimized to the best of our ability.

Information regarding child care centre closures will be made available, at minimum, to families through a YAlert on Weemarkable™

## Contact Information

|   |  |  |   |  |  |   |
|---|--|--|---|--|--|---|
| <p><b>Gray Family Eau Claire YMCA Child Development Centre</b><br/>101 – 3<sup>rd</sup> Street SW<br/><i>Children must be toilet trained. Kindergarten Children – Please contact Margaret for details</i></p> <p>Main Child Care line 403-781-1692<br/>Current Centre Hrs: 8am-5pm</p>  | <p><b>Director: Margaret Ferriss</b><br/>403-781-1666<br/><a href="mailto:margaret.ferriss@calgary.ymca.ca">margaret.ferriss@calgary.ymca.ca</a></p>   | <p><b>Supervisor: Shannon Vieira</b><br/>403-781-1699<br/><a href="mailto:shannon.Vieira@calgary.ymca.ca">shannon.Vieira@calgary.ymca.ca</a></p>   |   |  |  |   |
| <p><b>ECCO Child Development Centre in the Remington YMCA</b><br/>108 Quarry Park Road SE</p>   | <p><b>Director: Sabrina Norton</b><br/>403-351-8287<br/><a href="mailto:sabrina.norton@calgary.ymca.ca">sabrina.norton@calgary.ymca.ca</a></p>   | <p><b>Supervisor: Paola Goich</b><br/>403-351-8288<br/><a href="mailto:paola.goich@calgary.ymca.ca">paola.goich@calgary.ymca.ca</a></p>  |   |  |  |   |
| <p><b>Quarry Park Child Development Centre</b><br/>10702 – 18 street SE<br/><i>Kindergarten Children – Please contact Cassandra for details</i><br/>Reception: 403-351-6689</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 25%; vertical-align: top;"> <p><b>Pod 1</b><br/><b>Director: Becky Offord</b><br/>403-827-9627<br/><a href="mailto:rebecca.offord@calgary.ymca.ca">rebecca.offord@calgary.ymca.ca</a></p> <p><b>Supervisor: Noreen-Joy Dapal</b><br/><a href="mailto:noreenjoy.dapal@calgary.ymca.ca">noreenjoy.dapal@calgary.ymca.ca</a></p> </td> <td style="width: 25%; vertical-align: top;"> <p><b>Pod 2</b><br/><b>Director: Monica Menard</b><br/>587-390-0578<br/><a href="mailto:monica.menard@calgary.ymca.ca">monica.menard@calgary.ymca.ca</a></p> <p><b>Supervisor: Sophia Kit-Wa So</b><br/><a href="mailto:sophia.kitwaso@calgary.ymca.ca">sophia.kitwaso@calgary.ymca.ca</a></p> </td> <td style="width: 25%; vertical-align: top;"> <p><b>Pod 3</b><br/><b>Director: Tammy Olson</b><br/>403-836-2198<br/><a href="mailto:tammy.olson@calgary.ymca.ca">tammy.olson@calgary.ymca.ca</a></p> <p><b>Supervisor: Erin Obrigewitch</b><br/><a href="mailto:erin.obrigewitch@calgary.ymca.ca">erin.obrigewitch@calgary.ymca.ca</a></p> </td> <td style="width: 25%; vertical-align: top;"> <p><b>Pod 4</b><br/><b>Supervisor: Cassandra Zomparelli</b><br/>403-836-6244<br/><a href="mailto:cassandra.zomparelli@calgary.ymca.ca">cassandra.zomparelli@calgary.ymca.ca</a></p> </td> </tr> </table> |  |  | <p><b>Pod 1</b><br/><b>Director: Becky Offord</b><br/>403-827-9627<br/><a href="mailto:rebecca.offord@calgary.ymca.ca">rebecca.offord@calgary.ymca.ca</a></p> <p><b>Supervisor: Noreen-Joy Dapal</b><br/><a href="mailto:noreenjoy.dapal@calgary.ymca.ca">noreenjoy.dapal@calgary.ymca.ca</a></p> | <p><b>Pod 2</b><br/><b>Director: Monica Menard</b><br/>587-390-0578<br/><a href="mailto:monica.menard@calgary.ymca.ca">monica.menard@calgary.ymca.ca</a></p> <p><b>Supervisor: Sophia Kit-Wa So</b><br/><a href="mailto:sophia.kitwaso@calgary.ymca.ca">sophia.kitwaso@calgary.ymca.ca</a></p> | <p><b>Pod 3</b><br/><b>Director: Tammy Olson</b><br/>403-836-2198<br/><a href="mailto:tammy.olson@calgary.ymca.ca">tammy.olson@calgary.ymca.ca</a></p> <p><b>Supervisor: Erin Obrigewitch</b><br/><a href="mailto:erin.obrigewitch@calgary.ymca.ca">erin.obrigewitch@calgary.ymca.ca</a></p> | <p><b>Pod 4</b><br/><b>Supervisor: Cassandra Zomparelli</b><br/>403-836-6244<br/><a href="mailto:cassandra.zomparelli@calgary.ymca.ca">cassandra.zomparelli@calgary.ymca.ca</a></p> |
