



CHILDCARE SERVICES PARENT HANDBOOK 2019

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YWCA Regina Child Care Centres

The YWCA in Regina plays an integral part in supporting women at turning points in their lives. The **organization has responded to the community's needs and has opened four licensed child care centres** in the Regina area. We have two centres downtown, both with toddler, preschool and school-age spaces, one centre on Century Crescent with infant, toddler and preschool care, and our centre in Lumsden has infant, toddler and preschool spaces.

Philosophy

Our early learning programs are based on explorative, dramatic and creative play in order to develop and **stimulate the children's abilities as they grow socially, physically, intellectually and spiritually**. It is an environment based on trust and respect where the child develops a sense of self, belonging and self-worth in a culturally sensitive setting. Children will see themselves and their interests reflected as they are invited to investigate, explore and play in a flexible environment. We foster independence and decision making skills as the children are viewed as competent and capable members of society.

The purpose of our Child Care Centre is to:

- Provide an affordable, safe and nurturing place for children to grow and create in a holistic and responsive environment
- Ensure that children have a predictable and consistent care that allows choice throughout the day, reflecting their interests and abilities
- Provide a community where families and staff feel welcomed and respected
- Provide opportunities for intellectual, emotional/social, physical and spiritual growth consistent with guidelines in provincial legislation (The Child Care Act and The Child Care Regulations) and the *Play and Exploration Guide*.

Learning Approach

- For children, creating is about the process and not the end result.
- Educators will use a variety of approaches within a play-based environment including project-based learning, open ended materials, experiential and creative opportunities.

Educators are encouraged to allow the children to explore materials and try to step back when children are **creating**. **This may result in art projects that don't resemble what our adult conventions would be used to**. Celebrate the success of the child; they learn more when adults step back from the process.

Organization

YWCA Regina is governed by a volunteer Board of Directors, with the CEO of the organization acting as a liaison.

- a. CEO – The CEO is hired by the Board of Directors and is responsible for the general operation of the organization.

- b. Senior Director of Programs – The Senior Director oversees the childcare department and community programs (Big Sisters, Girl Space, and Building Bridges) and is responsible for the strategic direction of the programs. The Senior Director reports to the CEO.
- c. Director of Childcare Services – The Director is responsible for the overall quality, licensing and operation. The Director is also responsible for implementing the strategic direction, in conjunction with Centre Managers. The Director of Childcare Services reports to the Senior Director of Programs.
- d. Centre Manager – The Centre Manager is responsible for the day-to-day operations of the centre by maintaining provincial licensing regulations. The Centre Manager is accountable for the supervision of staff and children and ensuring that needs of families are met. Centre Managers report to the Director of Childcare Services.
- e. Assistant Manager/Supervisor – Assistant Managers/Supervisors are responsible for ensuring that appropriate and quality programming is being offered to the children. Assistant Managers provide support to the Manager and is responsible for Manager duties in his/her absence. The Assistant Manager/Supervisor reports directly to the centre Manager.
- f. Early Childhood Educators – Early Childhood Educators are responsible for providing on the floor care to the children and are expected to provide quality childcare at all times that focuses on the needs of the child and provides child focused programming.
- g. Childcare Consultant – The Childcare Consultant is a Government of Saskatchewan representative assigned to the centre, and is responsible for licensing and monitoring the facilities and ensuring that Childcare Regulations (2015) are being met. The consultant also provides support to the director, manager, staff, and parents.

Mission

The YWCA Regina exists to support and empower women, children and youth in addressing their diverse needs in the realization of their full potential, which benefits all. And further, it exists so that:

- Women, children and youth are safe, secure and free from abuse,
- Women, youth and children are empowered and supported in making healthy choices,
- Women, youth and children are making independent choices and are taking responsibility for their lives, and
- Women, youth and children work towards a better world for themselves and others.

YWCA Values

As part of YWCA Canada, we (as the YWCA Regina Organization) share the values of the World YWCA movement.

A Women's Perspective:

Women must take leadership in shaping society's direction in order to achieve equity and equality for all women.

Difference and Diversity:

In order to achieve social and other forms of justice, we must embrace difference and diversity among peoples.

The Whole Person:

Strength, wisdom, and character come from the balanced development of the whole person in body, mind, and spirit.

Community Mindedness:

Healthy communities, free from violence, racism, and other abuses of power, nurture the whole person. Individuals committed to equity advance the growth of such communities.

Global Interdependence:

The worldwide struggle for equity and equality interconnects all women.

