



# **School Age Childcare Before and After School Program 2015-2016**

## **PARENT HANDBOOK**

### **YWCA St. Thomas – Elgin**

16 Mary Street West, St. Thomas, ON, N5P 2S3  
Mon, Wed, Fri 9am to 5pm  
Tues, Thurs 9am to 9 pm  
519-631-9800

[www.ywcastthomaselgin.org](http://www.ywcastthomaselgin.org)

### **Aylmer Community Services**

25 Centre Street, Aylmer, ON, N5H 2Z4  
Mon, Wed, Thurs, Fri 9am to 4:30pm  
Tuesdays 9am to 6pm  
519-765-2082

**McGregor 6-12 Cell Phone:** 519-636-7118

**McGregor FDK Cell Phone:** 226-919-6973

**Elgin Court 6-12 Cell Phone:** 519-619-0322

**Elgin Court FDK Cell Phone:** 226-268-1834

**Mitchell Hepburn Grade 1-2 Phone:** 226-919-5191

**Mitchell Hepburn Grade 3-8 Cell Phone:** 519-619-6517

**Mitchell Hepburn FDK (Group 1) Cell Phone:** 519-639-5685

**Mitchell Hepburn FDK (Group 2) Cell Phone:** 226-448-3709

**Southwold Age 6-12 Cell Phone:** 519-619-0677

**Southwold FDK Cell Phone:** 226-926-0147

**New Sarum Cell Phone:** 519-619-6488

**Springfield Cell Phone:** 226-688-7830

**Sparta Cell Phone:** 226-448-5790

**Summer's Corner:** 226-448-5684

# **YWCA Before and After School Program**

## **Welcome**

Thank you for choosing the YWCA for your childcare needs. We hope that your child(ren) will enjoy what our staff have planned for you this upcoming year. It is our intent to ensure that your child is receiving the best quality in childcare. Your input is important to us so please feel free to speak with staff at your program site or contact the YWCA office at 631-9800.

Please take the time to read this handbook to ensure that you fully understand the guidelines set forth for this program.

## **THE YWCA MANDATE**

The YWCA of St. Thomas-Elgin is a registered, charitable, voluntary organization whose Mission Statement is as follows: Providing leadership, advocacy, opportunities, and a voice - empowering women and their families everyday! With this statement we affirm our commitment to St. Thomas and Elgin County.

## **EXPERIENCE & EXPERTISE IN THE OPERATION OF CHILD CARE**

The YWCA, both locally and nationally has been committed to providing quality childcare for many years. Nationally it is known that the YWCA provided childcare as early as the 1880's. In St. Thomas, children's programs have been part of our programming since 1903.

The YWCA of St. Thomas-Elgin's primary purpose is to empower women and children by providing quality, caring and innovative services. Programs are geared specifically to meet the needs of women, children and families in our community.

Our childcare programs are well utilized and have an excellent reputation in the community. We credit this success to the hardworking staff who ensure the best quality of service is given each day.

## **LICENSING**

A licence must be obtained from the Ministry of Education to operate a school age childcare program. The Day Nurseries Act and its accompanying regulations form the basis of the licensing procedure.

Upon successful completion of the licensing inspection, a licence is issued by the Ministry of Education. The program is inspected annually and a renewal licence is issued provided all requirements are met.

## **PROGRAM PHILOSOPHY AND STATEMENT**

Our B&A program offers "hands on" activity based experiences for children, within a warm, relaxed environment. The program is designed with flexibility and creativity in order to respond to and complement each child's school day.

This child-centred program offers opportunities for decision-making and growth towards increased independence and responsibility. Qualified staff provide a variety of stimulating play activities daily.

The YWCA St. Thomas – Elgin is committed to supporting all children and inclusion of children with special needs is achieved with the assistance of All Kids Belong.

### **HOURS OF OPERATION**

7:00 am until school begins & after school until 6 pm

The before and after school programs are offered in coordination with the school year and holidays followed by Thames Valley District School Board.

