



YMCA-YWCA of the  
National Capital Region

# Avalon Y Child Care

**Extended Day Program (EDP)**  
Parent Handbook  
on Program Policies

January 22, 2019

[ymcaywca.ca](http://ymcaywca.ca)

*Building healthy  
communities*

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## About the YMCA-YWCA and our Child Care Programs

### Welcome to YMCA-YWCA Child Care

The YMCA-YWCA of the National Capital Region is pleased to welcome your family to our child care services. You have chosen one of the finest and most trusted providers of quality child care in the Ottawa region.

This handbook will provide you with program information and policies and procedures regarding YMCA-YWCA Child Care services. If you require further information or clarification, please feel free to contact the Centre Coordinator. Thank you for becoming part of our Y family!

### Mission

The YMCA-YWCA of the National Capital Region is a charitable association dedicated to improving the quality of life for children, youth, adults and families through programs that build spirit, mind and body. The YMCA-YWCA of the National Capital Region provides opportunities for personal growth and character development by providing unique and contemporary programs for everyone regardless of race, religion, creed, ability or economic circumstance.

### Licensing

The YMCA-YWCA of the National Capital Region's Child Care Centres are licensed by the Ministry of Education under the Child Care Early Years Act. Provincial Government standards are established in order to ensure that all programs provide a safe, healthy and stimulating environment with quality care for the children they serve. Centres are inspected at least once annually to confirm compliance with the Child Care Early Years Act. Programs are also required to meet all health and fire regulations dictated by the City of Ottawa as well as the policies, health and safety regulations of the Y.

### Avalon Y Child Care

Licensed for 32 Preschool children, 80 kindergarten and 120 school age

### Taggart Family Y

Alternately licensed for 30 toddlers and 32 preschool children OR 15 toddlers and 48 preschool children according to the needs of the community as identified by the City of Ottawa's Centralized Wait List.

## **Ruddy Family Y**

Licensed for 15 toddlers and 32 preschoolers

## **Child Care Program and Staff Information**

### **Staff**

All Y Child Care staff are approved by the Ministry of Education and are, as required, registered and in good standing with the College of Early Childhood Educators. Staff are trained in Healthy Child Development, Catch Kids, cleared with a vulnerable sector check, and hold current First Aid and CPR C certifications.

### **Volunteers and Students**

Volunteers and students are an important part of the Y and are required to attend an information session, agree to abide by program policies and procedures, and provide a current criminal reference check for the vulnerable population. Volunteers and students enhance ratios by providing support to staff, not replacing staff, and therefore are not left unsupervised or in a role of assuming full responsibility for the children.

### **Preparing for Each Day**

The daily schedule of the child care programs includes outdoor play. Children should always come to the Y dressed appropriately for the weather. We ask that parents provide their child(ren) with a spare pair of indoor shoes that can be left in their respective program spaces. Please label all clothing so that misplaced items may be found more easily.

Children wishing to complete any outstanding homework will be provided with a quiet area to do so, however a set homework time is not part of our regular daily programming.

As the child care program cannot guarantee a child's clothing will not become soiled or stained, we ask that parents keep this in mind when dressing their child for the day.

As there is always a risk of items being lost, stolen or broken, we discourage children from bringing in special items unless it is a special day. We do not accept any responsibility for these items or such incidents.

It is our policy that children not well enough to participate in outdoor play are too ill to attend the child care program and should remain at home. We avoid or limit outdoor play in inclement weather including severe cold, severe wind chill and extreme heat, including during a smog advisory.

### **Extracurricular Activities**

Children are encouraged to participate in after school activities. Parents are responsible for contacting the coordinator in advance to notify them of any extracurricular activities their child(ren) may be participating in and stating what time their child(ren) will rejoin the program.

Children who are not able to participate in gym activities will remain with another group.

These activities are an important component to our programs providing recreational opportunities that instill a joy and importance of an active lifestyle. We ask that parents support us by ensuring their child has proper foot wear for the gym.

### **Field Trips**

Field trips are an important part of our child care programs. Trips are designed to meet the children's developmental needs. Ministry rules require parents to sign a permission form before a child may participate on a trip. Parents choosing not to have their child participate will be required to make their own alternate care arrangements at their own cost for the day.