| <p><b>Pod 1</b><br/><b>Director: Becky Offord</b><br/>403-827-9627<br/><a href="mailto:rebecca.offord@calgary.ymca.ca">rebecca.offord@calgary.ymca.ca</a></p> <p><b>Supervisor: Noreen-Joy Dapal</b><br/><a href="mailto:noreenjoy.dapal@calgary.ymca.ca">noreenjoy.dapal@calgary.ymca.ca</a></p>   | <p><b>Pod 2</b><br/><b>Director: Monica Menard</b><br/>587-390-0578<br/><a href="mailto:monica.menard@calgary.ymca.ca">monica.menard@calgary.ymca.ca</a></p> <p><b>Supervisor: Sophia Kit-Wa So</b><br/><a href="mailto:sophia.kitwaso@calgary.ymca.ca">sophia.kitwaso@calgary.ymca.ca</a></p> | <p><b>Pod 3</b><br/><b>Director: Tammy Olson</b><br/>403-836-2198<br/><a href="mailto:tammy.olson@calgary.ymca.ca">tammy.olson@calgary.ymca.ca</a></p> <p><b>Supervisor: Erin Obrigewitch</b><br/><a href="mailto:erin.obrigewitch@calgary.ymca.ca">erin.obrigewitch@calgary.ymca.ca</a></p> | <p><b>Pod 4</b><br/><b>Supervisor: Cassandra Zomparelli</b><br/>403-836-6244<br/><a href="mailto:cassandra.zomparelli@calgary.ymca.ca">cassandra.zomparelli@calgary.ymca.ca</a></p>   |  |  |   |
| <p><b>Saddletowne YMCA Child Development Centre</b><br/>180, 7555 Falconridge Blvd NE<br/><i>(in the Genesis Centre of Community Wellness)</i></p>  | <p><b>Director: Emilia El Atrach</b><br/>403-537-2722<br/><a href="mailto:emilia.elatrach@calgary.ymca.ca">emilia.elatrach@calgary.ymca.ca</a></p>   | <p><b>Supervisor: Dipanki Vyas</b><br/>403-537-2723<br/><a href="mailto:dipanki.vyas@calgary.ymca.ca">dipanki.vyas@calgary.ymca.ca</a></p>   |   |  |  |   |
| <p><b>Seton YMCA Child Development Centre</b><br/>4995 Market Street SE <i>(located within the Brookfield Residential YMCA at Seton)</i></p> <p>Drop off and pick up of child<br/>Call 403-462-5965 for assistance</p>  | <p><b>Director: Trisha Skinner</b><br/>587-392-5590<br/><a href="mailto:trisha.skinner@calgary.ymca.ca">trisha.skinner@calgary.ymca.ca</a></p>   | <p><b>Supervisor: Sasha Fernando</b><br/>587-392-5589<br/><a href="mailto:sasha.fernando@calgary.ymca.ca">sasha.fernando@calgary.ymca.ca</a></p>   |   |  |  |   |
| <p><b>Shane Homes YMCA at Rocky Ridge Child Development Centre</b><br/>11300 Rocky Ridge Road NW</p> <p>Drop off and pick up of child<br/>Call 403-404-1559 for assistance</p>  | <p><b>Director: Amaka Amadike</b><br/>403-351-6744<br/><a href="mailto:nwamaka.amadike@calgary.ymca.ca">nwamaka.amadike@calgary.ymca.ca</a></p>  | <p><b>Supervisor: Genevieve Onuigwe</b><br/>403-351-6745<br/><a href="mailto:genevieve.Onuigwe@calgary.ymca.ca">genevieve.Onuigwe@calgary.ymca.ca</a></p>  |   |  |  |   |
| <p><b>Shawnessy YMCA Child Development Centre</b><br/>333 Shawville Blvd SE<br/><i>Kindergarten Children – Please contact Sheina for details</i></p> <p>Drop off and pick up of child<br/>Call 403-254-3200 for assistance<br/>Current Centre Hrs: 7:00am-5pm</p>   | <p><b>Director: Sheina Mark</b><br/>403-254-3211<br/><a href="mailto:sheina.mark@calgary.ymca.ca">sheina.mark@calgary.ymca.ca</a></p>  | <p><b>Supervisor: Debbie Symbalisty</b><br/>403-254-3211<br/><a href="mailto:debbie.Symbalisty@calgary.ymca.ca">debbie.Symbalisty@calgary.ymca.ca</a></p>  |   |  |  |   |

