



**YMCA of  
Oakville**



**YMCA  
Child Care  
Family  
Handbook**

# Welcome to YMCA Child Care!

Choosing a child care provider is a big decision and we thank you for putting your trust in us. As one of the most trusted providers of licensed child care for children 18 months to 12 years in Oakville, we offer all children opportunities to learn, grow, thrive and lead. Our positive, safe and nurturing environments help provide children with the tools and resources they need to reach their full potential!

Our *YMCA Playing to Learn* curriculum guides our work with our toddler and preschool children. This nationally recognized curriculum is based on the widely accepted philosophy that young children learn best through play. Our qualified early childhood educators facilitate play experiences that will help your child develop foundational skills in language and literacy, mathematics, science and technology and the arts. These foundational skills help to foster a life-long appreciation for learning that will ultimately assist your child in achieving future academic success.

Our before and after-school programs for kindergarten and school-age children are grounded in some of these same principles. Our teachers observe the interests of your child and plan an active, engaging play-based program centred around those interests. Our before and after-school programs are designed to develop and enhance social skills like leadership, teamwork, problem solving and conflict resolution. They provide ample opportunity for choice and are designed to help children form meaningful relationships with their peers and feel connected to their community.

The YMCA of Oakville is also a charity with deep roots in our community. For the past 50 years, we have been responding to the needs of Oakville with a variety of programs and services focused on improving the health and well-being of people in our community. Through programs like child care, we help young people learn values and positive behaviours in an environment where they truly belong. By doing this, we help them become confident kids today and contributing, engaged adults in the future.

*"I was so happy to have the YMCA after care program available to us at my daughter's school.*

*My child is safe and happy and I never have to worry about her."*

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At the YMCA of Oakville, we know that access to high quality child care is critical for families. We provide a positive safe and nurturing environment, where children have the tools and resources to enhance their social, intellectual, physical and emotional development. Our educators believe that every child is competent, capable of complex thinking and curious and rich in potential.

Our YMCA creates rich learning environments where all children can reach their full potential. Our program philosophy aligns with the four foundational conditions that are outlined in the Ministry of Education's, "How Does Learning Happen?" Ontario's Pedagogy for the Early Years. The YMCA is committed to creating rich learning environments for children to reach their full potential

We appreciate each child's uniqueness and view the child's growth and development in a holistic manner. We know that children thrive in quality programs that provide choice, opportunities for leadership, focus on strengths, promote the development of skills and foster positive relationships.

As a values-based organization, we work to incorporate the YMCA core values of caring, honesty, respect, responsibility, health and inclusiveness into everything we do.

## YMCA Curriculum

### Toddler and Preschool Program

*YMCA Playing to Learn* is a research-based early childhood education curriculum. It is a unique and forward thinking approach to early learning that recognizes play as the primary way children learn and develop. We know that when child's play is supported by caring, responsive professionals their innate competence, capacity, curiosity and potential will be realized.

Our early childhood educators possess the training, values and skills required to care for children and their families. Our educators support your family by;

- Observing, documenting and communicating regularly about your child's progress
- Planning activities based on the observed interests, reactions and cues of the children
- Fostering healthy social connections among children

### YMCA Healthy Child Development

Our before and after-school programs are designed to develop and enhance social skills like leadership, teamwork, problem solving and conflict resolution.

They provide ample opportunity for choice and are designed to help children form meaningful relationships with their peers and feel connected to their community. Your child will have many opportunities to participate in a wide range of indoor and outdoor play, and physical activity on a daily basis.

YMCA before and after-school experiences are based on our *YMCA Healthy Child Development* framework.

The *YMCA Healthy Child Development* framework aims to:

1. Increase participation by children in high quality YMCA programs
2. Improve health for children – reduce risk factors for chronic disease, lower childhood obesity levels
3. Increase evidence of positive developmental assets in children

As part of this framework, our YMCA before and after-school programs follow the guiding principles of play, relationships and health.

Play allows children to:

- improve and maintain physical, mental and spiritual health
- release stress and build resiliency skills
- have fun

Relationships allow children to:

- build positive connections with peers
- learn how to effectively problem solve and appreciate varying perspectives
- develop their ability to express empathy

A focus on health allows children to:

- learn how to eat healthy and be physically active
- develop healthy relationships with others
- foster a healthy spirit

Our before and after school program provides opportunities for children to start and end their day by having fun, building relationships and getting active. Our morning programs begin at 7:00 a.m. and operate until school starts. The afternoon program begins when school is dismissed and operates until 6:00 p.m.

Our planning is based on the interests of the children and may include, but is not limited to:

- board games, arts and crafts
- dramatic play, block play and construction
- science and discovery
- low organized games and sports
- outdoor play
- quieter areas for reading, homework completion

A nutritious snack is offered every morning and afternoon.

### Weemarkable™

Connecting you to the small moments and big milestones

Weemarkable is the window into your little one's day - from wherever you are. It's the app YMCA families love to get notifications from as they receive messages and photos sharing in their child's excitement and fun. Built with YMCA educators and families, this educator to parent communication app enhances the child care family's understanding about their child's learning, development and centre activities while establishing strong, transparent relationships with educators. Built to support YMCA educator documentations observations, Weemarkable streamlines information and provides an overview of each child at just a tap. Weemarkable is built with the privacy and security of families in mind. It is easy to use and available for free download for Apple and Android devices.

*Weemarkable™ is a trademark of the YMCA of Hamilton|Burlington|Brantford.*



### YMCA Curriculum Goals and Approaches

YMCA educators design a daily schedule that meets the needs of the children and provides for a balance of activities throughout the day. Consideration is given to each child's individual age, developmental level, energy level and their interests.