If a child does not arrive on time to leave with the group, it will be the responsibility of the parent to obtain permission from the Coordinator to meet the group on the field trip. If permission is obtained, it is the responsibility of the parent to ensure that the child is delivered safely to join the group already on the field trip and ensure that Y staff are made aware of their child's arrival.

As many of our field trips are to places with admission fees, extra money may be required. Fee paying parents are required to pay for admission fees. (Financial support is available). Subsidy parents are not required to pay, as per the contract between the YMCA-YWCA and the City of Ottawa. Parents are encouraged to support the continued scheduling of trips by making a donation to the Y.

## **Contact information and Hours of Operation**

YMCA-YWCA child care programs are open year-round, Monday to Friday except for statutory and civic holidays. The hours of operation for the program are as follows:

### **Avalon Y Child Care | 2080 Portobello Blvd, Orleans K4A 0K5**

Kindergarten and School Age

7AM-8AM/ 230PM-600PM (Regular instructional days)

7AM – 6PM (Full Care Days)

613-824-2681 x1 - Senior Coordinator

613-864-4810 - EDP Absence Line

## **Safety and Security**

### **Serious Occurrences**

Serious occurrence reporting is one of the many tools that provide licensed child care centres with an effective means of monitoring the quality of service delivery. Monitoring includes an ongoing review of practices, procedures, and training needs.

Parents can also benefit from information about the incidents that occur, the immediate actions taken to respond to incidents and any longer term actions the operator has taken to minimize the recurrence of the incident. As such, all Serious Occurrence Notification Forms will be posted for 10 business days after the last information pertaining to the incident is posted.

Under the Protection of Personal Information and Privacy Act no child or staff name, initials and age or birth date of a child, or identifiable group indicators are to be used on the form.

### **Security**

In creating a safe and secure area for child care centres, each program has its own security system. At Avalon Y, there is a security system that requires an access card for entry. Parents can have up to 3 cards per family. Cards are assigned to each family and are not to be shared. A deposit fee is required upon receipt of the passes. This will be returned to parents when they return them. A replacement fee applies for any lost cards.

### **Fire Drills**

Fire drills are practiced monthly. In the event of a real fire or need to evacuate the building, children are escorted in small groups to:

#### **Francois Dupuis Recreational Centre**

Children will remain at their evacuation locations until it is safe to return to their respective programs.

## **Emergency Management Procedures**

The YMCA-YWCA of the National Capital Region has Emergency Management Procedures in place at each location in the event of an evacuation or other emergency situations (ie; lockdown). Emergency Services will be contacted & parents/guardians will be informed via email or telephone by the Centre Supervisor or Designate in Charge and children will remain at their evacuation locations until it is safe to return to their respective programs.

In the event of a temporary closure due to an unforeseen circumstance, parents/guardians will be notified by the Centre Supervisor via email or telephone with the expected time of the centre closure and provide updates to all families as they become available.

## **Court Orders**

To ensure the safety of your child, if there is a Court Order giving you sole custody of your child, or denying anyone else access to your child, a copy MUST be kept in your child's file. All visitations need to be outside of the program.

## **Prohibited Practices**

The use of physical punishment, verbal abuse, confinement, withdrawal of basic needs, love or affection is prohibited. The method of adult intervention used allows for decision making and self-discipline on the part of the child, resulting in a positive rather than a negative experience. A team approach is used with all staff following these guidelines. Severe or on-going behavioural concerns are discussed and a course of action is agreed upon in cooperation with the parents.

In accordance with the CCEYA requirements unacceptable Child Guidance Practices include:

1. corporal punishment of the child;
2. physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
3. locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
4. use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
5. depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding
6. Play is not offered as a reward or withdrawn as a punishment
7. inflicting any bodily harm on children including making children eat or drink against their will or restraining them for the purposes of forcing to sleep.

Any person who witnesses alleged contravention will report to CAS with Child Care Management support;

- Should the person who witnessed alleged contravention choose not to report to CAS, the staff member to whom disclosure was made will report to CAS;
- As per the CFSA, section 72, and the College of Early Childhood Educators, all child care staff have a duty to report all suspected contraventions of the policies and procedures of prohibited practices; management will provide ongoing support.
- Senior management will be informed;
- A serious occurrence report will be filed with the Ministry of Education;
- Confidential written report will be completed as per Y Canada Child Protection Policy.