Centre General Information

The YWCA Childcare Department consists of four licensed childcare centres, consisting of 271 licensed childcare spaces for children aged 6 weeks to 12 years of age. We provide care on a full time basis.

- The YWCA Family Centre consists of 40 licensed spaces;
 - o 10 toddler spaces
 - o 30 preschool/kindergarten spaces
- The YWCA Childcare Centre consists of 90 licensed spaces;
 - o 20 toddler spaces
 - o 55 preschool/kindergarten spaces
 - o 15 school age spaces
- The YWCA Century Crescent Childcare Centre consists of 90 licensed spaces;
 - o 9 infant spaces
 - o 25 toddler spaces
 - o -56 preschool/kindergarten spaces (kindergarten children may utilize the space until August 31st, prior to starting grade 1).
- The Lumsden Childcare Centre consists of 51 licensed spaces;
 - o 6 infant spaces
 - o 15 toddler spaces
 - o 30 preschool/kindergarten spaces (kindergarten children may utilize the space until August 31st, prior to starting grade 1).

Hours of Operation

Our centres are open from 7:00 in the morning until 6:00 in the evening from Monday through Friday and are closed on Saturday and Sunday.

The centres are closed on all statutory holidays along with Easter Monday, Boxing Day and one additional day during Christmas that is determined one year in advance. If a statutory holiday falls on a weekend, the **centres will close the following Monday. If the centres are open on Christmas Eve or New Year's Eve, they will close early at 1:00 pm.**

Communication

Please address any questions or concerns as they arise. Staff, supervisors, assistant managers, and managers encourage open and honest communication.

If you require a scheduled meeting, please contact your centre manager to arrange one. If you feel your concerns have not been addressed properly after speaking with staff or the manager, please contact the director of childcare services.

All centres have a communication board that they use to communicate important information from the manager or director.

The centres also utilize the hi mama app. This app will provide updates for the centre, as well as what your child took part in through the day. Please speak with the centre manager regarding set up of the app. Messages will be sent out to families with regards to events or change in policy through Hi Mama.

PAC (Parent Advisory Committee)

Meetings are held five times a year (September, November, February, April, and June) and we encourage all parents to attend because we believe in creating a supportive community where we work together for the benefit of the children. The months that they are held in may be changed and/or an additional meeting may be scheduled at a site if needed.

This is an opportunity for parents to offer suggestions, assist in planning staff appreciation, and ask questions.

Arrivals and Departures

Parents will be asked upon registration what the expected hours the child will be to assist with staff scheduling to maintain ratios.

Please sign your child in and out daily.

Please ensure staff are **aware of your child's arrival and departure.**

If you have an alternate person picking up your child that is not listed on the forms, please advise staff of the person's name. **Let the alternate know that staff will ask for photo ID the first time picking up to ensure your child is released to the appropriate person.**

Impaired Parent/Guardian

Your child(ren) will not be released to any person who, in the opinion of the early childhood educator on duty, is impaired or poses a potential threat to the child. Should this occur, the early childhood educator **will contact the parent/guardian or alternate emergency person listed in the child's file and request that they immediately pick up the child.** If the person who is impaired in the opinion of the early childhood educator attempts to leave with the child(ren) or does in fact leave, the police will be called with a description of the person and the vehicle being driven.

Daily Schedule

7:00 am – 8:15 am: Open ended activities/Breakfast for children going to school

8:15 am – 8:30 am: Bathrooming/Prepping for breakfast

8:30 am – 9:00 am: Breakfast/Quiet activities

9:00 am – 11:15 am: Variety of activities based on the children's interests that may include science, sensory, art experiences, outdoor play, fine motor activities, gross motor activities, etc.

11:15 am – 11:30 am: Bathrooming/Prepping for lunch

11:30 am – 12:00 pm: Lunch

12:00 pm – 12:30 pm: Quiet activities/Prepping for nap time

12:30 pm – 2:30 pm: Rest time (children that do not rest or nap will be offered quiet activities to participate in)

2:30 pm – 3:00 pm: Snack Time

3:00 pm – 5:00 pm: Variety of activities based on the children's interests that may include science, sensory, art experiences, outdoor play, fine motor activities, gross motor activities, etc.

5:00 pm – 6:00 pm: Group activities, table top activities.