Generous opportunities for children to explore, play and inquire are included both indoors and outdoors. Active and quiet play are interwoven throughout the day. The daily schedule is flexible however young children thrive on regular schedules and feel secure when they can predict what will occur throughout the day. Therefore, snacks and mealtimes are consistent as is the rest period in the afternoon for young children.

### Child Initiated and Adult Supported Experiences

Children and parents are warmly greeted upon arrival and after a brief check-in to share news from the evening before, the children get down to the serious business of playing.

The room is set up with a variety of intentionally planned activities that support the observed interests of the children. The children might join some friends at the creative table to work collaboratively on a collage, or they might work on a Lego structure that they safely stored on the counter to complete the next day.

There are no expectations imposed by the educator or curriculum on where children play, or whom they play with, or how long they play at one activity. That is for the child to choose based on their interests.

You may overhear a small group of children in the dramatic play centre dressed in costumes acting out a scene of "family members and baby at the doctor". The educator has been assigned the role of the "doctor" by the children and takes this opportunity to ask the children questions that expand their understanding of what happens at a check-up.

The following day, the educator supports the children's interest by adding books about doctors and hospitals to the dramatic play centre hoping to build on the children's interest and spark more questions and play – resulting in more learning.

## Fostering Exploration Play and Inquiry

Children are born with a natural sense of curiosity and wonder. They play naturally.

As parents and educators, we watch children explore their world through their senses, repetition of tasks, imitation, asking questions, pretending. What are children really doing? Children are putting together all the pieces of how the world works through exploration, play and inquiry.

YMCA educators understand the importance of play. They foster, expand and scaffold this natural talent called play by being:

- active participants
- planners
- reflective practitioners
- architects of the playscape
- reporters
- keen observers
- collaborators

Observing a day-in-the-life of a YMCA child care program, you will note that the majority of activities are directed by the children. Children decide where, when, what and how they wish to play. Their decisions are based on their interests and curiosity. The educator responds by adapting the environment by adding new toys, materials and equipment, posing questions, and being a play partner. This sets the stage for further play, inquiry, discovery and learning. The educator's role is to support play so that learning and development flourishes.

## Encouraging Children to Interact, Communicate and Self-Regulate

The YMCA believes that it is the role of the adult in a child's life to support them to learn how to interact effectively with the world around them including other children, adults, and the environment.

Generally self-regulation involves gaining a degree of control over one's bodily functions and impulses, managing one's emotions, changing one's behaviours and maintaining focus or attention on something or someone.

Some of the approaches implemented by YMCA educators to set the stage for positive interactions and enhance social engagement among children include:

- providing small group experiences that allow for more individualized adult attention
- role-modelling inclusive, respectful, and collaborative interactions with children and adults
- ensuring that the learning environment is flexible, so they can respond in the moment and build on or scaffold the children's interest
- ensuring that toys, equipment, and materials are plentiful and available to children at all times
- providing children with the freedom to make choices
- engaging as a play partner with children, educators are able to demonstrate pro-social skills including promoting discussion, problem solving skills when conflict arises, and understanding how their actions affect others
- attending trainings that address self-regulation and resilience

## Planning Learning Environments to Support every Child's Learning

At the YMCA we recognize that the parent is the child's first teacher, the YMCA educator is the second teacher and the learning environment is the child's third teacher.

The YMCA's unique approach to planning and creating learning environments supports children's play so that early learning and healthy development is maximized.

In our child care centres we have created home like environments that include calming colours, soft furnishings, items from nature like plants and pets, family photographs, and accessories that are intended to make children feel comfortable and safe.

YMCA educators understand that children learn holistically not in one area of development at a time. We understand that riding a tricycle involves gross motor and fine motor skills, but the play children engage in while riding a tricycle involves many more – communication skills, social skills, etc.

Therefore, you may find books, paper and crayons in the block area because children are using these items to figure out how to build a bridge from one shelf to another. Or you may find playdough in the dramatic area where children are making pizza. And on a beautiful day you may see indoor furniture moved outdoors to take advantage of the weather.

*"She bonded with the educators there and I felt like they really cared about her."*

## YMCA Educators

YMCA child care educators go through a comprehensive interview and selection process. They are required to submit three employment references, plus a current police records check with vulnerable sector screening prior to starting with us.

Our team is selected based on their maturity, education, experience working with children and families, and their ability to role model YMCA values. Our educators have many opportunities for ongoing professional development through internal and external training sessions and our annual before and after-school conference.

All educators are required to adhere to a number of YMCA policies and procedures, as well as Ministry of Education requirements. An annual review of our policies and procedures ensures that our team is knowledgeable and prepared to handle any situation.

## College of Early Childhood Educators

The College of Early Childhood Educators is the professional self-regulatory body for early childhood educators (ECE's) in Ontario. The College mandate is to protect the public's interest and ensure quality and standards of practice of early childhood educators. YMCA educators with an Early Childhood Education diploma or degree must hold a current, clear membership with the College. Memberships must be renewed on an annual basis.

## Volunteers and Students

At times, YMCA programs are enhanced by the involvement of volunteers and placement students. Volunteers and placement students also go through a formal interview process and are required to provide the YMCA with three professional references. Additionally, they provide the YMCA with a current police records check with vulnerable sector screening prior to being placed in our programs.

Volunteers and placement students are oriented to the centre they will be placed at, and review and sign-off on all YMCA policies and procedures. They are also required to adhere to the Ministry of Education requirements for licensed child care.

Our volunteers and placement students are not responsible for and are never left alone with children. They are always under the supervision of a paid YMCA educator.



