



# YMCA Child Care Policies

## Administration Policy Table of Contents

Licensing.....	3
Quality Program .....	3
Hours of Operation and Program Information .....	4
Qualified Educators.....	4
Open Door and Family Involvement.....	5
Visitor, Volunteer and Student Involvement.....	6
Waitlist.....	6
Orientation and Registration .....	6
Transfers .....	6
Flexible Child Care.....	7
Records .....	7
Fees .....	8
Registration Deposit and Withdrawal of Care .....	9
Default Payments and Outstanding Balances.....	9
Payment Methods.....	9
Financial Assistance .....	9
Tax Receipts .....	10
Late Fees .....	10
Uninformed Absence Fee.....	10
Flexible Child Care and Drop In Fees.....	10
Fee Increase .....	11
Closure Credits .....	11
Program Review .....	11
Feedback and Appeals .....	11
Dealing with Differences with Families.....	12
Inclusive Child Care .....	13
Suspension and Termination of Care.....	13
Divorced and Separated Families .....	13
Philanthropy.....	14
Partnerships/Community Engagement .....	14
Shared Spaces and Limited Access .....	14
Communication.....	14



## YMCA Child Care Policies

YMCA-Internal Communication .....	15
YMCA-External Stakeholders .....	15
Emergency Contact Information .....	15
Incident Reporting .....	15
Emergency Procedures .....	15
Employee Scheduling and Breaks .....	15
Personal Technology Usage .....	16
Dress Code .....	16
Employee Termination.....	16



## YMCA Child Care Policies

### **Licensing**

YMCA Child Care programs are required to meet the standards outlined in the [Early Learning and Child Care Act](#) and the [Early Learning and Child Care Regulation](#) and are visited regularly by a Licensing Officer to ensure programs are in compliance. Reports from these visits are posted in a location that is visible in the centres, and are available for families to read. Any recommendations from these reports are used as an opportunity to improve the programs.

Page | 3

YMCA Child Care centres are licensed for children 0 to grade 6. The youngest children that programs are licensed for varies by site, ranging from 0 to grade 1. Licensing requires children to remain in Kindercare until their first day of grade 1.

### **Quality Program**

According to the Child Care Licensing Handbook, “Quality in child care means a program that meets the early learning and developmental needs of children. This includes providing qualified early childhood educators, age-appropriate programming and planning, access to space, materials, toys and equipment in a safe premise, providing an inclusive environment that supports diversity, ensuring responsive interactions between staff and children occur and supporting effective parent engagement in program planning and evaluation.”

YMCA Child Care programs follow the principles and matters to be considered as outlined in the Early Learning and Child Care Act. The YMCA believes that the “safety, security, well-being and development of children is to be supported and preserved, flexibility in child care supports choice and accessibility for families and that the engagement of parents, guardians and community members supports children’s optimal development.”

The YMCA believes that:

- “children should be encouraged in having care and play experiences that support their development and learning;
- the child is to be protected from all forms of physical punishment, physical and verbal abuse and emotional deprivation;
- diversity in
  - the background and circumstances of children in the program and their families, including those who may be experiencing social or economic vulnerability, and
  - the abilities of the children in the program is to be respected and valued;
- the child’s familial and Indigenous or other cultural, social, linguistic and spiritual heritage are central to the child’s safety, well-being and development;
- care of the child must be appropriate to the child’s mental, emotional, spiritual and physical needs and stage of development;
- involvement and engagement of parents and guardians supports accountability of child care program providers, monitoring of child care programs and maintenance of good quality child care programs”

All YMCA Child Care programs have and comply with Government of Alberta licensing approved facility-based Program Plans.



## YMCA Child Care Policies

### **Hours of Operation and Program Information**

YMCA Child Care Programs are open Monday to Friday, 7:00 am to 6:00 pm in Edmonton and Grande Prairie (except 6:30 am to 5:30 pm at YMCA Kipnes in Edmonton, 7:45 am to 5:15 pm at YMCA St. John Paul II and 7:00 am to 5:30 pm at YMCA Montrose in Grande Prairie), 6:30 am to 6:00 pm in Spruce Grove and 6:00 am to 6:00 pm in Wood Buffalo (except at Eagle Ridge Early Learning 6:30 am to 5:30 pm and NewAlta 7:00 am to 5:30 pm) unless otherwise stated. Children are welcome to be dropped off for program anytime during our operational hours, however, we ask families to avoid drop off during scheduled nap times, when possible.