Children will go to the bathroom as needed during the day. Those in diapers will be changed as needed

Infants will nap on their schedule

Weather Guidelines - Children will be given at least one opportunity to play outside each day; appropriate clothing for the weather is recommended daily. If the weather is colder than -25 degrees Celsius with the wind chill factor or hotter than 30 degrees Celsius with the humidex, then the children may stay inside. Otherwise, outdoor play will be available. When the UV factor is 8 or higher, we will limit our time outside or we will not be going outside. Otherwise, outdoor play is mandatory

Program Requirements

Please send the following labelled items upon enrollment:

- Change of clothing (full outfit – socks, underwear, pants, shirt)
- Indoor shoes
- Weather appropriate outdoor clothing (children go outside daily, temperature permitting)
- Water bottle
- Bug spray (10% or less deet)
- Sunscreen
- Diapers and diaper cream (if required)
- Bottles, breast milk, formula (if required)

Please refrain from sending the following:

- Toys from home – The centres are not responsible for lost or damaged toys
- Food from home (unless dietary restrictions require this)

Financial Requirements

Monthly Fee Schedule: **Toddlers may be moved to preschool anywhere between 30-34 months. Child Care Regulations states a preschooler as 30 months. ***

INFANT (6 weeks – 18 months)	TODDLERS (18 – 33 months)	PRE-SCHOOL (34 months – end of kindergarten year)	SCHOOL AGE (Grade 1 – 12 years)	SCHOOL AGE SUMMER RATE
\$895/month	\$680/month	\$640/month	\$495/month	\$640/month

Fees are due on the first of the month. A \$10.00 late fee will be added to the account if payment is not received by the 7th of the month. We accept cash, cheque, debit, Visa, and MasterCard. Monthly Pre-Authorized Withdrawal is available for fees from a Chequings or Savings Account. If after one month fees are not paid, a payment plan will be developed in consultation with the Manager. If after two months fees **are still unpaid, the family will be given a one month's notice of termination of services.** If there has been no effort to pay down the account, all outstanding balances will be sent to a collection agency – all costs incurred to collect the account will be parent responsibility.

A non-redeemable administration fee of \$75.00 per child is required for enrollment.

A \$45.00 per child fundraising fee is due each year. This is used to eliminate the need for fundraising for larger purchases for the centre (for example: outdoor play yard improvements, supplement interior improvements, etc). It will also be used for staff appreciation items. The funds in this account are at the sole discretion of management to use.

If a child is picked up after 6:00 pm, a \$20.00 fee per child will be charged for each fifteen-minute interval. This payment is due with the monthly fees.

NSF charges are \$25.00.

Income tax receipts are issued in February of each year. Please keep your address up to date with your centre manager. If a duplicate income tax receipt is required, a \$25.00 fee will be charged and need to be paid prior to issuing the receipt.

A \$25.00 charge will be added to your account for any documentation required for CRA purposes (i.e. audit, Canada Child Benefit, etc.).

If your family needs a break from services for travel, illness, etc., we require the usual rates to ensure that **your child's space is available**. If your fees are subsidized, you would be required to pay those fees as well because the subsidy office does not pay for children if they are not in attendance for a length of time. Please always take any concerns or questions about subsidy to your subsidy office. Our managers and staff **are not able to speak on the subsidy office's behalf**.

The organization will provide at least one month written notice of any increases in the rates.

Please note that if only one parent's name is on the contract, that parent will be responsible for all fees. If needed due to custody arrangements, contracts will be split for the parents.

Transfer between Sites

Once your child is enrolled in YWCA Regina Childcare, he/she is eligible to transfer between sites, with priority given to them. If you are interested in a transfer, please speak with your current site manager and coordination will occur between the two sites to ensure that the appropriate notice is given when a space opens up. Account balances need to be paid in full in order to be eligible for a transfer.

Termination of Services

We require one month's notice to discontinue services. Please offer a written notice to the manager of the centre by the first of the month with the changes made to services provided.

We reserve the right to restrict involvement of family members and guardians if there is violent or aggressive behaviour or language directed towards staff, other parents or children.

Termination of services may be given by the centre for the following reasons:

- Failure to follow operational policies
- Failure to provide payment to the organization in a timely manner
- **Parent's use of abusive language or any other inappropriate behavior towards staff or others.** We reserve the right to restrict involvement of family members and guardians if this occurs.
- In the best interest of the child. Request of alternate arrangements by the centre will not be made without consultation with the parents.