## Ministry of Education

Our partners from the Ministry of Education help us to deliver on our promise to ensure high quality programs that support the healthy growth and development of children. We work with our Halton school administrators, principals and teachers to ensure every child has a positive, safe school community.

Additionally, all YMCA licensed child care centres adhere to the criteria set out by the Ministry of Education, and we are inspected annually to confirm compliance with the regulations. As you enter your child's centre you will see the current license issued by the Ministry of Education. If you have any questions about the license of the centre, you are encouraged to speak directly with the child care supervisor.

As a licensed child care provider, YMCA educators have the responsibility to report serious occurrence incidents to the Ministry of Education, Quality Assurance and Licensing within 24 hours. To support transparency and access to information, a "serious occurrence notification form" will be posted at the centre for 10 days following an incident. This posting provides our families with a brief overview of what happened and what kind of follow-up will happen, while protecting the privacy of individuals involved.

Many factors lead to a serious occurrence report. A serious occurrence does not necessarily mean that an operator is not complying with licensing requirements, or that children are at risk. The policy supports the government's efforts to increase access to information about licensed child care programs in Ontario.

## Quality First

Our YMCA partners with Quality First to ensure a consistent level of high quality programs. Quality First is an initiative that provides all licensed child care programs in the Halton region with the opportunity to participate in a developmental model for quality improvement. It is designed to facilitate positive, meaningful and sustained change in the delivery of quality care and learning in Halton region. Our partners at Quality First support the professional development of our educators by providing training and in-centre support.



## Family Partnership

Our commitment to provide high quality child care involves remaining knowledgeable with current research in child development and working in partnership with our families. At the YMCA we understand that young children flourish in all areas of development when they are in positive and responsive relationships with adults. YMCA educators build a foundation of trust with children by being sensitive, responsive and caring.

YMCA educators create an inclusive and respectful environment to foster positive, equitable, and collaborative relationships. When children feel safe, secure, valued and contributing members of their world they're able to explore, discover, try new things, grow, learn and develop. We believe that our expertise in child care is only one part of ensuring every child has the best experience possible. We rely on our families to work side by side with us in order to better understand and respond to individual needs. We encourage our families and our educators to exchange information regularly. We have an open-door policy and encourage our families to spend time in the program with their child when possible.

We use a number of strategies to ensure open communication with our families, and they include:

- informal information sharing during drop-off and pick-up times
- phone calls and emails
- celebrations and family engagement events (e.g. YMCA Strong Community campaign events)
- meetings
- photographs of children at play
- posting program plans that include observations of children's interests and activities
- website updates and e-blasts
- annual parent satisfaction survey (third party administered)
- Weemarkable – a YMCA app used to enhance family's understanding about their child's learning and development and provide access to important child care information. (Toddler and Preschool programs)

Our parent satisfaction survey is administered to our toddler, preschool, and before and after-school families on an annual basis. We encourage all of our families to complete the short online survey as it is used as a tool to get feedback and gain insight into how we can continuously improve the quality of our programs. The feedback offered on these surveys helps guide our decisions and helps us to develop plans to address any gaps in quality.

## Family Concerns and/or Complaints Process

The YMCA is committed to service excellence in the delivery of programs, services and supporting our charitable mandate. We do recognize that from time to time, there may be concerns/complaints that may arise.

While it is our hope that families can resolve any complaints at the centre level, we do have a process in place that outlines how concerns can be escalated and resolved:

- All issues and concerns raised by parents/family members will be taken seriously by the YMCA and will receive follow up. Every effort will be made to address and resolve any concerns to the satisfaction of all parties and as quickly as possible.
- Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/family will respect and maintain the confidentiality of all parties involved.
- An initial response to a concern will be provided to parents/guardians within 1-2 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.
- Each concern will be treated confidentially, and every effort will be made to protect the privacy of parents/families, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, Children's Aid Society or a law enforcement agency).
- Our organization maintains high standards for positive interactions, communication and role-modeling for children. Harassment and discrimination will not be tolerated from any party. If at any point a parent/family member, or YMCA staff member feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

## Who to Call? Escalations of Concerns

We hope that families have developed a collaborative, trusting relationship with their child's teachers and centre supervisor and have full confidence in reaching out to resolve issues at the centre level. If families feel that their concerns have not been heard/addressed, please see the contact information below:

### Child Care Directors

Please refer to the directory found in this handbook

### General Manager, Child Care

Lorraine Pettinato: (905) 845-5597 ext. 240 or lorrainepe@oakville.ymca.ca

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 Licensing Branch.

Concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

**Licensed Child Care Help Desk:** 1-877-510-5333 or childcare\_ontario@ontario.ca

### Concerns about the Suspected Abuse or Neglect of a Child?

Everyone, including members of the public and professionals who work closely with children, are required by law to report suspected cases of child abuse or neglect.

If a parent/family member expresses concern that a child is, or is at risk of being abused or neglected, the parent will be advised to contact **Halton Region Children's Aid Society** at (905) 333-4441 directly.

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to Report" requirement under the Child and Family Services Act.

For more information, visit <http://www.children.gov.on.ca/htdocs/English/childrensaidd/reportingabuse/index.aspx>

## Inclusion

The YMCA of Oakville, in keeping with our mission and core values, believes in the development of healthy and confident children. We're committed to treating all children with dignity and respect and helping them grow and develop to their full potential in a supportive environment.