Page | 4

YMCA Child Care is closed on statutory holidays. Days in lieu for statutory holidays are determined by the Association and take into consideration closure schedules for schools we serve. The YMCA will poll families for care required on other non-stat holidays and non-school days (examples: Christmas Eve and New Year's Eve). Centres with low numbers may have care offered at another facility or reduced hours at the program. All families will be notified in this instance.

The YMCA may provide full day care for children during non instructional school days. Families of children that attend a school other than the one in which the program is based are required to provide two weeks notice. YMCA locations only serve certain schools. Children may attend alternate programs and be transported to our programs if Inclusive Child Care or Family Supports for Children with Disabilities funding for an Educator is in place. See the Transportation Policy.

All Child Care programs will be closed on Easter Monday for our annual Professional Development day for all our Educators.

All of our Early Learning centres, and the majority of our School Age centres run for 12 months of the year. There may be a fee for families wishing to remove their child from care to hold space.

Centres may be required to modify hours or close if there unexpected employee shortages.

### **Qualified Educators**

Our dedicated Educators are carefully chosen and have the appropriate educational background to ensure quality care and are required to have or obtain Certification from the Government of Alberta:

- Level 1 early childhood educator
- Level 2 early childhood educator
- Level 3 early childhood educator

Educators are selected based on their education, experience working with children and willingness to learn and grow within the YMCA. Educators have personal qualities of friendliness, warmth, and the ability to relate openly to children and adults. The YMCA has a Hiring and Orientation Process where policies and procedures are reviewed, and Educators are required to acknowledge and document their understanding of the process. Educators are screened using resume, interviews, three reference checks and Police Information Check with vulnerable sector search. All YMCA Educators are adults and will receive first aid certification.

The YMCA believes Professional Development training and life long learning is important and the mutual responsibility of the Educator and the Association. Educators participate in ongoing policy and procedure review. Educators are required to attend Professional Development and may contribute their



## YMCA Child Care Policies

own time and share costs with the Association. Professional Development Grant Funding is available for learning opportunities.

The Government of Alberta licensing regulations states that certifications held by YMCA employees or volunteers that were issued based on false or inaccurate information, or if the applicant does not meet the standards applicable to the level of child care certification that was issued, licensing may impose terms and conditions on the certification, suspend the certification for a specified period or cancel the certification. The individual and YMCA would be notified if this action were taken.

Page | 5

### **Open Door and Family Involvement**

YMCA Child Care programs are committed to communicating with families, children, educators, schools and community members in a respectful and professional manner to facilitate positive relationships, partnerships and create an optimum Child Care experience.

The YMCA encourages family and community input into our programs and ongoing communication between families and community members with Educators and Program Directors to support the ongoing and ever changing needs of children and the program.

Items that pertain to all families will be made available on a consistent basis (digitally and/or posted):

- Licence (including any conditions to which the license is subject, which may include exemptions)
- Licensing inspection and monitoring reports and notices of enforcement action
- Alberta Health Reports
- Programming
- Programming Documentation
- Notification of program Educator changes
- Menus
- Program Changes (hours, off site excursions etc.)
- Community Resources
- Program Information Booklets
- Health Care Notices
- Off Site Excursions and Special Activities
- Emergency Procedures
- Newsletters
- Child Care Policies
- Planned and unplanned events

Parent/guardians are encouraged to communicate their questions and concerns to their child's Educators.

Educators will take care to acknowledge families when they arrive and leave the program and take each opportunity to offer relevant information about their child's day. All potentially sensitive issues will be discussed with families in a non-public place. Communication from parent/guardians will be considered and changes to the program may be made accordingly. All comments and suggestions will be considered on an individual basis.

Families are encouraged to share their Time, Talent, Treasure and Trust with our programs.



## YMCA Child Care Policies

### **Visitor, Volunteer and Student Involvement**

Any visitor will be required to:

- Not attend if unwell
- Practice hand hygiene and respiratory etiquette
- Individuals 18 years or older must also produce valid personal identification

Page | 6

The YMCA encourages parent/guardian/community/student volunteers in our programs. Volunteers must be at least 13 years of age and in Grade 7. Volunteers do not count towards the Educator to child ratio. The time and tasks that volunteers are to be in program would be determined by the volunteer and Director. Volunteers will sign into our volunteer sheet and wear a name tag. Volunteers do not have unsupervised access to children. Volunteers must adhere to the YMCA Child Guidance Policy and YMCA Child Protection Policy.