## **Emergency Contact and Health Information**

### **Emergency Contact**

Parents are required to provide us with at least two alternate adults in case of emergency and we are unable to contact the parents directly. These contacts should be aware that they would be responsible for picking up the child from the Child Care program in the event the child is not well, the child needs to go to the hospital or the parents do not arrive to pick up their child.

It is the parent's responsibility to inform the Child Care of any changes in contact information as needed. Otherwise, information is updated on a regular basis (September, March and June).

### **Children's Health**

According to the Health Department, children are not permitted to attend the Child Care for 24 hours after the following symptoms have disappeared:

- Fever over 38C, diarrhea or vomiting
- Severe cold symptoms (persistent cough, thick, coloured discharge from nose)
- Persistent pain
- Undiagnosed rash or skin condition

Management looks at each case on an individual basis and will direct staff using these guidelines.

### **Medication**

Please inform a staff member if your child is taking any medication. This will allow us to stay alert for side effects. If your child needs to take medicine while in our care, whether prescription or non-prescription, a medical authorization form must be completed before medication can be administered as required by the Child Care Early Years Act.

All medication must be in the original container, clearly labeled with the child's name, dosage, expiry date, administration and storage instructions. Parents should advise staff of possible side effects. For children who are on prescribed medication, it is the parent's responsibility to ensure that the medication is replenished as needed.

If the parent does not provide the child care program with medication as needed, the child care program has the right to refuse admittance of the child into the program until such a time as the medication is replenished. DO NOT send medication of any kind in your child's knapsack or lunch bag.

Non-prescription medication will only be administered for:

- Minor cold symptoms
- Avoid high fevers for children with health risks
- Minor pain or discomfort
- Motion sickness (if necessary) for long bus rides

### **Epi Pens**

**Any child requiring an epi pen must have one that is up to date on site at all times or the child will be denied entry to care until one is brought in.**

Children carrying an epi-pen require written permission from his/her physician indicating that they are mature and responsible enough to handle the administration of it. If the child is not old enough to accept this responsibility, then it is to be stored in the teacher's emergency first aid bag. All staff should be aware of where this bag is stored, in case of staff absenteeism.

In the case of an EPI-Pen shortage, Health Canada has deemed it acceptable to continue to use an expired EPI-Pen, so long as the fluid is visibly clear. Regular anaphylaxis protocols are still to be followed.

### **Allergies and Dietary Restrictions**

All children with Anaphylaxis reactions are required to complete an anaphylaxis emergency plan. Notification including a picture of the child will be posted in all of the child care spaces (kitchen, program spaces and in all emergency binders).

Parents with children that have dietary restrictions and/or severe allergies will be required to meet with the program coordinator to review the snack charts to ensure we are able to meet dietary needs. Parents may be required to provide food items until we establish an appropriate menu.

### **Food From Home:**

In the event the centre and the caterer are unable to provide the necessary or requested food items for a child, the parent may bring alternate food from home for their child as long as the outside food items do not contain any known allergens that may put other children or staff in the centre at risk. These outside food items may include but are not limited to: Halal meats, specific dietary foods for illnesses or allergies. All outside food items must be discussed and agreed upon with the parent(s) and the centre coordinator. All outside food items must be clearly labelled with the child's name and proper storing instructions. Staff or the centre coordinator may also request a list of ingredients for a specific outside food item from the parent(s) if at any point it may put another child or staff at risk.

### **Other Medical Conditions**

Children with other life threatening medical conditions will have an individual Emergency Action Plan that will clearly outline the condition and procedure to follow by staff. The Individual Emergency Action Plans include the child's medical condition, a picture of the child, preventative measures and additional

procedures to be followed during an evacuation or an off-site field trip. These Individual Emergency Action Plans will be posted in each of the centre’s main program rooms and emergency books. All medical plans will be reviewed annually by staff or anytime there is a change to the child’s individual medical plan.

## Fees and Subsidies

### Fees

Kindergarten Fees		School Age Fees	
AM & PM	\$580.00/month	AM & PM	\$448.00/month
AM Only	\$232.00/month	AM Only	\$213.00/month
PM Only	\$474.00/ month	PM Only	\$363.00/ month
PD Days	\$30.00/day	PD Days	\$30.00/day

Please speak with your Centre Supervisor to confirm your fees. Payment is due in advance. Parents are required to complete a form for preauthorized cheque or credit card payments. Payments can be made on the 1st of the month, the 15th of the month, or both. An income tax receipt will be provided the following fiscal year.

