



YWCA
REGINA

A TURNING POINT
FOR WOMEN

UN POINT TOURNANT
POUR LES FEMMES

Before and After School Program

PARENT HANDBOOK 2020

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 the Centre for Play and Development.

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.

Assistant Manager

- 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 communicate respectfully and professionally with parents at the beginning of the day as well as the end.
- To display YWCA Regina Core Values: Respect, Teamwork, Diversity, Communication, Integrity, and Focus on the Person.

Parents

- Communicate with the staff or Assistant Manager 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.

Children's Programming

We strive to provide quality childcare in a safe environment for children in grades 1-6. Our program includes a variety of age-appropriate activities designed to promote a child's social, physical, intellectual, and spiritual development. The programming allows children to make choices in their activities. Children are encouraged to participate in planned activities, but never forced.

Outdoor Play

We take the children outdoors as often as possible when weather allows. Please dress your children accordingly. We follow the school guidelines for weather and will not go outside if wind chill exceeds -25 or the temperature is higher than +28.

Indirect Supervision

A permission form must be signed by the parent/guardian for their child to be without direct supervision for periods of time. This includes getting to the Before and After School Program in the afternoon, going for a drink, going to the washroom, etc.

Transportation of Children

All children will be bussed to and from school. The schools that will bus to the YWCA are: Crescents, 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. 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.

The Lumsden program operates out of the school. Children will leave the program when the bell rings for outdoor recess.

The YWCA Centre for Play and Development Before and After School Program schools are the following:

- Public:
 - Imperial School (Walking to and from school)
 - Elsie Mironuck French Program (Bussing to and from school)
- Catholic:
 - St. Michaels (Walking)
 - St. Mary (Bussing)

If your child is suspended or sick and is unable to go to school, we are unable to provide care.

If the busses are cancelled due to inclement weather, the McIntyre Street location will operate. However, transportation to school will be the responsibility of the parent. We will NOT provide full day care in this event.

Hours of Operation

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. We are closed on Saturday, Sunday, statutory holidays, National Indigenous People's Day, Boxing Day, one additional day during Christmas, and December 31st we will be closed at 3 p.m. These dates off are subject to change.

On non-school days, full-time care options for those days are listed below:

- Downtown (Crescent, Connaught, St. Pius, Holy Rosary):
 - We are open from 7:00 a.m. – 6:00 p.m. The charge for full day care is \$40.00
- YWCA Centre for Play and Development (2nd Ave North):
 - We are open from 7:00 a.m. – 6:00 p.m. The charge for full day care is \$40.00
- Lumsden Childcare Centre:
 - We are open from 7:00 a.m. – 6:00 p.m. The charge for full day care is \$40.00

Please note that the YWCA Before and After School Program's full day care on PD days are **registration dependent**. If there are not enough children to run the program, we will not provide full day care.

Waitlist, Enrollment and Acceptance

To be added to the waitlist, please contact the Assistant Manager of School Age Programs for Regina, and the Lumsden Childcare Manager for Lumsden. You will be contacted a minimum of one month prior to the space being available.

Registration for the following program year occurs every year in late February or early March for returning registrants and in April for new registrants. Since there are a limited number of spaces at each site, priority of registration for the following school year is given to:

1. Returning students
2. Siblings of returning students
3. YWCA childcare families
4. General Public

Registration is confirmed via email by June 1st.

Registration Change/Withdrawal Policy

We require a one calendar months' notice in any change of service. You may email your program's contact person to receive any forms that may be required for the change. One month's notice may be given to the family if services can no longer be provided.

Dismissal Policy

The following will warrant immediate termination from the program:

- Assault or threat of assault by a parent/guardian.
- Non-payment of fees for 2 months. A reminder of payment and this policy will be given to parents after one month of non-payment.
- Non-compliance of policies and procedures.
- Use of abusive language or any inappropriate behaviour towards others.
- Any destructive or violent behaviour by a parent or child that is harmful to other children, staff, or parents.
- Challenges due to undisclosed diverse needs of a child.
- Child consistently runs away from site staff.

If your child is dismissed from the program, there will be no refund of fees.

Fee Schedule

	Grade 1 to Grade 6
Before and After School	\$280/month
Afternoons Only	\$195/month
Mornings Only	\$145/month
PD/School Holidays (as per school division calendars)	\$45/day

Fees are due on the first of the month and can be paid at the front desk in Regina or the Lumsden Childcare Centre office. Pre-Authorized Debit is available at these locations. Pre-Authorized payments are taken out of the account on the 4th of the month for payment of that month.

You will be notified by email of any NSF payment. It is your responsibility to pay the fee in person. We will not attempt to run another payment after an NSF. If you have two NSF payments in a row, we will have no other option but to remove you from the program.

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.