Parent/guardian/community volunteers must complete a YMCA Volunteer or Orientation Package and training, that includes a Police Information Check with vulnerable sector search. The YMCA of Northern Alberta has the right to decline a volunteer and to terminate volunteer involvement.

### **Waitlist**

Each YMCA location has an individual waitlist. Families will be contacted once a space becomes available at the location selected as a preference. Families may be contacted if space is available at a nearby location. Introductions to the program will be conducted when a space becomes available for families.

Waitlists are categorized into different priorities. We will accept children into our programs following specific criteria:

- Child of YMCA Employee
- A Child already registered at another YMCA centre and requesting a transfer
- A sibling of a child currently in YMCA Child Care
- Established partnership
- General public waitlist

Children on the waitlist requiring full time, full day or AM and PM care, will be prioritized over families requiring flexible child care registration.

### **Orientation and Registration**

YMCA Child Care centers will provide a comprehensive orientation to families to ensure they are making informed decisions about their child's care.

All children must have a fully completed Registration Package prior to beginning care.

### **Transfers**

The YMCA tries to accommodate all families, however, we cannot guarantee a continuation of care if a family wishes to transfer between locations.

Children can make the transition from Preschool Care to Kindercare upon entering Kindergarten in the fall. Families may request transfers to other locations, however, priority is only given to children who



## YMCA Child Care Policies

continue in care until they transfer to another centre. Priority of registration in another YMCA program can be revoked if care does not remain continuous. Not all YMCA programs can accept transfers from other YMCA Child Care centres.

Refer to our Child Transfer Procedure.

Page | 7

### **Flexible Child Care**

Some locations offer flexible child care options, subject to availability.

Part time care (less than 5 days per week, on a set schedule) is offered at select locations for children registered in infant, toddler, preschool, kinder and out of school care.

AM only or PM only care is offered at select locations for children registered in kinder and out of school care. Registration for AM only does not guarantee full day care on non school days. Part time, AM only or PM only care is only available for kindercare and out of school care from September to June.

Registration for part time, AM only or PM only kinder or out of school care is guaranteed for one registration session, where applicable, and families will receive notice 60 days prior to the next session if part time, AM only or PM only care will remain available for the upcoming session.

Registration for part time infant, toddler and preschool care is subject to availability and families will receive 60 days notice if part time care will no longer be available.

Drop in care is available upon request, subject to availability and not guaranteed more than 2 weeks in advance.

### **Records**

#### **Children's records**

The children's file is on site in a locked filing cabinet or stored digitally. The YMCA must, in accordance with Child Care Licensing Regulation, maintain on the program premises an up to date record containing the following information for each child:

- The child's legal name, date of birth
- A complete registration package
- All legal parent/guardians' names and telephone numbers
- The name and telephone number of a person who can be contacted in case of an emergency, if the child's parent/guardian cannot be contacted
- If medication is given; the written consent of the parent/guardian is required and the name of the child, the name of the medication, the time and date of administration, the amount administered, the initials of the Educator who administered the medication, the initials of a second Educator to verify details above
- The particulars of any health care provided to the child including the written consent of the parent/guardian
- Any other relevant health information about the child including the child's immunization, allergies, pre-existing conditions and dietary needs

These records must be available for inspection by licensing at all times and by the children's parent/guardians at reasonable times.



## YMCA Child Care Policies

### Administrative Records

The following records are stored digitally or kept in a locked area at the YMCA Program for 2 years (including the current year) then the YMCA stores all records in a secured YMCA location or secured storage facility or stored digitally.

- Sign in/out sheets for children that include arrival and departure times (made available to the parent/guardians when required)
- Sign in/out sheets for Educators that include arrival and departure times and hours spent providing Child Care

Page | 8

The following records are stored digitally or kept in a locked area at the YMCA Program until no longer relevant and then the YMCA stores all records in a secured YMCA location or secured storage facility or digitally.

- Evidence of Director and Educators Child Care certification
- Current first aid certificate for Director and each Educator
- Children and Educator files

Police Information Checks, including vulnerable sector searches for each Educator and Volunteer are updated every 3 years and stored digitally.