There is a \$15 administration fee for all NSF payments.

Monthly fees are set and will not change according to a child’s attendance. For fee-paying parents, this includes sick days, holidays, statutory holidays or bus cancellations. Parents will be provided with a minimum of one month’s written notice of any increases to fees.

### The Y Reserves the Right to Suspend the Service

Missed payments may risk the loss of or disruption of your child’s space. The Y will notify you of any outstanding balance and provide you with ten (10) business days either to receive the complete balance or to negotiate an agreement of payment. Parents are responsible to communicate and proactively avoid the suspension of service.

### The Y Reserves the Right to use Collection Services

If required, the Y reserves the right to use Collection Services to collect any fee of fifty dollars (\$50) or more.

### Part Time Care

Part time care is offered based upon family's needs, in regards to which days a child may attend the program. These fees are prorated based on the agreed days the child will attend. In order to maintain proper staffing ratios, children who miss one of their scheduled days cannot be accepted into the program on an alternative day.

### Full Day Fees (P.D. Days, March Break, etc.)

Additional fees for full day care will vary dependent on current enrollment. The Coordinator will inform families via email of any upcoming scheduled full days, at which time you will be asked to indicate your interest in the full day program. In order to ensure we have proper staffing on hand we ask that parents indicate their interest as soon as possible and respect the deadlines set out by the coordinator.

### Summer Enrollment



During the summer months parents have the option of enrolling their child(ren) in our full day program on a weekly or monthly basis. Fees for the summer program will be communicated to parents via email in early spring, along with a survey requesting your care preference throughout July & August.

Care during these months is open to members of the community who may wish to participate in our program.

### **Deposit Fees**

The YMCA-YWCA Child Care programs have a deposit policy that ensures a child's space within our Licensed Child Care programs. For full fee families wishing to confirm a space for their child, a deposit equivalent to one half of their first month's fees is required.

This deposit is due immediately and will be deducted from the first month of care. Families who wish to cancel their postdated registration are required to give one month's written notice to the Program Coordinator/Coordinator before the scheduled start date in order to receive a full refund.

Notice of cancellation received after the one month notice date is non-refundable. For child care centres with security access cards there is a deposit fee per card. This will be returned once the cards are returned at withdrawal time. A deposit replacement fee for lost or stolen cards also applies.

### **Subsidies**

Each licensed YMCA-YWCA Child Care program has subsidies available through the City of Ottawa for families who qualify. Parents may apply for a subsidy through the City of Ottawa Child Care Section. Parents must renew their own subsidy in order to avoid loss of subsidy and child care space.

Parents receiving a subsidy are allowed a combined total of 36 pro-rated days or 3 days per month. These can be used for vacation, sick days, appointments, etc. Any extra days taken, which are not paid by the City, must be paid by the parents in the same amount the City pays. Although we attempt to inform parents of a depleting number of days away, ultimately it is the parent's responsibility to monitor their child's number of days away.

### **Sponsorship**

The YMCA-YWCA also provides sponsorship to qualifying families through its Annual Community Fund Program. Approval is at the discretion of the individual Centre's coordinator, in consultation with the Associate Vice President, Health, Fitness, Aquatics and Children's Services.

### **Tax Receipts**

Child Care fees are tax deductible. An income tax statement will be mailed to each family by the end of February for income tax purposes through our finance department. Please make sure that you keep your contact information current to ensure that you receive it in a timely manner.

### **Late Fee**

Parents who arrive after the program closure time will be reminded of our closure time and notified of our late fee their first time. Each time parents are late thereafter, they will be billed a \$20 late fee on their next monthly registration.

Some exceptions do apply and are up to the discretion of the coordinator. We also ask that parent's call us if they feel they might be late. This alleviates any concerns children may have.

## **Admissions and Withdrawals**

### **Ages of Care Provided**

The Avalon Y offers child care for children to 12 years of age as follows:

Preschool	2.5 to 5 year
Kindergarten	4 to 5 years
School Age	6 to 12 years

### **Admission**

Upon acceptance of a child into a YMCA-YWCA Child Care program, appropriate registration forms must be completed and signed by parents. Parents are required to keep this information up to date.

