



# Before and After School Program

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PARENT HANDBOOK 2017

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# **YWCA Regina**

## **Before and After School Program**

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 four licensed child care centres in the Regina area, one unlicensed Before and After School Program at the YWCA, one unlicensed Before and After School Program at Lumsden Elementary School, and one unlicensed Before and After School Program at Balgonie Elementary School.

### **Mission**

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 environment. 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 Program 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

### **Roles and Responsibilities**

Our program operates on a predictable and consistent routine while providing choice for children to promote intellectual, emotional/social, spiritual and physical growth depending on their individual needs and interests. We function with an overall expectation that every person involved acts in a respectful way towards themselves, each other and the physical environment. We thank you for your cooperation in fulfilling your role and encouraging the children to do their best so that our program is a place where we all feel safe, comfortable and accepted.

### **Director**

- To ensure proper number of adults providing supervision and programming to the children
- To be available to the families and staff for the majority of a regular work day
- To collect fees at the beginning of the month

- To ensure the staff are providing guidance that is consistent with our values and mission at the YWCA and providing an environment and opportunities for physical, emotional, spiritual and intellectual growth
- To respect and support the needs of the staff, children and families
- Responsible for hiring
- Administrative duties
- Support training in program with workshops
- Strive to improve the quality of the environment and programming

### Before and After School Program Staff (Staff have current CPR/First Aid and a completed Criminal Record Check prior to being hired)

- To provide guidance and support to each child's individual needs
- To ensure a safe, comfortable and clean area that the children view as a fun place to be
- To model respect and encourage age-appropriate behaviours
- To be knowledgeable of age-appropriate behaviours and the Play and Exploration model, promoting choice and open-ended activities
- To provide a consistent routine for children where they can predict the day but allow choice as much as possible so the children feel empowered and safe
- To continually grow professionally and look for opportunities to try new things for the benefit of the program and the children
- To communicate respectfully and professionally with parents at the beginning of the day as well as the end.
- Administrative duties
- Support training in centres with workshops
- Strive to improve the quality of the environment and programming
- Communicate with managers and consultants.
- To display YWCA Regina Core Values: Respect, Teamwork, Diversity, Communication, Integrity, and Focus on the Person.

### Parents

- Communicate with the staff or director the specific needs of their child and check communication boards at arrival and departure times
- Bring the necessary items daily (lists are provided during time of enrollment)
- To demonstrate respect to the children and staff in words and actions
- Follow house rules of the program to maintain a clean, calm and supportive environment
- To be punctual with paying fees
- Communicate concerns with first the appropriate staff and then if necessary to the manager
- Speak to a staff member if your child has been sick

- Support the staff in bringing requested items for projects, etc.
- Update contact information and release form as the information changes
- Provide custody information including court documents to support arrangements.

## Children

- To come to the program with a sense of wonder to explore, play and contribute to the programs calm positive environment
- To cooperate with the routines of the day but also choose activities based on their interests and abilities
- Help clean up at appropriate times and communicate when possible their concerns or wishes to the staff and their parents
- Assist other children when possible and practice their independence as appropriate.
- To come to the program and exhibit YWCA Regina Core Values: respect, teamwork, diversity, communication, and integrity.

## Administrative Operations

- Our program on school days is open from 7:00a.m. until bus pick up for school/first bell and then again from bus drop off after school/dismissal bell until 6:00p.m. Monday through Friday and are closed on Saturday, Sunday and statutory holidays. On non-school days (day camp) our program is open from 7:00a.m. until 6:00p.m. Balgonie will NOT operate on non-school days.
- To be added to the waitlist, call the YWCA and speak to the Director of Childcare Services. You will be contacted a minimum of one month prior to the space being available.
- The program is 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 program will close the following Monday.
- 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.
- We require one month's notice to alter the services offered including discontinuation of services. Please offer a written notice to the manager of the program by the first of the month with the changes made to services provided.
- If at any point your child's needs exceed the skills of our staff, written documentation of strategies, modifications and adaptations we have implemented will be provided at a formal meeting with all professionals and support involved. A Personal Program Plan may be appropriate and if so implemented by the supports necessary. If these steps are still not meeting the needs of the child, we will offer a one month's notice for you to find a better placement to support your child's individual needs. Parental involvement and cooperation in the Personal Program Plan is necessary; if the parent is not in agreement, then termination of the contract may occur.
- Fees are due on the first of the month. Accounts are reviewed monthly; you will be reminded of outstanding balances. Ongoing overdue payments may be subject to termination of services provided by the organization. Outstanding balances will be sent to a collection agency; the costs

incurred to collect the account (including any collection agency fees) will be added to the outstanding balance.