A senior child care staff member is generally available when you drop off and pick up your child for daily, regular communication. Please call the child care centre's main phone line to report child absences or to reach a member of our senior child care team. If a staff member is not available to take your call, please leave a message and if a return call is required, the number you can best be reached at.

**Please note:** *Our team endeavors to return all calls in a timely manner, however during heightened times of operational needs, our team may need to prioritize the calls.*

### Child Care Cohort Groups (during COVID-19)

YMCA Calgary is currently utilizing a cohort model within classrooms to limit the number of educators who work with multiple groups of children. A cohort is defined as a group of children and the educators assigned to them who stay together throughout the day. Cohorts cannot mix with other cohorts. Our continued use of classroom cohorts has meant all classrooms may not be filled to full capacity providing additional support for -

- Staff schedules – by utilizing a dedicated two-person educator team in each classroom we have been able to both manage staggered opening and closing shifts as well as mid-day breaks for staff
- Limiting instances where there is a need for a staff member to work with, and move between, multiple classrooms. The use of dedicated educator teams with classrooms has further supported this
- Ensuring there is in-room staff capacity for routine, enhanced cleaning and support needs while also ensuring program quality and supervision is not compromised

All Educators receive additional training on all new regulations and policies put into place by Alberta Health Services, YMCA Calgary Occupational Health and Safety as well as Alberta Child Care Guidelines.

### Child Drop off & Pick Up

All drop off and pick up of children by parents/guardians will occur either at a Check in/Out Station or Check in/Out at your child(ren)'s classroom door. When arriving at the facility to drop off or pick up your child please follow social distancing guidelines, wear a mask and follow the instructions of on-site staff.

The Health Check Screening must be completed prior to dropping your child(ren) off daily for yourself and your child/ren. All adults & children who enter a facility are required to fill out a Health Check Screening. *\*Please see the health measures on page 16 for more information*

We request that one parent/guardian pick up and drop off for each family to limit the amount of people in entry areas. Staggered entry or scheduled drop offs may be required to ensure required health and safety practices are appropriately managed.

### Attendance & Sign out Procedures

During the COVID-19 pandemic, the educators will sign all the children in/out of the program. For Child Safety and Protection, 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. ID 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.

## Absenteeism

All absences (casual and those of a medical nature) are to be communicated to the centre by e-mailing or calling your child(ren)'s centre. Families of children who have not checked in by 10:00 a.m. (unless information previously communicated) will receive a call from the centre to confirm absenteeism and the reason for such. We request that if your child is going to be absent that the reason for the absence be communicated to YMCA Calgary in a timely manner.

All programs are required to track and report **any** symptoms of illness due to the COVID-19 pandemic.