When working with children exhibiting challenging or disrespectful behaviour or language, parents will be notified with daily conversations, more formal meetings where documentation is provided for **observations and the adaptations/modifications educators have made to the child's programming and environment to support their needs**. A team meeting may take place to implement a plan for outside professionals and to **include the parents in the process to support the centre's efforts**. When centre staff

have exhausted their preventative measures or parents are not supportive in assisting educators, we may need to provide a one month's notice of termination of services.

Custody/Guardianship

In instances where the courts have been involved in the guardianship of a child, the centre will require a copy of legal documentation outlining guardianship of the child and/or restriction of access to a child. The centre will only follow the court order. Any changes must be provided in written documentation. Without court documentation, the centre will not deny access of one parent to the child if that parent is listed on all forms submitted for the child's file.

Health and Safety

Children and staff are asked to wash their hands with soap upon arriving, when they have become soiled from playing, coughing or sneezing, before eating and after toileting procedures. This reduces the spread of germs to staff and children. Running water and soap is used to wash hands properly.

Fire drills are performed once a month. If you are looking for the fire drill plan, please speak to the manager or the educator at the centre to see where the plan is posted. Each centre also has an evacuation plan in the event that we need to be out of the centre for a longer period of time. Please speak with the centre manager to see what the site plan is.

Staff follow the guidelines according to The Child Care Regulations.

Children and staff are expected to wear shoes at all times in the centre due to fire safety precautions.

Illness Policy

In order to maintain a healthy and clean environment for our children and staff, we maintain an illness prevention policy. Children learn and grow best when they are feeling well; when they are not, they will prefer to be with family members and in their home environment. If children are not well enough to participate in our full program that we offer, including outside play, then they are not well enough to attend. Please develop an emergency plan for your family if an educator needs to call for a child to be home. Communicate the plan with your child so they are aware and not surprised if a staff member needs to send a child home unexpectedly. If you are called, please pick your child up within an hour. The following is a guide provided by the Ministry of Health for infection control for Child Care Facilities:

Child Should not attend the centre if she/he has or is developing any of the following:	Child may return to the centre when she/he is:
A fever of 99.5°F (37.5°C) or higher when taken under the arm.	Fever has remained lower than 99.5°F for 24 hours without medication.
Diarrhea that cannot be contained in a diaper, or if an older child is soiling their underwear, or if diarrhea occurs more than one time in an hour.	24 hours has passed without any symptoms.
Vomited in the last 24 hours.	24 hours has passed since last vomiting.

Child has been on antibiotics for less than 24 hours (except for ear infections).	Child has been on antibiotics for 24 hours.
Abnormally irritable, tired, crying persistently.	Symptoms have passed and their behavior returns to their 'normal self'.
Cold with sore throat and/or persistent cough.	Symptoms have subsided.
Contagious disease, skin infection, undiagnosed rash, impetigo, scabies, jaundice.	Doctor's note saying they are ready to return.
Hand, foot, and mouth.	Excluded until blisters have scabbed over.
Pink Eye/Eye Infections	Child has been on antibiotics for 24 hours.
Head Lice	Child must have their head treated. Child will not be excluded if nits are present, but will be sent home if live lice are found.

Allergies/Medication

We are a nut-free zone.

Due to many food-related allergies, families are asked not to bring any outside food items into the centres. Our kitchens offer plenty of food and a variety of options throughout the day. The exception of this would be allergies/intolerances that require a different diet.

All medication needs to be sent in the original prescription container, with the child's name on it, with a measuring utensil delivered in a plastic bag to the centre. Medication forms are to be filled in by the parent at arrival time of any new medications. We will always follow the instructions and guidelines on the bottle or package provided. Medication must be handed to a staff member to provide proper and safe storage (locked).

If your child is to receive non-prescription medication (such as Benadryl, Tylenol, Advil, etc.), you must **provide a doctor's note stating the amount to be given, times to be given, and reason for the medication.** Over the counter medication will NOT be administered without a note from a physician, with the exception of teething as an infant. For infants who may be teething, we will administer pain medication if we are able to contact a parent during the day for approval. Public Health has determined that a fever of 38 Celsius (100.5 Fahrenheit) or less is considered a teething fever. There will also be consideration given to children that have received their vaccination shots. Please speak with your centre manager if either of these scenarios applies to your child.

If your child requires storage of an EpiPen or inhalers, please see the manager to make arrangements and follow the procedures necessary to ensure the safety and health of your child.

Behaviour Management

Children are learning boundaries and expectations within the first years of life and need the ability to explore to learn. However, they also thrive on consistent boundaries and when these are clear, children feel safe and comfortable and will respect the limits set for their well-being. To learn the boundaries children are not expected to just be told once and then be able to follow the directions. They will try a few different variations which is a natural way of learning and at times the children will face the natural consequences of their actions.