We know that an inclusive environment allows children to take risks, challenge themselves, develop their skills and have a place to truly belong. Other benefits include teaching children to:

- develop a better understanding and appreciation of differences
- learn to show respect for self and others
- learn from, and with, their peer group
- more fully participate in the community and transition into school

Our full-day and before and after-school programs are primarily designed for children who can participate in group care experiences. We adhere to the staff to child ratios as legislated by the Ministry of Education – Child Care and Early Years Act. As such, our ratios are as follows:

- |                                      |      |
|--------------------------------------|------|
| • Toddler (18 months-2.5 years)      | 1:5  |
| • Preschool (2.5 years-3.8 years)    | 1:8  |
| • JK/SK (3.8 years-6 years)          | 1:13 |
| • Primary/Jr School Age (6-12 years) | 1:15 |
| • Junior School Age (9-12 years)     | 1:20 |

There will be times when children require additional support in our programs to experience success. In order to meet the individual needs of the children in our programs we:

- consult with our families to learn more about their child's individual needs and explore ways we can partner to ensure consistency between home and school
- strive to adapt the environment and programs to meet the needs of the child (where possible)
- work with our community partners to enhance our ability to support children through training and consultation
- provide additional in-centre supports (where possible)



## Child Guidance

Our educators are trained to support children to make good decisions, to help them become more independent, and to take personal responsibility for their behaviour. As a values-based organization, we encourage children to show respect for themselves, others and their environment. Our educators help children develop these important life-skills by setting limits, creating boundaries and establishing standards for appropriate behaviour.

Any practice based on harmful disciplinary methods that affect the emotional or physical well-being of a child are not permitted in any YMCA child care programs. A copy of the YMCA Child Care Guidance Policy is available from the child care director upon request.

These prohibited practices include the following:

- Corporal punishment of the child (which may include but is not limited to hitting, spanking, slapping, pinching);
- Physical restraint of the children, including but not limited to 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;
- Locking the exits of the child care centre 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 a part of the licensee's emergency management policies and procedures;
- 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;
- Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- Inflicting any bodily harm on children, including making children eat or drink against their will.

No educator, volunteer or student who is on an educational placement, shall engage in any of the prohibited practices with respect to a child receiving child care.

## Monitoring Procedures

The YMCA recognizes that how adults interact with children impacts their overall learning, development health and well-being.

The following measures will be implemented to ensure that educators understand and follow through with supporting positive interactions between children, families and educators.

All educators, students and volunteers are expected to comply with the YMCA's stated policy and procedures, and the association's Child Care Program statement.

Annually, educators will receive training on the Associations Policies and Procedures, including Child Protection and Prohibited Practices.

All educators will acknowledge that they have reviewed and understand these policies and procedures by completing a Policy and Procedure Checklist that is dated annually, including the educator's signature and the signature of their immediate supervisor.

YMCA educators are fully committed to safeguarding the welfare of all children in our care. Educators recognize their responsibility to promote safe practices and to protect children from harm, abuse, and exploitation. Our educators are trained in the identification and reporting requirements of suspected abuse, as outlined in the Child and Family Services Act.

In some cases, group care does not meet the needs of every child. If a child's behaviour threatens the safety of other children, staff or volunteers and/or poses an ongoing disruption to the program, the child may be suspended and/or removed from the program. Removal from the program is considered in more extreme situations and is at the discretion of the YMCA.

The following additional situations may be considered cause for withdrawal of care at the discretion of the YMCA:

- non-payment of child care fees
- chronic late pick-up of child
- situations that require specialized services that the YMCA is unable to provide
- parents or other family members who exhibit abusive and/or disrespectful behaviour toward YMCA educators, volunteers, other children and other families
- refusal by the parent/guardian to meet with YMCA educators and/or consent to the use of support services for their child

## Promoting Health, Safety and Well-Being

The YMCA of Oakville provides a vital service to families ensuring that children are in a safe, nurturing environment that fosters independence and well-being. We believe that a healthy lifestyle begins at an early age.

### Nutrition

For the convenience of busy working families, all of our licensed child care programs offer a food service. Food is prepared through a catering company or by an on-site YMCA staff member, who is trained in food handling.

Our full day toddler and preschool programs offer two nutritious snacks and a variety of fresh fruit, as well as a nutritious lunch every day. Our before and after-school programs offer two nutritious snacks (morning & afternoon) and a variety of fresh fruit and non-perishable snacks each day.

Our snack menu follows the legislated requirements outlined in the Child Care and Early Years Act. Additionally, we follow the Canada's Food Guide. Every snack or meal incorporates a minimum of 2 of the food groups. Our snack menus are posted at each location for your information.

Due to the number of children with allergies and food restrictions, our YMCA discourages food from home in our program. We do recognize that there will be times in our before and after-school programs when children are expected to bring their own lunch (i.e. PA days and holiday program). In these instances, we ask for your cooperation in not sending any snacks/lunches that contain nuts, peanut or peanut products

### Health and Illness

The health and safety of the children in our programs is our primary concern. As partners in your child's care it is important that we work together to prevent infectious diseases and illness from spreading. Please ensure that you have made arrangements for your child in the event of illness.

If your child becomes ill while in our care, he/she will be supervised away from other children and you will be contacted and asked to pick up your child. If we are unable to reach you, we will call your emergency contact as indicated on your registration form, to pick up your child.

Children should not return to the program until they are able to fully participate in all aspects of our program, including outdoor activities. For some illnesses, there is a specific program exclusion period that we ask families to adhere to. For more detailed information, please speak directly with the child care supervisor

All children must have an updated immunization record or provide a letter of exemption prior to participation in our licensed child care programs.

### Allergies/Anaphylaxis

Anaphylaxis is a serious allergic reaction that can be life-threatening. This allergy can include, but is not limited to, food, insect bites, medicine and environmental conditions. We have many children in our care who have a life-threatening allergy and we take every measure to ensure their safety.