### **ABOUT OUR STAFF**

The YWCA is very fortunate to have highly experienced and qualified staff working in our childcare programs. All site supervisors in the program have a background in: Early Childhood Education, Child and Youth Worker, Recreation and Leisure and /or a related childcare field (i.e. Educational Assistant etc.) All staff are trained in High FIVE principals of healthy childhood development within 1 year of starting their employment with us. All staff maintain updated CPR and First Aid certifications. The YWCA welcomes volunteers and placement students to some programs periodically throughout the year. All staff and volunteers are age 18+. No volunteers or students will be counted in program ratio, or have unsupervised access to children. Occasionally, supervisory staff will attend programs to assess student's or volunteer's progress.

### **THE PROGRAM**

The Before and After School program is designed around child centred activities including: arts and crafts, gross/small motor activities, games, music, centres (drama, exploring etc), outdoor play and other seasonal activities. The program also provides children with a balance of fun and educational activities to keep them busy before and after the regular school day.

Nutritious snacks are provided for both the morning and afternoon programs. Snacks consist of at least 2 of the 4 food groups with emphasis on incorporating Canada's Food Guide. Food choices will vary throughout the program depending on what is in season. **Parents should note that this is only a snack and not a meal replacement.**

### **REGISTRATION AND ORIENTATION**

All participants must complete a YWCA Before and After School registration form which is available in both our St. Thomas and Aylmer offices. **All sections of the form must be completed thoroughly, prior to the child attending the program, including complete addresses and telephone numbers.** Each spring, current participants will be given priority to pre-register for the upcoming fall program (including any younger siblings). All participants have until the end of the school year to pre-register prior to us opening the spots up to the public. All Pre Authorized Credit Enrolment Forms and new registration forms must be completed for the Fall Program. Failure to do so could result in the loss of the childcare spot.

Children are welcome to visit the program prior to their official start date. To set up a meeting please contact the Childcare Manager. Children arriving at the program for the first time will be introduced to all staff and children. They will receive a tour of the program space; review the daily plan and talk about expectations around behaviour

### **ADVANCED REGISTRATION DESPOSIT FEE**

New this year, we will be asking each family to pay an advanced registration deposit fee. This fee will be \$50.00/family, and must be paid when registering your child/ren. This deposit will be cashed upon registration. A \$50.00 credit will then be applied on your account for the September 2014 school year. The first month your child/ren attend the program, the credit will be used. If there is not a space available for your children within the program, the advanced registration deposit fee will still be required to have your child added to the wait list. If your

child does not use our services throughout the 2014-2015 school year, in June 2015 you will be refunded the \$50.00. If you choose to withdraw your child/ren at any point, your fee is non-refundable. Preferably a cheque can be made out to the YWCA, however cash, debit, master card and visa will be accepted as well.

#### **CHANGES IN REGISTRATION INFORMATION**

Any changes to child information must be relayed to our office at 631-9800 or 1-800-461-0954 as soon as possible. Changes could include but are not limited to: physician, emergency contracts, parent work place, custody agreements etc. Your child's safety in the event of an emergency could depend on the accuracy of this information.

#### **PART TIME / ON CALL PARTICIPANTS**

Part time / on call participants must call the office during business hours at least 24 hours before care is required. Failure to do so could result in a spot not being available for your child. If 24 hours is not possible, all calls must be received during business hours and confirmation from staff that child can attend program is needed. Please be advised that our programs have a limited number of spaces allotted for childcare and part time participants run the risk of not having a spot in the program if sufficient notification is not given or if enrolment is high.

#### **PROGRAM FEES AND CHILDCARE PAYMENTS**

These fees are established and reviewed annually to ensure that the operating costs of the YWCA are covered. Receipts are given to parents/guardians at the end of the fiscal year (end of January). Childcare costs may be income tax deductible.

Payment is made using **Automatic Withdrawal** for families with children enrolled on a full time and part time basis. Upon registration you will be asked to complete a Pre-Authorized Credit Enrolment Form. Your account will then be debited on the 1st of each month for the childcare fee you have enrolled for. Part time families will be debited on the 15<sup>th</sup> of each month past the month used for childcare. NSF fees are \$25.00. The YWCA reserves the right to change program fees without prior notification but will take measures to contact everyone affected by the changes.