Fees will not be reimbursed for vacation and/or sick days.

All registrants will be issued a tax receipt in February. Please keep your address up to date in the event that these receipts are mailed.

Behaviour Management Policy

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.

We are committed to providing a safe and happy environment for all children in our care. If a child’s behaviour compromises the quality of care for children, staff will deal with the situation in a sensitive manner. Incidents will be discussed with the family to review and develop a plan of action. The family may be asked to seek an assessment of the child if the behaviours warrant it. Further discussions may be scheduled to review progress as everyone works together to implement a program. If there is still no change in behaviour after attempts of new strategies and staff have exhausted all options, the child will need to be withdrawn from the program.

Any abusive, violent or aggressive behaviour that endangers the child, other children, staff, equipment, property or the facility will not be tolerated and care will be immediately terminated.

If a child runs away from the program, a staff will contact you to pick up your child. Staff’s responsibility is to supervise all children in the program, and it is not their responsibility to be chasing one child. If this is a continuous event, the child will be withdrawn from the program immediately.

Arrivals and Departures

Parents and children may NOT arrive before 7 am. Children must be accompanied and signed in by a parent/guardian. Once signed in, the child is the responsibility of the program. If a child will be leaving the program to participate in extra-curricular activities, we ask that this be communicated with the staff. At the end of the day, parents/guardians must sign their child out of the program, at which point the child is no longer staff’s responsibility.

Staff will not release your child to any person other than those listed on the forms. If another adult must pick up, notice must be given to staff. The designated adult WILL be asked for photo identification before the child is released.

Late Pick up Policy

If your child has not been picked up five minutes past closing time and we have not been notified, the following steps will be taken:

1. We will call all numbers listed for the parents/guardians.
2. If this is unsuccessful, we will contact the emergency contacts.

3. If unsuccessful in reaching the emergency contacts, staff will call the Director to see how to proceed.
4. If after 30 minutes, staff have still not been able to reach anybody, Mobile Crisis will be called.
5. Staff will wait with your child until a Social Worker arrives.

If a child is picked up after 6:00 pm, a \$20.00 fee per child will be charged for each fifteen-minute interval.

**If continued late pick up occurs, we may ask you to make alternative child care arrangements. **

Nutrition and Snacks

We do not provide snacks. However, children are allotted time to have a snack. We encourage healthy snacks. Each program is peanut/nut free. Please do not send any food with your child that may have come into contact with nuts. We will dispose of any food that contains nuts, in order to provide the safest environment possible for all children.

Items from Home

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. There may be on occasion a day allowed for electronics and staff will inform parents of this day. We are not responsible for lost or damaged items.

Health and Medication

Staff will not administer non-prescription medication unless accompanied by a doctor's note. Prescription medication will only be administered once a medication form has been completed by the parent/guardian.

All medication must come in the original container, labeled with the child's name, dosage, and expiry date.

If your child requires an inhaler or an epipen, please speak with staff about the location of these items. Since the child is coming from school, they most likely have these items in their backpack. It is of utmost importance that program staff are aware of their location.

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

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 38 degrees Celsius or higher; they may return if the fever is lower than 37.5 degrees Celsius without medication for 24 hours.
- Your child may need to be picked up after the second incident in one day.
- If the child is vomiting, they will need to be picked up.
- If the child has strep throat, they need to stay at home until they have been on medication for 24 hours.
- 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.
- Children with lice will need to be treated before being allowed back in the program. If live bugs are found, you will be called to pick the child up.

Accident Reporting

Staff make every effort to prevent accidents and injuries, but sometimes they will occur. All injuries will be recorded on a *minor injury report* form. Parents will be informed of the injuries and will need to sign the report. If staff feel it is a more serious injury, you will be called immediately. If the injury is deemed severe enough to contact an ambulance, staff will do so and you will be requested to meet your child at the hospital. Parents are responsible for any costs incurred for the ambulance bill.

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.

Confidentiality Policy

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 or the appropriate child protection agency.

In the case of non-payment of fees, information required by a collection agency will be shared.

Parents are responsible for keeping their child's file updated when there are changes to addresses, work/home phone numbers, etc.

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.

Contact Numbers

Before and After School Program Staff (YWCA Regina Downtown)

Phone: 306-525-2141 ext. 141

Before and After School Program Staff (Lumsden)

Phone: 306-551-0413

Before and After School Program Staff (2nd Avenue North Regina)

Phone: 306-530-3348

Nadeema Omar

Manager of Lumsden Childcare

Phone: 306-731-1300

nadeemag@ywcaregina.com

Christian Hulet

Assistant Manager of School Age Programs (DT, 2nd Ave North)

christianh@ywcaregina.com

Natasha Feld

Director of Childcare Services

natashaf@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: _____