The YMCA will keep daily records of anyone entering the facility who stays for 15 minutes or longer (e.g. employees working each day, children, contractors, etc.), which will include contact information.

These records must be available for inspection by licensing at all times.

### Portable Records

The YMCA maintains portable records for all participants. All records are updated every 6 months. The family is responsible for updating children's files and online accounts, as appropriate.

The YMCA must maintain a portable record of emergency information. This information includes: Child's name and date of birth. Parent/Guardian's name and telephone number. The name and telephone number of a person who can be contacted in an emergency as well as any other relevant health information about the child provided by the child's guardian including immunizations and allergies, if any.

The Portable Records also includes Emergency Procedure Information, which includes the telephone numbers of the local emergency response service and poison control centre.

### Fees

Fees are charged monthly and payment must be made on the 1<sup>st</sup> of the month, or split equally between the 1<sup>st</sup> and the 15<sup>th</sup> of the month. Children are not registered until payment is scheduled.

All of our Early Learning centres, and the majority of our School Age centres run for 12 months of the year. Children in Preschool care transferring to Kindercare in September may lose their priority registration if families choose not to pay summer fees. If a Child Care program is not full with a waitlist, families may attend for part time care. When available, there may be a fee for families wishing to remove their child from care to hold space.





## YMCA Child Care Policies

Out of School Care fees increase in July and August. The YMCA is not able to provide care for children who do not attend field trips. Parents or guardians who choose not to send a child on a field trip are required to make alternate care arrangements. Fees are not refunded for days missed due to illness, vacation or when choosing not to attend a field trip. Full fees will be charged for children who miss any part of the week due to illness or vacation or choosing not to attend our field trips. Children who participate in our programs for the summer months only, will be required to make payments on the 1<sup>st</sup> of the month.

### **Registration Deposit/Fee and Withdrawal of Care**

A registration fee or deposit is required for each child attending program.

Registration in child care is on a fixed monthly basis from the first to the last day of the month unless otherwise noted. Notice to withdraw from care must be received at least 1 month prior to the start of the final month of care. If sufficient notice is provided, the fees for the last month of care will be prorated accordingly. If less than 1 month notice is provided before the start of the final month of care, the full month's fees will be charged.

For families that paid a child care deposit, the deposit will be refunded provided 30-day written notice is provided on or before the first of the month. Notice is required one full calendar month prior to termination for the deposit to be refunded, and the deposit will not be refunded if the required notice is not provided. For subsidized families, the deposit will be refunded after confirmation of the receipt of subsidy funding.

### **Default Payments and Outstanding Balances**

Declined payments are subject to a late-payment penalty of \$25 per payment attempt. To avoid additional penalties including suspension or termination of care, please ensure all payments are made in full by the due dates.

### **Payment Methods**

We require families to use a pre-authorized payment plan. The YMCA accepts payment by Visa, Master Card or Automatic Bank withdrawal. YMCA Child Care programs do not accept cash. Payment may be accepted from a third party payer (for example, parent/guardians that are separated and hold two accounts or a family and a relative on another account).

### **Financial Assistance**

The YMCA accepts Provincial Subsidy. It is the responsibility of families to have their subsidy in place prior to registration. It is also the responsibility of families to renew, communicate and/or provide updates to Government Subsidy, as required. Should the program not receive confirmation of subsidy approval, families are required to pay full fees. Should the approval be backdated, we will credit families' account for the subsidy amount. Should a child not attend the required hours, families are responsible for paying the balance owing which will be automatically deducted with the next Pre-Authorized Fee Withdrawal.

The YMCA accepts alternate financial assistance from government or community programs. Families are responsible for communicating with these programs to provide updates to fees, term and/or attendance. Should the YMCA not receive the agreed upon assistance, families are responsible for paying the balance owing.



## YMCA Child Care Policies

The YMCA may provide support for families in need on a temporary basis through our Opportunity Fund.

As part of the Federal-Provincial Child Care Agreement, the YMCA of Northern Alberta receives an affordability grant to lower fees for families with children registered for 6 or more days per month in Infant, Toddler, Preschool and Kindercare programs. Children in foster or respite care are not currently eligible.