Protecting children with life-threatening allergies is a shared responsibility. Parents who have children who have been diagnosed with an anaphylactic allergy must provide a detailed individual emergency plan for their child and are required to train/orient all centre staff and volunteers on their child's emergency plan prior to the first day of care. It is the parent's responsibility to inform centre staff of a child's allergy at the time of registration and provide an annual update of any allergy changes.

YMCA educators are certified in Standard First Aid and infant and child CPR and have been trained to effectively use an auto-injector in the event of a severe allergic reaction. We will inform families within our programs of any anaphylactic allergies and will request that the causative agents are not brought into the program. An information sheet indicating the type of anaphylactic allergy will be placed in the child's file and each child's individual emergency plan will be posted in all classrooms and food service areas.

### Medication

Our educators can administer prescription medication in the original container. The medication must be affixed with the original pharmacist's label and must include the following information: **name of the child, medication prescribed, dosage, duration, expiry date.**

Over the counter medication will only be administered to your child when it is sealed in the original container and labelled with the following information: **name of child, medication prescribed** (i.e. *children's Tylenol*), **dosage, duration, expiry date, reason for administering**.

In each case, we ask our parents to complete a YMCA medication form that authorizes the administration of medication. Educators can only administer dosage that is on the label. If a different dosage is suggested, a doctor's note must be provided. If you would like our educators to apply creams (i.e., sunscreen, diaper cream, moisturizer), you will be asked to complete a YMCA Permission to Apply form.

### **Outdoors**

An important component of all of our licensed child care programs is outdoor play. Daily, children will participate in outdoor activities and it is important that our families send their children with appropriate clothing for the weather conditions. Clothing should be comfortable enough for children to fully participate, and your child's belongings should be clearly labeled with their name.

### **Inclement Weather**

During extreme weather alerts including heat, smog and wind chill advisories children will not participate in outdoor activities, and an alternate in-centre program will be implemented.

In the event of severe weather conditions, the school board may make the decision to adjust their school hours and dismiss the children early. If this happens, a YMCA staff member will contact each family and ask them to pick up early. Families will not be refunded for the day.

In some cases, the school board will close for the day, and our YMCA will also close. These decisions are usually made in the early morning and are posted on the school board's website. Families can also check the YMCA website for the latest updates or tune into the local radio and television stations. Families will not be refunded for the day.

If the school is closed during our program time due to an emergency, YMCA staff will re-locate the children to the emergency evacuation site and will contact all families to notify them.

### **Smoke Free**

In accordance with the Smoke-Free Ontario Act, no person shall smoke tobacco in or around the child care centre at all times. This includes playgrounds, school property and surrounding areas.

### **Impaired Parents/Guardians**

The safety of the children in our care is our top priority. As such, our educators have been instructed to follow specific procedures should a parent or guardian who is impaired comes to pick up their child. Educators will request that the parent or guardian arrange for a taxi service or contact an alternate person who can be responsible for driving them home safely. If this practice is not followed, our educators have been instructed to contact Halton Police Services.

### **Emergency Management**

The safety and protection of children at the YMCA is of paramount importance. To ensure the wellbeing of children in our care, the YMCA has developed a detailed emergency management plan which provides critical response instructions for YMCA educators in the event of an emergency in our child care centre. Our Emergency Management Plan includes:

- The roles and responsibilities of YMCA educators in the event of an emergency
- Clear instructions on key action steps required in the event of an emergency
- Expectations regarding communications with parents and caregivers
- Expectations on required emergency contact to local response agencies
- Instructions on the documentation and post-emergency action steps for educators following resolution on an emergency

In the event of an emergency, parent will be called, and a notification will be placed on the main entrance of the centre. A statement will also be pushed out through YMCA social media platforms (Facebook and Twitter). YMCA Educators review all emergency management procedures on an annual basis.

## Hours of Operation

Full-Day Child Care  
(toddler & preschool)  
Monday to Friday  
7:00 am – 6:00 pm

Before and After-School  
(JK/SK – 12 years) Monday to Friday  
7:00 am until school starts  
School dismissal until 6:00 pm

Our full-day child care programs operate 12 months of the year, while our before and after-school programs operate from September to June. Please see below for PA Day & School Break information.

## Dropping Off and Picking Up Your Child

It is important that all children are under the supervision of an adult always. To ensure this practice, we require all parents to drop off and pick up their child directly in the YMCA program space. Upon arrival and departure, a YMCA educator will greet you and your child and indicate the time of arrival and the time of departure on our attendance.

YMCA educators will only release your child to those who are indicated on the registration form as people who are authorized to pick up your child. This includes parents/ guardians and emergency contact people. It is very important that we have updated contact information always. If your contact information changes, please notify the child care supervisor.

There will be times when you would like to have someone different pick up your child from care. If this happens, you are required to provide either written and/or verbal consent to a YMCA staff member. If this person is unknown to the staff, they will be required to show photo identification. Please ensure the person you ask to pick up your child is aware of this expectation, so they come prepared.

**Please note:** we will only release the children in our care to an individual who is 16 years of age or older.

## Late Picking up your Child?

To accommodate the needs of busy working families, all of our child care centres open at 7:00 am and close at 6:00 pm. It is very important to ensure that your child is picked up at the centre every day no later than 6:00 pm. If you anticipate being late, please plan for an alternate pick up.