Admission depends on the program's ability to meet the child's needs and the needs of the children already in the program.

During days in which full day care is provided (P.D. days, winter break, march break & summer months) the program provides care to children from the community.

### **Waiting List**

The City of Ottawa prioritizes families on the Centralized Waiting List according to predetermined criteria. Families wishing to know where they are placed on the Centralized Waiting list can contact the coordinator of a specific Y program directly. Coordinators can share what priority number they have been assigned as well as the total number of families currently on the list; personal information of other family members on the waiting list is not to be discussed.

Internal waiting list priorities are given as follows:

- Children currently enrolled in a Y Child Care program waiting to move into the next age appropriate program;
- Siblings of children currently enrolled in a Y Child Care program.
- Children currently enrolled in a Y Child Care program waiting to transfer to another Y Child Care Centre;
- For employees of the YMCA-YWCA of the National Capital Region.
- All children are prioritized based on availability of fee paying or subsidized spaces.

### **Transitioning Into Next Age Appropriate Program**

Children will remain in their current program until such a time that a space becomes available in the next age appropriate program. Transitions from our Kindergarten program to the School Age Program occur once a year, in September of the upcoming school year.

### **Withdrawal**

Should you wish to withdraw your child(ren) from our EDP program we require one month advanced written notice of intent to withdraw. This allows the program appropriate time to fill the empty space. One month of fees is acceptable in lieu of written notice.

### **Discharge**

The YMCA-YWCA has the right to end a child's attendance in any child care program should the Y find a program is not right for the child's needs or if the child's behaviour is dangerous to the health and safety of other children, staff or themselves (or if a parent's behaviour or attitude is non-supportive of the program and policies).

This will happen only after staff and parents have tried together to help the child adjust. Notice provided for discharge will vary from 1 month to immediate discharge depending on the severity of the issue or behaviour after discussions with the individual Centre's coordinator and the Associate Vice President, Health, Fitness, Aquatics and Children's Services

### **Absenteeism**

If your child is going to be absent from the program for any reason, please advise staff by phone. Unfortunately, it is not possible for the Y to give families a rebate or reduction of the monthly or daily fee as a result of a child being absent from the program. This includes sick leave, vacation, statutory holidays and bus cancellations. If your child(ren) is going to be absent please notify the EDP staff at 613-864-4810 and/or the coordinator of the program via email.

### **School Cancellation**

In the event school is cancelled, the YMCA-YWCA will provide full day child care from 7AM to 6PM at the Avalon Y programs as long as the cancellation is not for emergency reasons that deem the school unsafe to be in. Depending on the length of school closure, parents may be required to pay an additional fee.

### **Pick up and Drop offs**

Parents are responsible for accompanying the children to their respective program spaces in the morning to ensure the child has safely arrived and is in the care of the Y staff. Children cannot be dropped off earlier than 7AM.

During full day programming all children should be in their program by 9:30AM. A phone call is appreciated if you may be later than 9:30AM

Please inform a staff member if your child will not be attending, or if someone other than a parent will be picking up your child. Children will not be permitted to leave with individuals other than a parent or designated pick-up person unless staff have been notified. In such cases, staff may ask for photo identification. Parents must come to the program area to pick up their child, and must inform staff they are leaving.

### **Parking**

Free parking is available in front of the main doors of Avalon Public School or in the back parking lot found off of Aquaview Dr. Please be advised that the parking lot located near the Preschool entrance is reserved for staff and our preschool families. Vehicles permitted to utilize this parking area have been provided with parking passes.

## **Other YMCA-YWCA Services**

In addition to the Child Care services, the YMCA-YWCA of the National Capital Region offers a variety of services and programs to the community:

### **YMCA-YWCA Memberships – Health and Wellness**

Employment and Newcomer Services

Camping and Outdoor Education

Housing and Support Services

### **Y Strong Kids Annual Campaign**

The Y Strong Kids campaign raises money to enable children and families who need financial assistance to benefit from a Y experience. The funds ensure that the Y is accessible to everyone in our communities. Volunteering and donating are two ways that you can strengthen our YMCA-YWCA's service to the community.

