Isabel Fletcher ChildCare

599 Third Line West
Sault Ste. Marie, ON
705.949.2434

Supervisor - Maria Santoro RECE

Parent Handbook

Welcome to the Isabel Fletcher ChildCare

Philosophy

Parents have peace of mind knowing that their children are in a safe, nurturing environment that fosters independence and a positive attitude towards learning. YMCA ChildCare activities and experiences are designed to help children realize their full physical and mental development in a climate of stability and trust.

The YMCA ChildCare staff will work with families to ensure dependable service at this challenging stage of life when child care is required. We maintain and OPEN DOOR POLICY to allow parents the opportunity to observe their child in the program.

License

The Isabel Fletcher ChildCare is licensed under the Ministry of Education, Quality Assurance and Licensing Branch, offers care to children from toddlers (18 months) up to and including ten years of age.

The Isabel Fletcher ChildCare is licensed for integrated spaces with resource and support provided by Thrive Child Development.

Admission and Discharge Policy

An interview will be arranged to familiarize parent(s) and
child(ren) with the ChildCare setting and program, answer questions and complete registration forms prior to enrolment. Each family, parent(s) and child(ren) participate in a four week orientation period in order to determine if the child and family are satisfied with the standards of service and the ChildCare staff are able to provide a safe and nurturing environment.
Following the orientation period, written notice of withdrawal must be given two weeks in advance.

Withdrawal of YMCA Services

The YMCA strives to meet the individual needs of all children and families enrolled in our YMCA ChildCare programs. However, situations do arise from time to time where it may be necessary for the Sault Ste. Marie YMCA to withdraw child care services for a child and/or their family. The YMCA does not take these decisions lightly and takes reasonable care to ensure a thorough assessment of the child's needs community supports available and the YMCA programs ability to support the child have been undertaken before withdrawing services.

Examples leading to withdrawal of services may include:

- Non-payment of program fees
- Frequent late pick up
- Parents/guardians or children who exhibit violent or harassing behaviour towards staff, volunteers, students on placements, other children or families
- Community resources for children with special needs are unavailable or have been exhausted
- Refusal by parent/guardian to meet with YMCA staff and /or consent to the use of support services for children

Arrival and Departure

It is imperative that you make a staff member aware of your child's arrival and similarly when picking up your child to leave.

Children will not be released to any persons other than those specified on the ChildCare Information Form, unless the ChildCare has been notified.

If your child is going to be late or absent, please advise the manager. If you are going to be delayed when picking up your child, please telephone and advise the staff. If you are delayed beyond regularly scheduled program hours, a supplementary fee of $5.00 for every fifteen minutes will be charged to your ChildCare account.

Children's Possessions

Children's personal toys should not be brought to the centre. Children in the full day Toddler and Preschool Programs are encouraged to bring a blanket for the Rest Period.

Holidays

The Isabel Fletcher ChildCare observes the following statutory holidays. ChildCare will be closed for one week each summer for floor maintenance. Parents will be informed of the date of the closure as soon as the ChildCare is informed from the school board.

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

Service and Hours of Care

Spots Available	Program	Ages	Times	RATES
Full Day Programs				
10	Toddler	18 - 30 mths	7:30am - 5:30pm	$42.00
8	Preschool	30 mths - 44 mths		$39.54

The Isabel Fletcher ChildCare is open Monday through Friday from 7:30am - 5:30pm.

Children must be enrolled a minimum of two days per week, same days every week.

The full day Toddler and Preschool Programs operate twelve months per year. Parents are required to register for the September to June session and the Summer session separately.

The Before and After School Program follows the elementary school calendar operating 188 days, September to June.

Fees

- Fees are calculated based on the actual number of days per month your child is enrolled.
- ChildCare fees are paid by pre-authorized payments. Voided cheque or credit card info must be provided at the time of registration.
- There are no deductions provided for absences. All absences must be paid in full.
- The YMCA ChildCare offers reduced fees when enrolling two or more children.
- YMCA Family or Adult Members will receive a 5% reduction of ChildCare fees.
- Please be advised a 2% per month interest charge will be added to accounts outstanding past 60 days.
- The YMCA will initiate collection proceedings to collect unpaid accounts.
- If you are delayed beyond regularly scheduled program hours, a supplementary fee of $5.00 for every fifteen minutes will be charged to your ChildCare account.