These fees are prorated for the year and no refunds will be given for stat holidays/PD days/Early Dismissals/Christmas/March Break. These recreational day camps cost additional fees.

To contact our Financial Manager please email Betty Barnhardt at [bb.ywcastthomaselgin@bellnet.ca](mailto:bb.ywcastthomaselgin@bellnet.ca) or call 519-631-9800 ext 223.

### **SUBSIDIZED CARE**

The YWCA recognizes the need for subsidized childcare and will work with individual families to ensure they are receiving childcare. For families that require subsidized care please speak with the Childcare Manager for more information. Appointments can also be made through Ontario Works at 631-9350.

### **CANCELLING OR REDUCTION OF CHILDCARE**

All cancellations or reductions in childcare services require a minimum of two weeks written notice. Parents/guardians are required to pay the fees for these two weeks, and may continue to use the childcare services during this two week period. A \$10 administrative fee will be applied to every change made to your child/ren's registration throughout the school year.

### **CHILD ABSENCES**

Please call the program cell phone for your child's location if your child will be absent from the program including absence due to sickness. Cell phone numbers are listed on the front cover of this booklet for each school age program. This will ensure that we are aware of any absences and ensure the child is safe. If your child is sick there will not be reimbursement for that day. Fees are established to allow a space to be reserved for your child. In cases of prolonged illness, we need written verification from a physician before a reimbursement is given. The Before and After School Program is a not for profit community service. All fees are allocated to the substantial operating costs of the program, which is planned well in advance.

### **PROGRAM POLICIES AND PROCEDURES**

The YWCA Board of Directors and staff believe that every child deserves a safe, warm and caring environment in which to grow and develop. We are committed to fostering each child's self-esteem and believe that through the collaborative efforts of parents/guardians, professionals and the community, opportunities for optimal growth are provided for every child.

The Before and After School policies and Procedures underline our community commitment to High FIVE as well as our licensing for the Ministry of Education. If at any time you would like to review our policy and procedures, please speak with the Childcare Manager. Our goal is for the children to have a safe and enjoyable time in a program that emphasizes high quality. To assist us in achieving this goal, we request your support in adhering to these policies and procedures.

### **SAFE ARRIVAL and DEPARTURE**

In order to ensure that all children arrive and depart from the program safely we are requesting that parents adhere to the following guidelines:

- Children aged 10 years or older may sign themselves in and out of the program with prior parental consent. However, children under the age of 10 will not be permitted to leave the program with anyone under the age of 14. If for any reason, parents require their child under the age of 10 to sign themselves out of program or be accompanied by an older sibling/friend/relative under the age of 14, arrangements must first be made and approved by the Childcare Manager. \*Please note that permission will be given only under special circumstances.\*
- A written request must be submitted to the Site Supervisor one week in advance detailing the reasons for this arrangement. Please see Site Supervisor for the appropriate form.
- Prior to implementation, the Childcare Manager will need to approve the request. The Childcare Manager reserves the right to deny this request based on the nature of the request and the overall safety of the child.
- If the request is denied the parent will be notified in writing. Parents have the right to appeal the decision and request a meeting with the Childcare Coordinator.

### **RELEASING CHILDREN TO AUTHORIZED and NON AUTHORIZED ADULTS**

To ensure the safety, of the children in our programs, we request that parents list all authorized individuals who can pick up their children. **These names must be listed on the registration form.** All individuals will be asked for photo identification prior to the children being released from the program. If a person comes to pick a child up and is not listed on the form or the staff have not received written notification, children will not be released to the individual.

**Custody:** Please be advised that the YWCA requires a copy of all custody papers in order to enforce these proceedings. If a parent comes to pick up a child and we do not have the papers to enforce the custody issue, we cannot deny the parent access. The YWCA will take all measures to contact the parent with the custody to verify release of the child and will try to dissuade the non-custodial parent from taking the child.

**Impairment:** If a parent/guardian arrives to pick up a child and shows signs of alcohol or drug impairment staff will take necessary precautions to protect the child according to YWCA Policy and Procedures.