## Appendix A: Program Statement: YMCA-YWCA Licensed Child Care Programs

### Program Statement: YMCA-YWCA Licensed Child Care Programs

In keeping with its mission and its vision, the YMCA-YWCA of the National Capital Region believes in the development of healthy and confident children. Our child care programs are unique because of our commitment to supporting children and their families, and are grounded in the Y's core values of caring, honesty, respect and responsibility. Our programs provide a safe, child centered environment in which children can grow and develop to their full potential. We strive to provide quality care in an environment where each child is actively engaged, creating a sense of belonging and wellbeing, and which supports their capabilities as authentic communicators.

We believe children are competent, capable, curious and rich in potential. Each child is respected and regarded as a unique person. Play is understood to be essential to the healthy social and cognitive development of children and future academic success; children at play are building foundations for learning to read and write, understand mathematics, sciences and technology, as well as building an appreciation for the arts.

**Overriding goals of our programs include but are not limited to:**

**Reflecting a view of children as being competent, capable, curious and rich in potential.**

This is accomplished by:

- Implementing the Y Canada curriculum – Playing to Learn. This child-initiated approach, with an emphasis on play-based learning, allows children to take the lead and explore their interests.
- Encouraging children to make choices, pursue their interests, and try new activities.
- Interacting and talking to children on a regular basis; asking open ended questions during activities to promote increased vocabulary, discovery and self-awareness.
- Responding appropriately and with respect for individual needs.
- Actively engaging in conversation with the children; being aware of their needs; taking the time to really get to know each child and his/her family.

**Promoting the health, safety, nutrition and well-being of the children by providing activities that incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day, and give consideration to the individual needs of the children receiving child care.**

This is accomplished by:

- a) Offering balance, variety and choice between large and small group as well as individual activities; and opportunities for active and quieter play.
- b) Providing daily opportunities for up to 2 hours of outdoor play which include:
  - Time in designated play yards;
  - Neighbourhood walks to local parks and other areas of interest to offer the children in our care a variety of outdoor experiences;
  - Regularly scheduled indoor gross motor time in the gymnasium, indoor climbing structure area, and;
  - Weekly swimming lessons where possible.

c) Providing a full lunch and 2 snacks everyday

- In cooperation with a local catering company, avoiding added sugar and salt whenever possible; working with the Canada Food Guide.
- Supporting a variety of dietary needs whether for allergic or cultural reasons.
- Offering a peanut and nut free setting.
- Supporting relaxed and positive social interactions during meal and snack times where children are encouraged but never forced to try what is offered.

d) Providing a rest time of up to no more than 2 hours

- Children are encouraged to rest quietly on their beds, they are never physically restrained.
- Quiet activities are offered for those who after one hour of rest/sleep are awake.

**Supporting positive and responsive interactions among the children, parents, child care providers and staff and to encourage the children to interact and communicate in a positive way and support their ability to self-regulate.**

This is accomplished by:

- Demonstrating respect for children's feelings and supporting appropriate expression of those feelings.
- Encouraging the children to interact and communicate in a positive way and supporting their ability to self-regulate.
- Enhancing feelings of mutual respect, acceptance, and caring amongst children and adults.
- Supporting the holistic development of children through an approach to child :adult interactions, which is based on respect (respect for self, others, materials and the environment).
- Promoting decision-making and self-discipline on the part of the child resulting in a positive rather than a negative experience

**Fostering the children's exploration, play and inquiry through child-initiated and adult supported experiences; support Positive Learning Environments by planning for and creating positive learning environments and experiences in which each child's learning and development will be supported.**

This is accomplished by:

- Providing programs that foster the children's exploration, play and inquiry;
- Offering balance, variety and choice between large and small group as well as individual activities; and opportunities for active and quieter play.
- Providing child initiated as well as adult-supported experiences.
- Focusing on small group activities that allow for increased opportunities to create authentic learning opportunities.
- Offering a variety in materials and activities that are in keeping with the needs, abilities, interests and developmental age of the children.
- Observing these play experiences staff can then determine what the children are interested in and in turn create a program that both educates and simulates this curiosity in a natural and fun way.
- Recognizing and accepting each child's individuality, differences, and developmental level.

### **Fostering the engagement of and ongoing communication with parents about the program and their children.**

This is accomplished by:

- Respecting family lifestyles, beliefs and traditions.
- Encouraging families to participate and take advantage of daily exchanges, annual surveys and opportunities to volunteer to strengthen our partnership.
- Creating a partnership with the parents based on building trust and being honest.