To respect the schedules of our YMCA staff members, our YMCA has a late fee policy in effect. Families who arrive after 6:00 pm will be required to make payment directly to the staff on duty within 48 hours. Our late fee is levied at a rate of \$15.00 for every 15-minute increment, starting at 1 minute past the program time. For example:

6:01 pm – 6:15 pm	\$15.00
6:16 pm – 6:30 pm	\$30.00

**Please note:** we do not issue receipts for late payments.

Should you be late, every effort will be made to reach you and your emergency contact person. If we have not been able to contact someone to pick up your child by 7:00 pm a call will be placed to Halton Children's Aid Society for consultation.

Families who are late more than three times will be asked to find alternate child care for their child.

## Parental Access Procedure

The YMCA of Oakville does not have the legal right to deny a parent or authorized pick-up person access to his or her child if we have proper notification and written notice of release.

If parents have legal joint custody of a child, then the child may be released to either parent provided both names are listed on the registration form and the YMCA educator is familiar with the individual.

If only one parent has legal custody of a child, a current original letter/agreement from the courts indicating the visitation schedule and any restrictions is required on file. This is required by our YMCA by the first day your child attends our program.

## If Your Child Will be Away

To ensure the safety of the children in our programs, we ask all parents to notify their child's centre if he/she will be absent for the day. Each of our child care locations has a direct phone line, and email address where you can either speak directly with a YMCA educator or leave a message. For a complete phone and email listing of our child care centres please visit our website at [ymcaofOakville.org](http://ymcaofOakville.org).

"My son loves the Y!  
He's always outside  
playing or doing  
crafts and learning  
something new!"

## PA Days and School Breaks

We recognize the needs of busy working families, and therefore our YMCA offers full day programs for children 3.8 to 12 years on all professional activity breaks. Please visit our website at [ymcaofoakville.org](http://ymcaofoakville.org) to see a listing of program locations and to register your child. If your child care fees are subsidized through Halton region, you will need to register your child for PA days directly at the Peter Gilgan Family YMCA at 410 Rebecca Street.

Our full-day programs offer children many activities and opportunities to be active and creative and will often include a special guest. Some locations offer trips. We also offer a full-day program during the Holiday break and throughout the March Break.

If you are looking for a program for your child 3.8 to 12 years, our YMCA offers a wide variety of summer day camp programs at 5 locations. Extended hours and bus transportation is available. Registration for summer day camp starts January 30, and our brochure is available for families towards the end of January. For more information, please visit our website at [ymcaofoakville.org](http://ymcaofoakville.org).

## Statutory Holidays

YMCA Child Care programs are closed on the following holidays:

- New Year's Day
- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- Civic Holiday
- Labour Day
- Thanksgiving Day
- Christmas Day
- Boxing Day

**Please note: fee payment is required for all statutory holidays.**

All child care programs will close early on Christmas Eve and New Year's Eve.

## High-Quality Child Care for Every Child

We believe that every child deserves to be nurtured to reach their full potential and thanks to caring donors, we're here to help.

## Megathon

In early June, children in YMCA child care and before and after-school programs are focused on healthy activity and the importance of giving back to help those in need by raising funds for the YMCA through Megathon events. The children decide on the activities and help plan the fundraisers. Please consider supporting your community by donating to your child's Megathon event!

## Your support changes lives

Make your gift to YMCA Strong Community and help create more opportunities for people in our community to become healthier, stronger, more confident and reach their potential. You can donate online anytime by visiting our website at [ymcaofoakville.org/donate](http://ymcaofoakville.org/donate)



**Registration**

Registration in our child care programs is now perpetual. This means that you will only be asked to complete your registration forms at the time of registration. Please note: Full Time care - Monday to Friday Registration takes priority from Part Time care. Part Time care is available on a limited basis.

**Changes to Your Registration**

**Withdrawal**

You will continue to be registered in your YMCA child care program until we receive **1 month written notification** of a change or withdrawal. Your child care payments will continue to be automatically withdrawn monthly and will reflect the current child care fee schedule.

**Transfers or Program Changes**

If you need to transfer from one YMCA location to another, simply contact your child care supervisor to make your request.

**Method of Payment**

We know some families would prefer to pay their child care fees directly from their credit card monthly, so switching from bank account withdrawals to credit card withdrawals is easy! Please contact the child care supervisor.

While we want to meet the needs of our families, please speak with your centre supervisor before submitting your written request to ensure that we are able to accommodate you.

**Interest List**

For more information on our interest list policy, please visit our website at [ymcaofoakville.org](http://ymcaofoakville.org).

**Child Care Fees**

Child care fees are paid on a monthly basis and can be paid by VISA, AMEX, MasterCard or by pre-authorized debit. If you are paying by credit card, payments will be processed on the 22nd of each month and if you are paying directly from your bank account, payments will be processed on the 15th of each month. Please be advised that an NSF fee of \$20.00 will be applied to your account in the event your child care payment is declined. Should child care fees continue to be in arrears, child care services may be withdrawn at the discretion of the YMCA.

Please refer to the most current fees schedule found in your registration package or on our website for more information.

**Subsidized Child Care Fees – Halton Region**

The YMCA of Oakville holds a Purchase of Service Agreement with Halton Region. This partnership allows us to meet the needs of families in our community who are unable to pay the full cost of licensed child care. To learn more about how you can apply for child care fee subsidy please contact Halton Region at (905) 825-6000.

**YMCA Financial Assistance**

Today, child care is a significant factor in the way many Canadian children live, learn and grow. For families who are struggling, the cost of high-quality child care can be beyond reach. Halton Region helps struggling families afford the cost of child care, but there are times when this support is not enough. We believe that every child deserves to be cared for by compassionate professionals in a safe, nurturing environment.