**Please Note:** *The YMCA is unable to pause payments or provide discounts/refunds for any time your child is away from the centre (illness or vacation). Should you choose to withdraw your child, 45 day's notice in writing is required in order for your child care deposit to be refunded.*

## What to Bring

- A small blanket for quiet time
- Clothing suitable for outdoor, active play
- At least 2 changes of clothing
- Diapers/wipes/diaper cream (if applicable)
- Labelled water bottle for your child (for health reasons, the water bottle requires a lid for the mouthpiece)
- A packed lunch, as well as morning and afternoon snacks that are NUT FREE if you are registered in a centre located within a Health, Fitness & Aquatic facility

**Please Note:** *The Quarry Park Child Development Centre has an on-site kitchen which provides snacks and a mid-day meal for all children. Should a temporary disruption of food services be necessary, families will be provided with further information.*

- All food must be prepared by the child's parent/guardian with consideration to the child's needs.
- Food is to be packaged to stay safe in the child's locker throughout the day – include ice packs if necessary. Try to include easily accessible containers that you child will be, as much as possible, able to manage themselves.
- Staff are unable to heat or further prepare food. All foods need to be ready for your child to eat; grapes and carrots cut; spreads already applied to bread etc.
- We recommend the snacks & lunches 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 can be found at <http://hc-sc.gc.ca/fn-an/food-guide-aliment/index-eng.php>

**Please Note:** *No gifted food items will be accepted at this time. This includes treats for staff and/or participants.*

**Outside toys are not permitted to be brought into the centre** - *If a child requires a comfort item, it must be able to remain at the centre. If possible, the item will be included in the room's regular laundry cycle and put back with their bedding. If it is a hard surface item, it will be included in regular cleaning procedures.*

YMCA Calgary utilizes two curriculums – the Alberta FLIGHT curriculum and the national YMCA Playing to Learn curriculum. The FLIGHT 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 is implemented in over 300 child care centres across Canada uses emergent planning practices and play-based learning theory. 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 and 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.

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.

### Daily Routine/Programming

All indoor activities and programming will occur within a child's cohort classroom or approved facility area. The area utilized will have the ability to keep children distanced from the public or other user groups. All areas and associated equipment will be cleaned and disinfected between user groups.

Daily outdoor play will be scheduled for each cohort.

Swimming, gym time or busy facility common spaces are currently not permitted for use by child care participants.

Classrooms and program activities will be set up to encourage social distancing between the children throughout the day. Recognizing that young children are not able to fully understand and follow social distancing guidelines, increased cleaning & safety measures have been put into place to allow for the social, emotional and play-based learning needs of children to be met while they are at the centre.

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.

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

| Time Frame          | Activity  |
|---------------------|---|
| 7:00 am             | Centre Opens<br><br>Play Opportunities<br><br>Morning Snack*    |
| 11:30 am – 12:30 pm | Lunch Served*   |
| 12:30 pm – 2:30 pm  | Rest/Nap Time**   |
| 2:30 pm – 6:00 pm   | Afternoon Snack*<br><br>Play Opportunities<br><br>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 mealtimes.

\*\*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.

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.

### Scheduled Outings

Due to COVID-19 controls, off-site field trips are not permitted at this time as per Alberta Health Care guidelines for child care centres. However, walking outings around our YMCA properties are. To support centre activity planning, please let the senior child care team know if you plan to drop off your child after 9:30am so a plan for the drop off can be coordinated and discussed.

### Sensory Play & Experiences

Due to COVID-19, shared use sensory experiences will not be utilized at this time. Alternatively, individual sensory experiences will be available and removed after each child’s use

**For further information regarding your child’s daily schedule and activities,** please refer to your “Welcome Letter” or reach out to the Child Care Director or Supervisor.

## Birthdays

Celebrating children's birthdays in a warm YMCA way is something we cherish. However, due to allergies and COVID-19 restrictions, gifted food & other items will not be accepted at any of our YMCA Child Development Centres for celebrations. Please speak with a member of our team to discuss how we can make your child feel recognized on their special day.

## Supervision Policy and Practices

YMCA Calgary Child Development Centres are responsible for ensuring that children are always 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 between 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.

## 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 may include the Alberta Children's Cottage, Calgary Food Bank and the Calgary Public Library.

## CHILD DEVELOPMENT

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.

### Special Needs and Circumstances

Should a child have special needs or 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 Calgary has two full-time Child Development Aides trained in therapeutic practices who provide support for children, educators and families. They assist with assessments, creating developmental plans, and accessing community and family supports through external agencies.

### 1:1 Child Care Aides

Should a family have funding in place for a dedicated aide to work with their child within the child care setting, the family will be responsible for managing all aspects of the funding agreement and associated HR requirements. The aide will be required to present and hold a current Security Clearance with a Vulnerable sector check to be on site at the centre.