### **Involving local community partners and allowing those partners to support the children, their families and staff in order to provide the best care and early learning support for each child in our program.**

This is accomplished by:

- Offering support and feedback to local community partners to better support the children, their families and child care staff.
- Developing and maintaining on going relationships various external support systems including but not limited to Children's Integration Support Services, the Ottawa Children's Treatment Centre, CHEO and the Children's Aid Society.

### **Providing support to staff who interact with the children in our child care centres, in regards to continuous professional learning.**

This is accomplished by:

- Providing individual paid time for conference/workshop participation.
- Providing professional leaves of absence to complete on-going studies including, but not limited to, Early Childhood Education diploma programs.
- Hosting all-staff retreats up to twice a year.
- Providing financial support for participation in chosen professional development activities, for annual first aid certification, and for annual membership fees for the College of ECE's as applicable.

### **Effectively documenting and reviewing the impact of the strategies set out in the above goals.**

This is accomplished by:

- Conducting regular staff meetings in which all staff are encouraged to discuss and share observations and development noted in the children in our care as well as opportunities to discuss concerns, share ideas and problem solve as a team. Minutes of the meetings are kept on file.
- Annual third party audits conducted through Y Canada to ensure that Playing to Learn standards are being met and upheld. Information is shared with staff in regards to areas that are going well as well as area on which to focus;
- Annual third party parent satisfaction surveys conducted through Y Ontario/Y Canada with an emphasis on whether or not our programs are meeting family and individual child needs.

## Appendix B: Parent Issues and Concerns:

The purpose of this policy is to provide a transparent and consistent process for parents/guardians, the child care licensee and child care staff to reference when parents/guardians express concerns surrounding but not limited to: Daily flows of program rooms, Operations, Staff, Supervisor, Volunteers, Students and or the Licensee.

Parents are encouraged to be active participants in their child's experiences at the YMCA-YWCA of The National Capital Region. This is achieved by, supporting positive and responsive interactions and fostering engagement of ongoing communication between staff and parents/guardians.

All concerns raised by parents or guardians are taken into careful consideration in a timely matter and will be addressed by the Supervisor of the program or the Vice President of Children's Services, dependant on the nature of the concern **(see Schedule A)**.

Parental concerns may be brought forward verbally or in writing at the discretion of the parent/guardian. An initial response will be provided by the necessary respondent within 2 business days. Details provided to the parent/guardian will respect and maintain the confidentiality of all parties involved. In the event of an open investigation, no details are to be provided without the approval of the Vice President of Children's Services. The findings of the concerns brought forward may be provided to the parent/guardian verbally or in writing, upon request.

Each concern will be treated confidentially and every effort will be made to protect all parties involved. Depending on the nature of the concern, at times other agencies may need to be notified and provided with more detail (e.g. Ministry of Education, College of Early Childhood Educators, Children's Aid Society and/or Local Law Enforcement).

The safety and well-being of all children is our top priority at the YMCA-YWCA of the National Capital Region. This is achieved by practicing high standards for positive interactions, communication and role-modeling to all children and families in our community.

Harassment or discrimination will not be tolerated in any form. If at any point, a parent/guardian, staff or child feels uncomfortable, threatened, or unsafe in any situation, they have the right to report the incident to the centre supervisor and/or Vice President of Children's Services.

All members of the community, parents/guardians and child care workers are required by law to report suspected cases of child abuse or neglect to the local Children's Aid Society (CAS) directly at 613-747-7800. Persons who become aware of such concerns are also responsible for reporting this information to Children's Aid Society as per the "Duty to Report" requirement under the *Child and Family Services Act*.