If your family needs financial support, please speak directly with the child care supervisor to learn more.

Thanks to our donors, affordable high-quality child care is within reach for families in need.

**Tax Receipts**

The YMCA of Oakville issues official tax receipts to families on February 28th of each year. Tax receipts can be found online at [ymcaofoakville.org](http://ymcaofoakville.org).

If you have any problems accessing your child care tax receipt, please contact us directly at (905) 845-3417.



YMCA Child Care Locations	Ages	Alternate Phone Number
<b>Abbey Lane</b> 1160 Old Abbey Lane (905) 510-0768 abbeylanesacc@oakville.ymca.ca	3.8-12 yrs	Peter Gilgan Family YMCA  Joyce Kalaw (905) 845-5597, ext. 305
<b>Captain R Wilson</b> 2145 Grand Oak Trail (905) 808-4753 captainwilsonsacc@oakville.ymca.ca	3.8-12 yrs	Peter Gilgan Family YMCA  Joyce Kalaw (905) 845-5597, ext. 305
<b>Eastview</b> 2266 Hixon Street (905) 510-0937 eastviewsacc@oakville.ymca.ca	3.8-12 yrs	Peter Gilgan Family YMCA  Gillian Beaver (905) 845-5597, ext. 304
<b>EJ James</b> 338 Cairncroft Drive (289) 681-1211 ejjamessacc@oakville.ymca.ca	6-12 yrs	Oakville Trafalgar Child Care Centre  Marta Olczak (905) 338-7755
<b>Emily Carr</b> 2255 Pine Glen Road (905) 580-6342 emilycarrsacc@oakville.ymca.ca	3.8-12 yrs	Oakville Trafalgar Child Care Centre  Jan Spiers (905) 338-7755
<b>Falgarwood</b> 1385 Gainsborough Drive (905) 510-6934 falgarwoodsacc@oakville.ymca.ca	3.8-12 yrs	Oakville Trafalgar Child Care Centre  Jan Spiers (905) 338-7755
<b>Forest Trail</b> 1406 Pine Glen Road (905) 808-0205 foresttrailssacc@oakville.ymca.ca	6-12 yrs	Peter Gilgan Family YMCA  Joyce Kalaw (905) 845-5597, ext. 305
<b>Gladys Speers</b> 2150 Samway Road (905) 510-6904 gladyspeerssacc@oakville.ymca.ca	3.8-12 yrs	Peter Gilgan Family YMCA  Gillian Beaver (905) 845-5597, ext. 304
<b>Holy Family</b> 1420 Grosvenor Street (905) 510-3904 holyfamilysacc@oakville.ymca.ca	3.8-12 yrs	Oakville Trafalgar Child Care Centre  Jan Spiers (905) 338-7755
<b>James W Hill</b> 2860 Kingsway Drive (905) 580-6759 jameswhillsacc@oakville.ymca.ca	3.8-12 yrs	St. Luke Child Care Centre  Stacey Willins (905) 829-0868
<b>Joshua Creek</b> 1450 Arrowhead Road (905) 510-5821 joshuacreeksacc@oakville.ymca.ca	3.8-12 yrs	St. Marguerite Child Care Centre Ashley Calisti (905) 849-7005
<b>Maple Grove</b> 288 Maple Grove Drive (905) 510-6937 maplegrovesacc@oakville.ymca.ca	3.8-12 yrs	Peter Gilgan Family YMCA  Joyce Kalaw (905) 845-5597, ext. 305
<b>Montclair</b> 1285 Montclair Drive (905) 580-6588 montclairsacc@oakville.ymca.ca	3.8-12 yrs	St. Marguerite Child Care Centre  Ashley Calisti (905) 849-7005
<b>Mother Teresa</b> 1190 Westview Terrace (905) 510-2935 motherteresasacc@oakville.ymca.ca	3.8-12 yrs	Peter Gilgan Family YMCA  Gillian Beaver (905) 845-5597, ext. 304

YMCA Child Care Locations	Ages	Alternate Phone Number
<b>Munns</b> 1511 Sixth Line (905) 510-5935 munssacc@oakville.ymca.ca	3.8-12 yrs	Peter Gilgan Family YMCA  Joyce Kalaw (905) 845-5597, ext. 305
<b>New Central</b> 133 Balsam Drive (905) 681-1209 newcentralsacc@oakville.ymca.ca	3.8-12 yrs	Peter Gilgan Family YMCA  Gillian Beaver (905) 845-5597, ext. 304
<b>Oakville Trafalgar</b> 1460 Devon Road (905) 338-7755 martaol@oakville.ymca.ca	18 mo-3.8 yrs	Marta Olczak
<b>Oodenawi</b> 385 Sixteen Mile Drive (905) 510-5917 oodenawisacc@oakville.ymca.ca	3.8-12 yrs	St. Marguerite Child Care Centre  Janet Caranci (905) 849-7005
<b>Our Lady of Peace</b> 391 Riverglen Blvd (905) 257-3111 merryzh@oakville.ymca.ca	18 mo-12 yrs	Merry Zhang
<b>Palermo</b> 2561 Valleyridge Drive (905) 510-2393 palermosacc@oakville.ymca.ca	3.8-12 yrs	Peter Gilgan Family YMCA  Joyce Kalaw (905) 845-5597, ext. 305
<b>Pilgrim Wood</b> 1551 Pilgrims way (905) 847-9260 lindala@oakville.ymca.ca	2.5-12 yrs	Linda LaForge
<b>Pine Grove</b> 529 Fourth Line (905) 510-2509 pinegrovesacc@oakville.ymca.ca	6-12 yrs	Peter Gilgan Family YMCA  Gillian Beaver (905) 845-5597, ext. 304
<b>Post's Corners</b> 220 Caldwell Drive (289) 681-2371 postcornerssacc@oakville.ymca.ca	3.8-12 yrs	Our Lady of Peace Child Care Centre  Merry Zhang (905) 257-3111
<b>River Oaks</b> 2173 Munns Ave (905) 842-6639 allisonyo@oakville.ymca.ca	3.8-12 yrs	Allison Youden
<b>Sheridan</b> 1555 Lancaster Drive (905) 510-0997 sheridansacc@oakville.ymca.ca	3.8-12 yrs	St. Marguerite Child Care Centre  Ashley Calisti (905) 849-7005
<b>St. Andrew</b> 145 Millbank Drive (905) 808-5298 standrewsacc@oakville.ymca.ca	3.8-12 yrs	St. Marguerite Child Care Centre  Ashley Calisti (905) 849-7005
<b>St. Bernadette</b> 1201 Heritage Way (905) 825-9121 lucyco@oakville.ymca.ca	18 mo-12 yrs	St. Bernadette Child Care Centre  Lucy Correia (905) 825-9121
<b>St. Dominic</b> 2405 Rebecca Street (289) 681-6753 stdominicsacc@oakville.ymca.ca	3.8-12 yrs	Peter Gilgan Family YMCA  Gillian Beaver (905) 845-5597, ext. 304