Parents Must Provide

- Diapers and wipes for children not yet toilet trained.
- Inside shoes with non-marking soles
- A change of clothes
- Appropriate clothing for outside play

Program Curriculum

YMCA Playing to Learn

Play is the cornerstone of healthy social, physical and intellectual development for all children.

YMCA Playing to learn curriculum helps children to:

- Develop a lifelong joy for learning
- Discover the world through play
- Build confidence and self-direction
- Learn to make positive choices
- Prepare for school, including literacy, numeracy and writing skills

Throughout the day your child will participate in a variety of activities which may include creative art activities and crafts, dramatic play, nature and science activities, stories and songs, games, large muscle activities and outside play.
Routines may include washroom/diapering, snack, lunch and rest time.
Occasionally children will leave the premises under the supervision of staff members for neighborhood walks. Due notice will be given of any major field trips.
On a regular basis, students from Sault College Early Childhood Education Program and Secondary School Co-op Programs will be at the centre as part of their school curriculum.
Children may be included in photographs and videos connected with the Sault Ste. Marie YMCA.

Nutrition

A nutritious mid-day meal, as well as morning and afternoon snacks will be provided. Every effort will be made to accommodate children with special dietary needs and allergies. Weekly menus will be posted.

The Isabel Fletcher ChildCare strives to maintain a PEANUT FREE environment.

Health and Administration of Drugs

- All YMCA ChildCare staff maintain current First Aid and CPR certification.
- The YMCA ChildCare is required by the Ministry of Education as stipulated by the Childcare and Early Years Act to have a record of your child's immunization. The ChildCare also requires that a Medical History Form be completed prior to enrolment.
- If your child becomes ill during the day, temporary care will be provided until parents or the emergency contact person can make arrangements for your child to be taken home.
- Children who develop a communicable disease (head lice, pink eye, etc.) will be required to leave the program until such time as specified in the guidelines provided by the Algoma Public Health.
- When emergency medical treatment is required, the parent will be notified at once and the child will be taken to the Sault Area Hospital Emergency Room.
- The YMCA ChildCare will administer prescription drugs to children, in accordance with Provincial legislation. The Administration of Oral Medication Form must be completed providing all information required and the medication must be in the original container and bearing the child's name.

Volunteer/Student Policy

The YMCA Child Care has implemented a Volunteer/Student policy stipulating that the agency does not allow volunteers/ students to provide unsupervised care to children. Volunteers/Students will be supervised by a staff member at all times and will never be left alone with the children or counted in the staffing ratios. Vulnerable sector checks are mandatory for all Volunteers and students prior to starting their placement with the YMCA. Review of all of the child care policies including Behaviour Management will be reviewed on/or prior to placements starting. The YMCA provides adequate insurance to host volunteer/students as required.

Waitlist

The YMCA Child Cares do not maintain site wait lists. Parents will be instructed to add their child's name to the centralized waitlist site under all locations that they are interested in their child attending.
Management and Supervisors will check the list frequently when spaces become available. The YMCA does not charge wait lists fees nor do the Childcares have registrations fees to hold a space for children.
The Manager/Supervisors will call parents on the waitlist in the order that they appear on the list. Some exceptions will be made for the placement of children including but not limited to siblings of children already in care, staff children, and referrals from DSSAB or Children's Aid. All subsidized spaces will be filled by parents whose name appears on the centralized waitlist.

Emergency Management

The YMCA Child Care has policies and procedures in place if an emergency were to take place while the child care was in operation. All staff are trained on their responsibilities and duties should an emergency situation occur. The Isabel Fletcher Child Care has secured Korah Collegiate as an emergency evacuation site. In the occurrence of such an emergency that would require the childcare to be evacuated parents would be notified immediately by phone that an immediate pick up would be necessary.