- 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.
- NSF charges are \$25.00.
- The organization will provide at least one month written notice of any increases in the rates.
- We accept cash, pre-authorized debit, cheque, debit, Visa, and MasterCard.

## Terminating Care Agreements

- If you are not interested in continuing with our care, please provide one-month written notice on the first of the month or before. The program may provide a one-month notice of termination of contract as well.
- 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.
- 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 programs efforts. When program staff has exhausted their preventative measures or parents are not supportive in assisting staff, we may need to shorten our notice from 1 month to 2 weeks or less. If this is the situation, then we will try to assist you in finding more appropriate care.

## Fee Schedule

	Grade 1 to 12 years
Before and After School	\$265/month
Afternoons Only	\$180/month
Mornings Only	\$130/month
PD/School Holidays (as per school division calendars)	\$40/day

## Communication

- You may contact the YWCA program staff anytime Monday to Friday between 7:00a.m. and 6p.m.
- Please address any questions or concerns as they arise. Staff and director encourage open and honest communication.
- Staff try to make themselves available at arrival and departure times to have a conversation about the day. If a few moments are not enough to finish a conversation, please make an appointment

for a meeting with the people necessary to enable enough time to properly address any concerns or ask questions.

## **Learning Approach**

- Staff will use a variety of approaches within a play-based environment including project-based learning, open ended materials, experiential and creative opportunities.
- Staff 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. We as adults know that this is not the creative process and we encourage children to do it individually.
- To build a sense of ownership in the child's environment, we expect the children to help clean up the materials in the program. A well-organized program assists children in remaining calm throughout the day, teaches them routine and predictability and they soon assist in maintaining this sense of order because they thrive in organized environments that allow them to freely express themselves.

## **Arrival and Departure**

- Items from home have a tendency to become lost or broken and the YWCA is not responsible for the loss or breakage. Please refrain from bringing items from home.
- Electronics are not permitted in the B&A programs. Please refrain from sending any with your child.
- Take a moment to view the communication board for any new items.

## **Health and Safety**

- Children and staff are expected to wear shoes at all times in the program due to fire safety precautions. Children are able to leave their belongings in the room (McIntyre Street location).

## **Behaviour Management**

Children are learning boundaries and expectations 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. 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.

- Staff may redirect the child with a gentle verbal cue.
- Distraction is at times appropriate for the behaviour being demonstrated.
- 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 staff may request a meeting with the parent, director, 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.

## **Illnesses**

Our program operates with repetition, choice and routines so children will not miss opportunities despite needing to stay home ill. Children prefer to be with family members when they are not well. We work hard to provide an environment where children desire to attend each day; however, there are times when it is best for a child to rest at home.

- Even though illnesses do happen, we are unable to provide refunds for the days missed for families on contract.
- As you would appreciate others keeping their children home if ill to help eliminate the spreading of germs, please show the same consideration towards others and allow your child to recover at home.
- In the event of communicable diseases, staff and parents are required to carry out any instructions or recommendations made from the public health officer.

## **Guide to Keeping Children at Home**

In order to maintain a healthy and clean environment for our children and staff, we maintain a strict 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.

- Keep your child at home if a fever is 37.5 degrees Celsius or higher; they may return if the fever is lower than 37.5 degrees Celsius without medication for 24 hours.
- Keep your child at home if the child is soiling their underwear or if diarrhea occurs more than one time in an hour. The child may return to the program only after 24 hours has passed without any diarrhea symptoms.
- If a child has been on antibiotics for less than 24 hours they will stay at home. After 24 hours of being on the antibiotic, the child is welcome to come to the program.
- If the child has vomited in the last 24 hours they will stay at home. They may return to the program once 24 hours has passed since last vomiting.
- Keep your child at home if they have a cold with a sore throat and/or persistent cough. The child may return if symptoms have subsided.