YMCA Child Care Locations	Ages	Alternate Phone Number
<b>St. Joan of Arc</b> 2912 West Oak Trails (905) 510-1744 stj Joanofarcsacc@oakville.ymca.ca	3.8-12 yrs	St. Bernadette Child Care Centre Lucy Correia (905) 825-9121
<b>St. John Paul</b> 2130 Kingsridge Drive (289) 681-6756 popejohnpaulsacc@oakville.ymca.ca	3.8-12 yrs	Pilgrim Wood Child Care Centre Linda LaForge (905) 847-9260
<b>St. Luke</b> 2750 Kingsway Drive (905) 829-0868 staceywi@oakville.ymca.ca	18 mo-12 yrs	Stacey Willins
<b>St. Marguerite</b> 1359 Bayshire Drive (905) 849-7005 janetca@oakville.ymca.ca	18 mo-12 yrs	Janet Caranci
<b>St. Mary</b> 2175 Colonel William Parkway 905-580-7071 stmarysacc@oakville.ymca.ca	3.8-12 yrs	The Waterford Child Care Stephanie da Silva (905) 827-2405, ext. 546
<b>St. Matthew</b> 1050 Nottingham Gate (905) 510-0537 stmatthewsacc@oakville.ymca.ca	3.8-12 yrs	St. Marguerite Child Care Centre Ashley Calisti (905) 849-7005
<b>St. Michael</b> 165 Sewell Drive (905) 808-2419 stmichaelsacc@oakville.ymca.ca	3.8-12 yrs	River Oaks Child Care Centre Allison Youden (905) 842-6639
<b>St. Nicholas</b> 255 Morden Road (905) 510-0977 stnicholassacc@oakville.ymca.ca	3.8-12 yrs	Oakville Trafalgar Child Care Centre Jan Spiers (905) 338-7755
<b>St. Vincent</b> 1280 Braeside Drive (905) 338-7755 stvincentsacc@oakville.ymca.ca	3.8-12 yrs	Oakville Trafalgar Child Care Centre Marta Olczak (905) 338-775
<b>Sunningdale</b> 1434 Oxford Ave (905) 808-3678 sunningdalesacc@oakville.ymca.ca	6-12 yrs	Oakville Trafalgar Child Care Centre Jan Spiers (905) 338-7755
<b>The Waterford Child Care Centre</b> 2140 Baronwood Drive (905) 827-2405, ext. 546 stephanieda@oakville.ymca.ca	18 mo-3.8 yrs	Stephanie da Silva
<b>W.H Morden</b> 180 Morden Road (905) 510-0935 mordensacc@oakville.ymca.ca	3.8-12 yrs	St. Marguerite Child Care Centre Ashley Calisti (905) 849-7005
<b>West Oak</b> 2071 Fourth Line (905) 510-3517 westoaktrailssacc@oakville.ymca.ca	3.8-12 yrs	Oakville Trafalgar Child Care Centre Jan Spiers (905) 338-7755



*"We feel 100 per cent confident in the care that he has received."*

#### **Our Mission**

The YMCA of Oakville is a charitable organization that strengthens community in Spirit, Mind and Body.

#### **Our Vision**

The YMCA of Oakville will be a leader in building vibrant and healthy communities.

#### **Our Values**

Responsibility  
Inclusiveness  
Caring  
Honesty  
Embracing  
Respect

## **Get Involved!**

As a new member of our family, we also invite you to get involved in our YMCA community. You can make a difference by volunteering or donating to the YMCA to help children, youth and families in need access much needed programs and services.

Visit us anytime to learn more, or attend one of our free community events like Family Day and YMCA Healthy Kids Day.

## **Join the Y!**

As a YMCA Child Care family, we already consider you a YMCA member, so we're extending our 25% membership discount to every member of your family.

## **Stay Connected!**

Visit our website at [ymcaofOakville.org](http://ymcaofOakville.org) or follow us on social media to learn more about the YMCA and stay up to date all year long:

-  [facebook.com/YMCAOakville](https://facebook.com/YMCAOakville)
-  [twitter.com/YMCAOakville](https://twitter.com/YMCAOakville)
-  [instagram.com/YMCAofOakville](https://instagram.com/YMCAofOakville)