### Inclusive Practices and Resources

YMCA Calgary works with GRIT (Getting Ready for Inclusion) as part of our ELCC designation and funding agreement. The GRIT Program is an inclusive early learning and 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.

#### Additional Resources:

|  |   |
|--|---|
| Health Link – Health Advice 24/7 at<br>Online Health Information                                 | 8-1-1<br><a href="http://www.MyHealth.Alberta.ca">www.MyHealth.Alberta.ca</a>   |
| Information on Health Programs and Services<br>Community, Health, Government and Social Services | <a href="http://www.albertahealthservices.ca">www.albertahealthservices.ca</a><br>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> |

## 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
  - 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

As the parent/guardian, you 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 you, and a written copy provided to them, upon a child's enrolment in the Child Development Centre. As a parent/guardian, you are required to sign the Child Guidance Policy and a copy will be kept in your child's registration file. Should the policy be revised, you 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 you 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.

## HEALTH MEASURES

(including during the COVID-19 pandemic)

As an operator of provincially licensed child care centres, YMCA Calgary is required to ensure that all Alberta Health Services (AHS) guidelines for child care operations are consistently and effectively followed. Along with the guidelines from AHS, our internal Occupational Health and Safety team has recommended additional measures.

The information provided below will outline some of the basic, and enhanced measures, evident within our child care centres. Should you require further clarification, please reach out to a senior member of the child care team.

### Health Assessments & Temperature Checks

Parents/Guardians (or any designated adult) dropping off, or picking up, a child/ren at a YMCA Child Development Centre are required to complete a health assessment. A health assessment is also required for all children entering the centre. The child care specific health assessment is valid for up to 3 hours following the initial time it was completed and can be accessed and uploaded to a smart phone <https://www.ymcacalgary.org/childcare-screening/>

**Please note:** *If you would like to access other parts of the YMCA facility, you will be required to complete the health screening for Health, Fitness and Aquatics (HFA) buildings no more than 3 hours prior to arrival as well. That link can be found on our YMCA website.*

Upon arrival at the centre, children will have their temperature taken using a contactless thermometer to ensure their current temperature falls within the acceptable range. Temperature checks for children will also be conducted during the afternoon hours for each child in attendance at the centre.

Please check your child's temperature daily before coming to the child care centre. For reference, normal temperatures are:

- Mouth: 35.5-37.5°C (95.9-99.5°F)
- Underarm: 36.5-37.5°C (97.7-99.5°)
- Ear (not recommended in infants): 35.8-38.0°C (96.4-100.4°F)

The acceptable temperature range for children is between 35.5 - 38.0°C using a contactless thermometer.

Only children cleared for access will be admitted to the centre.

## COVID-19 Signs of Illness

It is inevitable that, at times, children will display signs of illness. The following outlines what to expect with the COVID-19 control standards established by YMCA Calgary in conjunction with AHS requirements and our Occupational Health and Safety team. To access our YMCA Health Screening App please click on the following link

<https://www.ymcalgary.org/childcare-screening/>

- Core Symptoms** A negative COVID result or isolation period no shorter than 10 days with all symptoms resolved is required in order for the child to return to care
- Secondary Symptoms** Monitor symptoms for 24 hours. If the symptom is fully resolved, the child may return to care. If symptom worsens, or an additional symptom presents, a COVID test is required. If two or more symptoms are present and a COVID test is required, the return to care would default to the core symptom process where a result or 10 days isolation and all symptoms have resolved prior to returning to care.

**Please Note:** For **Gastrointestinal symptoms we require a minimum of 48 hours** of the child being symptom free and having restored typical body functionality without the use of medication.

*Children experiencing gastrointestinal symptoms will need to be symptom free and have restored, typical body function without the use of medication for 48 hours prior to return to care.*

## Symptom Descriptions

- Gastrointestinal symptoms – Vomiting, Nausea or Diarrhea
- Diarrhea – Watery, unformed stool (single or multiple episodes)
- Runny Nose – Persistent discharge from the nose (of all colors)
- Stuffy Nose – Congestion in the sinuses or chest
- Conjunctivitis – pink or red coloured whites of the eye(s) and/or itchy eye(s) with discharge
- Behavioural Symptoms – child’s participation is not consistent with typical behaviour

The senior team at each location will have full discretion in determining when a child/ren’s behaviours and symptoms indicate illness and require the child to be picked up from the centre.