- Educators may redirect the child with a gentle verbal cue or by taking a hand gently.
- Distraction is at times appropriate for the behaviour being demonstrated.
- Staff will give the child language to use to help the child identify their own feelings. This also helps the child know that they are supported and heard by the adults working with them.
- Restate the boundaries again and explain why they are in place (for example, “We don’t climb on that because it’s not strong enough; you may fall and hurt yourself.”)
- Give the child an alternative (for example, “We won’t throw blocks. But, here, you can throw this ball.”)
- Show through their own actions what the appropriate behaviour is.
- When a child is having difficulty understanding a safety concept and many strategies have been used, then the educator may request a meeting with the parent, manager and any other professionals involved to discuss what works at home for the child and develop a plan for success.
- The only time a child will be removed from the group is if there is a safety concern for one or more children or if it is required for the child to calm down.
- Quiet spaces are available and used as the children feel the need to access them.
- If the needs of the child exceed the supports and capabilities of our child care team, we may suggest that parents pursue additional support professionals, we may need to develop a personal program plan for the child, or ask the family to find a more appropriate child care facility to meet the needs of their child.
- If a child is posing an ongoing safety risk to themselves or other children and they are not responding to the efforts made by the educators and the plan is in place, we may ask the family to find alternate care arrangements. The management team reserves the right to decide if an individual child is posing an unacceptable safety risk or violent behaviour toward staff and other children.

Nutrition/Menu

Children are not forced to eat (as per The Child Care Regulations, 2015). Rather, they are encouraged to try. Eating is an enjoyable experience, a time when educators sit and encourage conversations among the children, and a wonderful opportunity to promote language development.

Food is never used as a reward or punishment.

We encourage children to be an integral part of the food experience by helping set the tables, serving and cleaning up.

Children are encouraged to feed themselves; however, staff will modify the foods by cutting or slicing necessary items to ensure a safe experience.

Due to many allergies within the centres, we request that no outside food enter our facilities (including birthdays and holidays) to ensure the safety of the children attending. Children who require an alternate menu for health reasons may bring their meals after approval from the managers.

Menus are planned and approved by the Early Learning and Child Care Consultant and posted on the Hi Mama App.

Record Keeping

Children's Records

Children's files are kept in the centre manager's office. Staff can ask to see children's files at any time. It is particularly important for staff to familiarize themselves with children upon enrolment.

Parents can ask to view/copy any documentation in the child's file. Information in the child's file will not be given to anyone without permission from the parent, with the exception of request from the Ministry of Education.

Attendance

Monthly attendance of children must be signed by parents once completed. Parents receiving subsidy will be on a separate form that is to be submitted once signed. Parents will need to sign children in and out on a daily basis. The daily signing in of children is used for tracking children in attendance. This is of particular importance in the event of an evacuation.

Injury Reporting

Minor injury reports are to be filled out for small injuries (scrapes, bruises, etc.) and signed by the parents. These will be kept in the child's file and are not to be removed from the centre. If you would like to have a copy please ask for one to be made for you.

Unusual occurrence reports are to be filled out for more serious injuries or occurrences (anything requiring medical attention, lost child, etc.). These reports are to be signed by the parent and given to senior management to sign, before sending in to the childcare consultant at the Ministry of Education.

Child Abuse Protocol

The Saskatchewan Child Abuse Protocol (2014) dictates that, "The Child and Family Services Act (Section 12, Subsection 1 and 4) states that every person who has reasonable suspicion to believe that a child may be in need of protection shall report the information to a child protection worker, Ministry of Social Services or First Nations Child and Family Services Agency or police officer, and that every police officer who has reasonable grounds to believe that a child may be in need of protection shall immediately report the information to a child protection worker" (page 6).

Suspected abuse will be reported by staff in compliance with provincial legislation. It is everyone's duty to report any suspected abuse.

Waitlist Policy

Please contact the centre manager to have your name added to the waitlist. Priority is given to YWCA Regina staff members, currently enrolled children wanting to transfer locations, siblings of currently enrolled children, past families, and the general public.

Contact Information

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Receipt of Handbook

I, _____ have receive the YWCA Regina Childcare Parent Handbook.

(Name)

I acknowledge that I have read and understand the policies and agree to comply with the policies as outlined in the handbook.

Signature: _____

Date: _____