### **SAFE TRANSITION**

Safe transition of children between the Before and After School Programs and the classroom is ensured by requesting that the children go directly from the Before School Program to school supervised, outdoor play. For the After School Program we ask that the children go directly to the After School Program. Parents are encouraged to visit the program in order to familiarize the children with the room location of the program in relation to his/her classroom.

### **SPECIAL ARRANGEMENT FORMS**

Please be advised that these forms are only to be used for extra-curricular activities that happen consistently and are located within the school. If your child is going to be attending an extra-curricular activity within the school, a special arrangement form **MUST** be completed 24 hours prior to the event. For occasional changes in a child's schedule that are not routine, parents will need to write a note and give it to the Site Supervisor.

### **CHILD CARE GUIDANCE AND BEHAVIOUR MANAGEMENT**

Our goal is for children to have a safe and enjoyable time. To help us achieve this goal, we establish reasonable limits for behaviour, which are consistently monitored by all staff. These limits are appropriate to the developmental level of the child and consider health and safety and the rights of the individual.

A positive approach is used to guide the children and each situation is considered individually. Methods include: redirection, logical and natural consequences, limit setting, modelling, providing choices, anticipating situations and recognition of appropriate behaviour.

### **BEHAVIOUR OF INDIVIDUALS IN PROGRAM**

All individuals who participate in the YWCA Program are expected to treat others in a respectful manner. The YWCA supports an environment free from bullying, racism, sexual harassment, and disrespectful behaviour displayed by children towards others. Staff and volunteers will take preventative measures at all times and intervene appropriately as required. Situations that cannot be resolved may result in removal of a non-compliant participant from the YWCA B&A Program. Appropriate action will consider the following: seriousness of offense, actual or potential risk or harm to child, recent performance, frequency of occurrence and previous disciplinary action taken. Unfortunately, not every child is best suited for this type of environment and if persistent behaviour concerns are raised we may ask you to find alternative care for your child/ren. The YWCA strives to ensure the safety of all children and staff and any

child that jeopardizes this safety could be suspended and/or dismissed from the program immediately.

**\*\*We appreciate your support assisting us in implementing policies. The safety of all children attending our programs is our first priority. \*\***

For more information on our procedures of handling behaviour, please contact the Childcare Manager.

### **SUPERVISION**

The YWCA Before and After School Program is a recreational program providing fun activities for your children. Please be advised that the Before and After School Program does not provide your child with one on one supervision unless otherwise arranged with the Childcare Coordinator. Unfortunately, not every child is best suited for this type of environment and if persistent behaviour concerns are raised, we may ask you to find alternative care for your child/ren as the safety of the children is paramount.

### **OUTDOOR ACTIVITIES**

As part of our programming, daily outdoor play is incorporated into the afternoon schedule, weather permitting. Please ensure that your child is dressed appropriately based on the weather conditions. (i.e. Winter – coat, hat, mitts, snow pants) Each child will be required to have two pairs of shoes (indoor and outdoor). The use of school equipment is prohibited during childcare hours due to Day Nursery Act legislation.

### **HEAD LICE**

It is imperative that parents notify staff immediately if their child has head lice. This allows us to take preventive measures and notify all other families in our program. We ask that your child be free from nits before returning to program. Thank you for your cooperation in this matter.

### **CHILDREN WITH ILLNESS**

Please do not send children to the program if they are sick. The children do not gain anything from the experience but it also exposes the other children and staff to illness. We understand that children have common colds throughout the program and can still attend depending on severity. Children that have the stomach flu, fever or contagious illness will not be permitted in the program. If the program staff feel the child is not well enough to attend, parents will be notified to make arrangements to pick up their child. If your child is not well enough to participate fully in the program, they should not be there.

### **ADMINISTRATION OF PRESCRIPTION MEDICATION**

To ensure the safety of your child and others, the YWCA requires written authorization from the parent/guardian to administer medication to a child. The medication must be in the original container clearly labelled with the child's name, the name of the medication, date of purchase, expiry date and instructions for storage and administration. **A release form must be completed for those children who self-administer.** Over the counter medications will not be administered. When possible, we encourage medication to be given at home.

### **EMERGENCY EXPENSES**

These expenses (i.e. Ambulance) are the responsibility of the parent/guardian and the YWCA waives all responsibility of these expenses.