Should there be a presenting health matter which YMCA Calgary is uncertain of, or for which there is a discrepancy in how YMCA and the family are managing it, YMCA guidelines will be followed. When required, AHS and/or YMCA Calgary’s Occupational Health and Safety Team will be consulted.

If a child develops symptoms of illness while in child care, the child will be isolated in a separate room and the parent/guardian will be notified to come and pick up their child immediately. Alternate pick up arrangements will be required if the parent/guardian is not immediately available. Depending on the presenting symptoms, further reach out by the family to 8-1-1 for health guidance may be required.

## FAQ for COVID-19

What if my child becomes sick while at the centre?

Each child care centre has an identified isolation area. When a child is removed from their classroom due to illness presenting, they will be accompanied by an educator to the isolation area. The educator will continue to remain engaged with the child while helping to make them as comfortable as possible. In the isolation space, there is a soft mat

or chair for the child as well as play items that can easily be cleaned and sanitized after use. The spaces are sparser than a typical classroom as all un-necessary equipment has been removed.

As the parent/guardian, will be contacted and asked to pick up your child as soon as possible.

When should I get a doctor's note?

When your child has a pre-existing condition and/or chronic condition that could present with the symptoms listed in either symptom list (as indicated on the health screening).

Can I bring my child if they have a sibling or household member with **CORE** symptoms?

If a child (under the age of 18) or an adult within the household is displaying a core symptom (with the exemption of a runny nose OR a sore throat for individuals under 18 years of age), your child(ren) may **NOT** attend care. Your child(ren) may return to care when the symptomatic individual confirms a negative COVID-19 result. Once a negative result is received, the sibling may return to care if they are symptom free and it has been cleared with a member of our senior child care team.

Can I bring my child if there is a sibling or household member with **SECONDARY** symptoms?

If secondary symptoms are present for a sibling or household member, the child care participant that does not have any symptoms may attend care but must remain symptom free. We recommend limited interaction and exposure between the child and the affected individual.

If an adult family member in the household is sick with **CORE** or **SECONDARY** symptoms can the child still come to care?

When anyone in the household is displaying a core symptom (with the exemption of the runny nose and sore throat for children under 18), your child(ren) may **NOT** attend care until the symptomatic individual confirms a negative COVID-19 result. Once a negative result is received, the sibling may return to care if they are symptom free.

If secondary symptoms are present for a sibling or household member, the child care participant that does not have any symptoms may attend care but must remain symptom free.

Who should I call if I have more questions about our family's health?

If you have further questions about your individual situation which are not answered within this document, please reach out to 8-1-1 or your physician for guidance. Once you have received further information and guidance, please contact your Child Care Director to discuss how we can best support.

How should I respond to the questions on the health screening if there are extenuating circumstances for my child, myself or a member of our household?

When answering the health screening questions, please respond with honesty and integrity. Should a "red screen" present and there are circumstances which do not limit your child from attending the centre, please be prepared to speak with a member of our team upon arrival. Access will be granted or denied based on the information you provide.

What happens when there are multiple children within the child care centre that are displaying similar symptoms?

YMCA Calgary follows established guidelines for reporting illness to AHS and Child Care Licensing and implements all requirements communicated to us.

What happens when a positive COVID-19 case has been identified within the child care centre?

YMCA Calgary will follow established guidelines for reporting the illness to AHS and Child Care Licensing. If your child is determined to have been a close contact of the individual who tested positive, you will be notified by the YMCA and provided with further instruction. In following the advice of AHS, a positive case within the centre will likely include a period of isolation for impacted individuals and it could also involve a closure period for a cohort classroom(s) or the centre.