For more information please visit :

<http://www.children.gov.on.ca/htdocs/English/childrensaidthereportingabuse/index.aspx>

**Schedule A:**

<u>Nature of Concern</u>	<u>Steps for Parents/Guardians to Report Concern:</u>	<u>Steps for Staff and/or Licensee to Respond to Concern:</u>
<p><b>Program Room Related;</b> e.g. daily flows, rest period, toileting, program activities etc.</p>	<p>-Raise concern directly to: the classroom staff OR the centre supervisor</p>	<p><b>Step One:</b> -Address the concern at the time it is raised OR -Arrange a meeting with parent/guardian who brought concern forward within 2 business days</p>
<p><b>Operations Related;</b> e.g. child care fees, hours of operation, waiting lists, menus etc.</p>	<p>-Raise concern to centre supervisor</p>	
<p><b>Staffing, Duty-Parents and/ or Supervisor, Licensee Related*;</b></p>	<p>Raise concern to: -the individual directly OR -the centre supervisor and/or Licensee</p> <p><b><i>*All concerns in regards to the conduct of staff, duty-parents, etc., that puts a child's health, safety or well-being at risk should be reported to the centre supervisor immediately.</i></b></p>	<p><b>Step Two:</b> Document concerns. Documentation should include the following: -the date/time the concern was received -the name and contact information of the person who reported the concern as well as the person who received concern -A timeline/details of the concern</p>
<p><b>Student/Volunteer Related;</b></p>	<p>Raise concern to: -the individual directly OR -the centre supervisor and/or Licensee</p> <p><b><i>*All concerns in regards to the conduct of students or volunteers that puts a child's health, safety or well-being at risk should be reported to the centre supervisor immediately.</i></b></p>	<p>-Steps taken to resolve the concern &amp; any information given to the parent/guardian regarding the next steps.</p> <p><b>Step Three:</b> -Provide contact information for the appropriate person if the person being notified is unable to address the concern.</p> <p>-Ensure the investigation of the concern is initiated by the appropriate party within 2 business days or as soon as reasonably possibly thereafter. <b><i>*Document reasons for any delays in writing</i></b></p> <p><b>Step Four:</b> -Provide parent/guardian with resolution or outcome of concern raised.</p>



**Escalation of Issues or Concerns:**

When parents/guardians are not satisfied with the response or outcome of a concern, they may escalate the issue or concern verbally or in writing to **Cathy Turnbull, Vice President of Children’s Services**.

Concerns related to compliance with requirements set out in the Child Care and Early Years Act., 2014 and Ontario Regulation 137/15 should be reported to the Ministry of Education’s Child Care Quality Assurance and Licencing Branch.

Concerns may also be reported to other relevant regulatory parties (e.g., Ottawa Public Health, Local Police Department, College of Early Childhood Educators, Ontario College of Teachers, Children’s Aid Society). Please see **Schedule B** for the above mentioned contact information.

**Schedule B:**

<b><u>Contact Name</u></b>	<b><u>Contact Number</u></b>
<b>Cass Inglis</b> , Senior Coordinator Avalon Y Child Care	613-824-2681 ext.1 or <a href="mailto:cass.inglis@ymcaywca.ca">cass.inglis@ymcaywca.ca</a>
<b>Cathy Turnbull</b> , Vice President of Child Care, Human Resources, Housing, Newcomer and Employment Services	613-237-1320 ext. 5015 or <a href="mailto:cathy.turnbull@ymcaywca.ca">cathy.turnbull@ymcaywca.ca</a>
<b>Ministry of Education</b> , Licensed Child Care Help Desk	1-877-510-5333 or <a href="mailto:childcare_ontario@ontario.ca">childcare_ontario@ontario.ca</a>
<b>Ottawa Public Health</b>	613-580-2400 or <a href="mailto:healthsante@ottawa.ca">healthsante@ottawa.ca</a>
<b>Police Department</b> (non-emergency)	613-236-1222
<b>College of Early Childhood Educators</b>	416-961-8558 or <a href="mailto:practice@college-ece.ca">practice@college-ece.ca</a>
<b>Ontario College of Teachers</b>	416-961-8800 or <a href="mailto:info@oct.ca">info@oct.ca</a>
<b>Children’s Aid Society- Ottawa</b>	613-747-7800



**YMCA-YWCA of the  
National Capital Region**

If you wish to contact your child's teacher, please call the program number directly.

**Avalon Y Child Care**

613-824-2681 x 1 – Coordinator

[cass.inglis@ymcaywca.ca](mailto:cass.inglis@ymcaywca.ca) OR

[staff.designateavalon@ymcaywca.ca](mailto:staff.designateavalon@ymcaywca.ca)

Vice President of Child Care, Human Resources,  
Housing, Newcomer and Employment Services

613-237-1320 x 5015

To learn more, please visit [ymcaywca.ca](http://ymcaywca.ca)