### **CHILDREN'S BELONGINGS**

The YWCA is not responsible for lost or damaged personal belongings. Parents and children are asked to speak with their site supervisor about permission to bring personal items into the program. To ensure safety during play time we ask that children leave a pair of indoor shoes in the program space throughout the school year.

### **BEFORE & AFTER SCHOOL SNACKS**

Children are provided with a snack during the morning and afternoon program. Due to ministry regulations and safe food handling we ask that parents do not send additional food with their child to eat during program hours.

### **INCLEMENT WEATHER POLICY**

When the schools are closed due to bad weather, we close our Before and After School programs. If the school closes during school hours, it is the responsibility of the parent to make arrangements to have their children picked up. Please listen to your local radio station for school closure information. When buses are delayed our programs still run.

**Programs running at New Sarum P.S., Southwold P.S., Sparta P.S. and Summers' Corners P.S. –** if buses are cancelled before the start of the program at 7:00 am, then these B&A programs will also be cancelled for the day. If buses are cancelled after our program has already opened for the day then our program will continue to run during the morning and after school.

### **ARRIVING LATE AFTER SCHOOL FEE**

Late fees may apply to all parents/guardians who arrive after 6:00 p.m. A fee of \$1.00 for every 1 minute is payable directly to the Childcare staff. (i.e. arrive at 6:05 - late fee for \$5.00) Parents/guardians who consistently arrive after 6:00 p.m. will be contacted by the Childcare Manager to discuss the situation.

### **PARENT INVOLVEMENT**

Parents are encouraged to speak openly with site supervisors and program assistants on a daily basis. If you have a concern or recommendation please address this first with the Site Supervisor and then proceed to speak with the Childcare Manager. The YWCA conducts an annual program evaluation in which we ask that you take some time to complete a confidential survey. Our programs are always accepting donations of craft supplies, games, equipment or toys. If you have a special talent that you could share with the program please speak to the Site Supervisor.

### **PD DAYS, CHRISTMAS BREAK, MARCH BREAK, SUMMER DAY CAMPS**

The YWCA understands that parents often do not receive holidays the same as their child/ren. So we offer the perfect solution by offering full day programs with a variety of activities including: arts/crafts, group activities, games, centres, community outings, swimming (at certain locations), seasonal activities and much more. We provide programming throughout Elgin County depending on the need required. Please contact the YWCA office at 519-631-9800 for more information.

### **SERIOUS OCCURENCES**

In the event that a serious occurrence should occur, the YWCA will post a serious occurrence notification form for 10 days following the incident. All serious occurrences are reported to the Ministry of Education and Ontario Works in accordance with the Day Nursery Act.



**YWCA School Age Childcare Before and After School  
2015-2016 FEES**

*The YWCA Discovery Club is part of a non-profit organization, which operates under the guidance of a volunteer Board of Directors. Each year the Board of Directors establishes the fees at an amount that will cover the operating costs of the program.*

**Elgin Court Full Day Kindergarten**

Before School only:	\$175 per month per child
After School only:	\$210 per month per child
Before and After School:	\$320 per month per child

**Elgin Court Grades 1-8**

Before School only:	\$165 per month per child
After School only:	\$190 per month per child
Before and After School:	\$310 per month per child

**Southwold Full Day Kindergarten**

Before School only:	\$210 per month per child
After School only:	\$175 per month per child
Before and After School:	\$320 per month per child

**Southwold (grade 1 - 8)**

Before School only:	\$190 per month per child
After School only:	\$165 per month per child
Before and After School:	\$310 per month per child

**Mitchell Hepburn Full Day Kindergarten**

Before School only:	\$175 per month per child
After School only:	\$210 per month per child
Before and After School:	\$320 per month per child

**Mitchell Hepburn (grade 1 – 8)**

Before School only:	\$165 per month per child
After School only:	\$190 per month per child
Before and After School:	\$310 per month per child

**McGregor Full Day Kindergarten**

Before School only:	\$175 per month per child
After School only:	\$210 per month per child
Before and After School:	\$320 per month per child

**McGregor (grade 1-8)**

Before School only:	\$165 per month per child
After School only:	\$190 per month per child
Before and After School:	\$310 per month per child