### Illness Chart: Excluding COVID-19

| A CHILD MAY NOT ATTEND CHILD CARE WHEN   | A CHILD MAY RETURN TO CARE WHEN   |
|--|---|
| Child has a new or unexplained rash, or signs of any contagious disease  | They have 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.)  | They have been treated  |
| Been prescribed any kind of medication that is not considered emergency medication (i.e. inhalers and epi-pens)  | Once medication is complete and no longer exhibiting signs & symptoms of illness (due to COVID restrictions, the only medication accepted for administration at the centre is emergency medication) |
| Gastrointestinal (nausea, vomiting and/or diarrhea)  | Children experiencing gastrointestinal symptoms will need to be symptom free and have restored, typical body function without the use of medication for 48 hours prior to return to care.           |
| Any communicable disease (i.e. measles, mumps, rubeola, bronchitis, chicken pox, croup, fifth disease, hand, foot & mouth, roseola, Strep throat, meningitis, etc.)<br><br>*this does not include all possible communicable diseases | Has been examined by a doctor, is provided with medical clearance and has spoken with a member of our senior team to discuss the return to care   |

YMCA Child Care staff also monitor children who are demonstrating behaviours not typical for them within the child care setting which may indicate illness. This includes when a child is fretful or listless, crying and unable to be comforted, losing interest in play activities or unusually quiet and inactive. Once the child's usual demeanor has returned, and there are no other signs of illness, the child is able to return to care.

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 and they will further assess the situation and advise YMCA Calgary of additional precautions and/or measures 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.

## Medication & Herbal Remedies

YMCA Calgary will accept emergency medications (epi-pens and inhalers) for administration. Pain medications, antibiotics, and herbal remedies **will not** be accepted at this time as they may mask symptoms of illness in children.

## CLEANING AND SANITIZING

Educators and senior staff members will be responsible for ensuring all required cleaning and sanitizing measures are taken. This includes managing toy rotation as well as toy and equipment cleaning and sanitizing. It also includes frequent cleaning and sanitizing of high touch surfaces throughout the child care centre.

YMCA Calgary's contracted housekeeping services will perform enhanced cleaning after hours to ensure spaces are ready for occupancy the next day. Additional cleaning and sanitizing measures will also be utilized in response to any presenting signs of illness within the centre.

## CHILD CARE LICENSING

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

## GENERAL 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 two to four times per year to ensure we are meeting regulation standards. This report can be found at <http://www.humanservices.alberta.ca/oldfusion/ChildCareLookup.cfm> or posted within the centre.

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.

Program plans are available within classrooms. They contain information about children's interests along with the developmentally appropriate play activities that have been planned and provided." Photographs of children at play and written play experiences are also available within the classroom and posted on the Weemarkable™ app.

A Developmental Report outlining your child's progress will be sent home twice per year. This will be accompanied by an opportunity for a scheduled parent/guardian and educator meeting. At any time, parents are encouraged to reach out to the centre Director and a meeting can be scheduled between the family & the room educator(s).

### 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?

YMCA Calgary child care centres generally schedule two Parent Meetings/Events per year which allow for information sharing and focused conversation on centre operations. During the pandemic these have been suspended.

### 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.***

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  
 Gray Family Eau Claire YMCA  
 Quarry Park Child Development Centre  
 Remington YMCA  
 Saddletowne YMCA  
 Shane Homes YMCA at Rocky Ridge  
 Shawnessy YMCA

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

**Please note:** As each emergency situation is unique, YMCA Calgary and City Emergency Response may determine and implement alternate safety and response measures.

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 online on 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><b>Jackee Creamer</b><br/>                     403-241-4617<br/> <a href="mailto:jackee.creamer@calgary.ymca.ca">jackee.creamer@calgary.ymca.ca</a></p> | <p><b>Trudy Halvorsen</b><br/>                     403-351-6688<br/> <a href="mailto:trudy.halvorsen@calgary.ymca.ca">trudy.halvorsen@calgary.ymca.ca</a></p> | <p><b>Stephany Morris</b><br/>                     403-254-3202<br/> <a href="mailto:stephany.morris@calgary.ymca.ca">stephany.morris@calgary.ymca.ca</a></p>          |
| <p>Gray Family Eau Claire YMCA<br/><br/>                     Saddletowne YMCA<br/><br/>                     Shane Homes YMCA at Rocky Ridge</p>            | <p>Quarry Park Child Development Centre<br/>                     PODS 1-4<br/><br/>                     Food Services</p>                                     | <p>Brookfield Residential YMCA at Seton<br/><br/>                     ECCO Child Development Centre in Remington YMCA<br/><br/>                     Shawnessy YMCA</p> |
| General Manager, Early Years YMCA Calgary  |   |  |
| <p><b>Caryl Broen</b><br/>                     403-537-1721<br/> <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

*Thank you very much for trusting YMCA Calgary with your child. We are honoured to serve your family.*