Discipline

Children are disciplined in a positive and consistent manner appropriate to the developmental level of the child in order to promote self-discipline, safety, care of property, good health habits and consideration for others.

Prohibited Practices

The YMCA Childcares' have developed and follow a list of prohibited practices that guide staff in self actions that are unacceptable and will not be tolerated when dealing with Children's behaviors'. These prohibited practices are:
(a) corporal punishment of the child;
(b) 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;
(c) 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;
(d) 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;
(e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
(f) inflicting any bodily harm on children including making children eat or drink against their will.

The above policies are to be enforced without question by ALL staff and that any occurrence whether observed or reported will be investigated and subject to disciplinary action.

Serious Occurrence

To support increased transparency and access to information the Serious Occurrence Notification Form will be posted on our parent board for the duration of ten (10) days. This will describe the incident and outline follow-up actions, while respecting the privacy of the individual. Long-term actions taken by the operator will also be included to help prevent similar incidences in the future, where applicable.

Parent Issues and Concerns Policy and Procedures

Purpose
The purpose of this policy is to provide a transparent process for parents/guardians, the child care licensee and staff to use when parents/guardians bring forward issues/concerns.

Policy

General

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/ guardians in conversations and support a positive experience during every interaction.
All issues and concerns raised by parents/guardians are taken seriously by the YMCA Child Cares and will be addressed. Every effort will be made to address and resolve issues and 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/guardian will respect and maintain the confidentiality of all parties involved.
An initial response to an issue or concern will be provided to parents/guardians within 2 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.
Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

Confidentiality

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/ guardians, 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, law enforcement authorities or a Children's Aid Society).

Conduct

Our centre maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.
If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

Concerns about the Suspected Abuse or Neglect of a child

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

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the local Children's Aid Society (CAS) 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/childrensaid/reportingabuse/index.aspx

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
Program Room-Related E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.	Raise the issue or concern to the classroom staff directly or the supervisor or licensee.	Address the issue/concern at the time it is raised or arrange for a meeting with the parent/guardian within two business days. Document the issues/concerns in detail. Documentation should include: the date and time the issue/concern was received; the name of the person who received the issue/concern; the name of the person reporting the issue/concern; the details of the issue/concern; and any steps taken to resolve the issue/ concern and/or information given to the parent/guardian regarding next steps or referral. Provide contact information for the appropriate person if the person being notified is unable to address the matter. Ensure the investigation of the issue/ concern is initiated by the appropriate party within 2 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing. Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.
General, Centre- or Operations-Related E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.	Raise the issue or concern to the supervisor or licensee.	
Staff-, Duty parent-, Supervisor-, and/or Licensee-Related	Raise the issue or concern to the individual directly or the supervisor or licensee. All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.	
Student- / Volunteer-Related	Raise the issue or concern to the staff responsible for supervising the volunteer or student or the supervisor and/or licensee. All issues or concerns about the conduct of students and/ or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.	

Escalation of Issues or Concerns

Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the Chief Executive Officer of the Sault Ste. Marie YMCA.

Issues/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.

Issues/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.

Contacts

- Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or childcare_ontario@ontario.ca
- Child Care Supervisor : Maria Santoro RECE (705) 949-2434 email: maria.santoro@ssmymca.ca
- Manager of Child Care: Marlene Miskiw RECE (705)945-5178 Ext.310 email: marlene.miskiw@ssmymca.ca
- College of ECE complaints department email: discipline@college-ece.ca
- Children's Aid Society of Algoma (705)949-0162
- Algoma Public Health (705)942-4646

Keeping in Touch With Your Child is Just a Tap Away.

Today's families are busier than ever.
Between child drop offs, work, pick-ups, meal prep, and activities, you don't always have time to speak with your child's educators and learn about your child's day.
We're making it easier for our YMCA Preschool Child Care families to connect to the small moments and big milestones of their child's day, through our new YMCA app - Weemarkable™.

Weemarkable™ is the window into your little one's day - from wherever you are.