**New Sarum Full Day Kindergarten**

Before School only:	\$210 per month per child
After School only:	\$175 per month per child
Before and After School:	\$320 per month per child

**New Sarum (grade 1-8)**

Before School only:	\$190 per month per child
After School only:	\$165 per month per child
Before and After School:	\$310 per month per child

<b><u>Springfield all grades blended program</u></b>	
Before School only:	\$165 per month per child
After School only:	\$190 per month per child
Before and After School:	\$310 per month per child

<b><u>Sparta all grades blended program</u></b>	
Before School only:	\$165 per month per child
After School only:	\$190 per month per child
Before and After School:	\$310 per month per child

<b><u>Summer's Corner's all grades blended program</u></b>	
Before School only:	\$165 per month per child
After School only:	\$190 per month per child
Before and After School:	\$310 per month per child

<b><u>Part-time Rates (grade 1-8)</u></b>	
Morning only	\$15.00 per day per child
Afternoon only	\$15.00 per day per child
Morning and afternoon only	\$25 per day per child
P.A. Days	\$35 per day per child
<b><u>Part-time Rates (Full Day Kindergarten)</u></b>	
Morning only	\$17.00 per day per child
Afternoon only	\$17.00 per day per child
Morning and afternoon only	\$28 per day per child
P.A. Days	\$37 per day per child

<b><u>Holiday Camps/Summer Camp (grade 1-8)</u></b>	
Daily rate	\$35 per day per child
Weekly rate	\$140
<b><u>Holiday Camps/Summer Camp (Kindergarten)</u></b>	
Daily rate	\$37 per day per child
Weekly rate	\$150

**Note:** There is a 50% reduction in fees for the third and subsequent child in the family.  
**Receipts:** The YWCA will issue annual official receipts for tax purposes. \$10.00 charge for duplicate receipts  
**WITHDRAWALS:** We request that you notify our office two weeks prior to withdrawing your child. A refund will be issued, provided that the required two weeks' notice is given. In lieu of notice, the fees will be applied.

**Ministry of Children and  
Youth Services**

**SOUTH WEST REGION**  
Suite 203, 217 York Street  
P.O. Box 5217  
London ON N6A 5R1  
Tel: 519-438-5111  
Fax: 519-672-9510  
Toll Free: 1-800-265-4197  
TTY: 519-663-5276

**Ministère des Services à l'enfance  
et à la jeunesse**

**RÉGION DU SUD-OUEST**  
217, rue York, bureau 203  
C.P. 5217  
London ON N6A 5R1  
Tél. : 519 438-5111  
Télééc. : 519 672-9510  
Sans frais : 1 800 265-4197  
ATS : 519 663-5276



## **CHILD CARE INSPECTION FINDINGS ON THE LICENSED CHILD CARE WEBSITE**

Dear Parent / Guardian:

The Ontario government is committed to increasing transparency and parent access to information about licensed child care programs across the province.

We are pleased to announce the launch of child care licensing inspection findings on the Licensed Child Care Website which is available at:  
<http://www.ontario.ca/ONT/portal61/licensedchildcare>.

Currently, the Licensed Child Care Website provides general information about each licensed child care centre and private-home day care agency, including contact information, services offered and licence status.

Beginning May 9, 2011, the Licensed Child Care Website will also provide more detailed licensing information for each licensed child care centre and private-home day care agency, including:

- Date of the last licensing inspection;
- Overall compliance level for the last inspection;
- Summary of the inspection findings in each licensing category, such as nutrition, health and medial supervision and equipment and furnishings; and
- Detailed inspection findings in all categories.

The Licensed Child Care Website will also include a glossary with explanations for each category and the licensing process. All information is available in French and English.

We encourage you to speak to the operator of this child care centre for an explanation of the inspection findings. The operator can show you a detailed inspection report.

Your local office of the Ministry of Children and Youth Services is Suite 203, 217 York Street, London ON N6A 5R1. Telephone: 519-438-5111

A handwritten signature in cursive script, appearing to read "Peter Steckenreiter".

Peter Steckenreiter  
Regional Director  
South West Region