- Please keep your child at home if they have any contagious disease, skin infection, undiagnosed rash, impetigo, scabies and infected eyes. They may return upon a doctor saying they are ready to return. Please bring a note from your doctor.
- Children with pink eye will stay at home until they have been treated on antibiotics for 24 hours.

## Allergies/Medication

- We are a nut-free zone.
- All medication needs to be sent in the original container with a prescription label with the child's name. Please send a measuring utensil delivered in a plastic bag to the program.
- 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.
- Staff communication boards will have allergy information posted.
- If your child requires medication or storage of an EpiPen, please see the director to make arrangements and follow the procedures necessary to ensure the safety and health of your child.

## Nutrition/Menu

- During school days, parents are encouraged to send a healthy snack for their child to eat after school. Such things can include: fruit, vegetables, yogurt, cheese, crackers, etc. Please refrain from sending anything that may be viewed as unhealthy.
- On PD days and designated school holidays, children are required to bring their own lunches and healthy snacks. There is no access to a microwave. If sending a hot lunch, please pack it in a thermos.

## Transportation of Children

- All children will be bussed to and from school. The schools that will bus to the YWCA are: Davin, Holy Rosary, Connaught and St. Pius X. At this time we only accept children from these schools in the program run out of YWCA Regina – McIntyre Street location.
- The Lumsden and Balgonie program operates out of the school. Children will leave the program when the bell rings for outdoor recess.
- If your child has been suspended from school or from the bus, it is the parent/guardian's responsibility to transport your child. We do not offer transportation to school even if your child misses the bus; a parent or guardian will need to come to the facility to pick up your child.
- If your child is suspended or sick and is unable to go to school, we are unable to provide care.
- You may at any time contact your school board for more detailed information about busing and school policies.
- If the busses are cancelled due to inclement weather, the Before and After School Program (McIntyre Street location) will operate. However, transportation to school will be the responsibility of the parent.

## **Emergency Plan**

- If our staff feel it is necessary to call an ambulance for medical attention for your child, the staff will make the call but the cost is the responsibility of the parent.
- Because child care is a non-essential service, if we are unable to provide services for an emergency, parents will be informed of the situation by phone or email and asked to find alternate care. There are no refunds provided for missed days of care.

## **Confidentiality**

- Children's information is only given to legal guardians of the child and to staff at the program.
- In the event of an emergency or injury to a child, information may be released to authorities, including medical staff attending to the child.
- In the case of non-payment of fees, information required by a collection agency will be shared.

## **Child Abuse Protocol**

- 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.

## **Social Media Policy**

- Parents will be required to authorize any media and photos of their children.
- Staff and parents will not be permitted to post pictures of children on their personal social media accounts.

We thank you for your trust and confidence in our YWCA Before and After School Program team. We strive to create the best environment for your children to ensure they feel safe and nurtured throughout the day in your absence. Please feel free to ask the staff about any concerns or questions you have about your child's day or about our philosophy.

## Contact Numbers

Before and After School Program Staff (YWCA Regina)

Phone: 306-525-2141 ext. 141

Before and After School Program Staff (Lumsden)

Phone: 306-551-0413

Before and After School Program Staff (Balgonie)

Phone: TBD

Natasha Feld

Director of Childcare Services

Phone: 306-525-2141 ext. 122

[natashaf@ywcaregina.com](mailto:natashaf@ywcaregina.com)

Kendra Strong-Garcia

Senior Director of Programs

Phone: 306.525.2141 ext. 158

[kendrag@ywcaregina.com](mailto:kendrag@ywcaregina.com)



## Receipt of Handbook

I \_\_\_\_\_ have received the YWCA Parent Handbook.

(Parent or Guardian Names)

This is to verify that I have read the YWCA Before and After School Program Parent Handbook and I agree to comply with the policies outlined in the Parent Handbook.

SIGNED: \_\_\_\_\_ DATE: \_\_\_\_\_

SIGNED: \_\_\_\_\_ DATE: \_\_\_\_\_