Page | 10

The Affordability Grant is applied as a credit against your monthly fees and varies depending on care category and the number of days your child is registered for each month. Any unused amounts are carried over and applied to future month's fees.

### **Tax Receipts**

Child Care fees are tax deductible. Official Tax Receipts will be provided prior to Federal tax deadlines.

### **Late Fees**

All programs close no later than 6:00 pm. The YMCA requires families to contact programs directly if they will be late. Late fees will be charged as follows:

Late pickup is subject to an additional fee of \$2 per minute per child  
Consistent late pick ups may lead to termination of Child Care.

The YMCA follows Child Abandonment Procedures, as indicated in the Emergency Procedures.  
A Late Fee form is to be signed by the parent/guardian upon pick up. Late fees will be added to families next scheduled payment.

### **Uninformed Absence Fee**

As per our Transportation Policy, families must notify us of any absences, especially after school. If children are absent and/or unaccounted for After School, all Educators follow the Procedure for Children Unaccounted for After School, as indicated in the Emergency Procedures.

If the YMCA is required to follow the Procedure for Children Unaccounted for After School and a child is determined to not have been expected to attend, families will be charged a \$25 fee.

An Uninformed Absence Fee form is to be signed by the parent/guardian upon pick up. Uninformed Absence Fee will be added to families next scheduled payment.

### **Flexible Child Care and Drop In Fees**

Some programs offer flexible child care schedules, including part time, AM only, PM only and drop in care. AM only fees do not guarantee full day care on non school days. Care on non school days is subject to availability and is available on a first come, first served basis. All drop in fees must be paid prior or on the day of attendance. Flexible child care and drop in fees are non-refundable.

Registrations are from the first to the last day of the month. Changes to child care registrations may be accommodated, pending availability, provided 30-day written notice is provided on or before the first of the month.



## YMCA Child Care Policies

### **Fee Increase**

The YMCA implements regular fee increases. A market assessment is completed prior to finalizing the increase amount. Families will receive written notice, at least 30 days prior to the fee change. Out of School Care operates at an increased rate in July and August to cover the costs of fieldtrips, bussing and additional programming.

Page | 11

### **Closure Credits**

The YMCA will be providing a credit only when the closure of a centre or classroom is required due to unexpected employee shortages. Credits will not be provided to families for any absences related to symptoms and illnesses, vacation or if a family chooses to not attend YMCA Child Care. The credit amount will be applied to the payers next month's payment. The credit will be the daily rate for the number of operational days that Child Care Services could not be provided. Credits will not be provided if hours of operation are adjusted.

### **Program Review**

Evaluation of our YMCA Child Care programs occurs on an ongoing basis. Methods include, but are not limited to: Observations by YMCA leadership, Policy Review, Family and Educator Surveys, Family/Stakeholder/Community Feedback, Family/Stakeholder Meetings, Internal and External Audits.

Each year, parent/guardian evaluations are provided to all our families. These evaluations help identify which areas families value in a Child Care program, and ask parent/guardians to rate and comment on each area of the program's operation. This input is then used to create meaningful changes within our programs.

The YMCA will host Family Focus Meetings to discuss issues of importance pertaining to Child Care. The meeting will also provide parent/guardians resources and the opportunity to offer feedback regarding the operation of the program. An agenda will be distributed to families prior to the meeting.

Information gleaned from anyone, including parent/guardians/community/stakeholders/YMCA Employees, will be reviewed at meetings and by Child Care Management and changes to the program may be made accordingly. All comments and suggestions will be considered on an individual basis.

### **Feedback and Appeals**

If anyone has a congratulation, concern or complaint, we encourage them to let us know by using the following process:

1. Contact the Director of the Program.
2. Any person that requires further information may contact the Child Care Program Manager. Contact information is available at the Child Care Program.
3. Anyone who feels their feedback was not sufficiently heard, may then contact the Child Care General Manager or Vice President, 780-429-9622.
4. Any further feedback can be directed to the YMCA of Northern Alberta Chief Operating Officer at [jody.kyle@ymcanab.ca](mailto:jody.kyle@ymcanab.ca)

Any feedback pertaining to licensing concerns that someone feels has not adequately been dealt with by the YMCA, can be passed along to the following:

**Edmonton**  
Human Services

**Grande Prairie**  
Region 8 Northwest Alberta Child & Family Services



## YMCA Child Care Policies

J. G. O'Donoghue Building  
2<sup>nd</sup> Floor, 7000-113 Street  
Edmonton, AB T6H 5T6  
(780) 427-0444

214 Place South  
Suite 400, 10130-99 Avenue  
Grande Prairie, AB T8V 2V4  
(780) 538-5122

### **Wood Buffalo Region**

8th Floor Provincial Building  
9915 Franklin Avenue  
Fort McMurray, AB T9H 2K4  
(780) 743-7416

Page | 12

When a complaint is made to Child and Family Services:

- the identity of the caller will not be divulged to the license holder
- the complaint will be investigated by a Licensing Officer

### **Dealing with Differences with Families**

The YMCA's purpose is to serve the needs of children and families in accordance with the Mission and Values of the Association. When families choose to participate, it is with an understanding and acceptance of those values.

When a conflict arises, YMCA Educators will make every attempt to work with the family to resolve the issue to their mutual satisfaction, provided the arrangement does not:

- Compromise the Mission and Values of the YMCA;
- Put Educators, the child or other participants at risk;
- Diminish the value of the YMCA experience for other participants by placing undue stress on the YMCA program

All situations are dealt with on an individual basis, considering the specific needs and circumstances of the family. After working with the family and making every attempt to resolve the situation, the Director, in consultation with the General Manager and/or Vice President, may conclude that it is not appropriate for the family to continue involvement in YMCA Child Care.

### *Behaviour*

On occasion, the YMCA understands that severe behaviors will occur. The YMCA follows our Child Guidance Policy to support children. However, in some cases, group care is not for everyone and the YMCA, after working with families and in consultation with the General Manager and/or Vice President, may conclude that it is not appropriate for the family to continue involvement in YMCA Child Care.

### *Long-term or Chronic Medical Conditions*

When the safety of a child with a diagnosed medical condition or the safety of other children is a concern, the YMCA has the authority to exclude a child with a long term or chronic illness. A diagnosis may be required.

### *Philosophical Differences*

Occasionally, the needs and opinions of a family or child do not fit with the principles, policies and procedures of the YMCA. The program will strive to promote discussion to come to agreeable terms and to ensure that all children who attend YMCA programs are happy and comfortable in their surroundings.



## YMCA Child Care Policies

However, if this is not possible, it is in the best interests of the family to enroll the child in a program that is more in line with their needs and beliefs. The YMCA reserves the right to ask the family to find a more suitable Child Care arrangement.

### **Inclusive Child Care**

If a child has a diagnosis and/or needs that require additional supports in program, we ask families to provide this information prior to registration as we must have strategies in place prior to attendance, when appropriate.

Page | 13

If we find that a child may require additional supports to be successful in our program, we will work with the family to identify the best way to access the necessary resources. We are committed to working with families to provide resources.

### **Suspension and Termination of Care**

Although a last resort, the YMCA reserves the right to suspend or terminate a child's care.

### **Divorced and Separated Families**

The YMCA strives to provide Child Care of the highest quality to families from all family structures.

#### **Communication**

- Directors will ensure that each parent/guardian has access to the information available to all families.
- Duplicate copies of incident reports or other written documents pertaining to the child of a divorced or separated couple will be made available upon request of the parent/guardian.
- Both parent/guardians will have the opportunity to meet with the Director separately, if a meeting is arranged that conflicts with the schedule of one parent/guardian.
- The YMCA will not be used as a mediator for parent/guardians to communicate with each other. Despite any differences, parent/guardians need to communicate with each other, prior to communicating to the YMCA.
- The family is responsible for updating children's files and online accounts, as appropriate
- The YMCA will not provide letters of support to either parent/guardian unless ordered by the Court.

#### **Fees**

- Divorced and separated parent/guardians must discuss and arrange the payment of fees before their child is enrolled in a YMCA program.
- Before any changes can be made to the predetermined payment of fees, a copy of the Payment Plan must be submitted to the Director which will be signed by both parent/guardians. It is the parent/guardian's responsibility to ensure this is completed and signed by both parent/guardians.
- The YMCA will not involve themselves in disputes over financial obligations beyond requiring families to maintain a consistent payment schedule.
- The YMCA will only release specific payment information to the person paying the fees as per the Pre-Authorized Payment Agreement, except if an outstanding balance is on account. *This includes annual income tax receipts, in which the YMCA will only release a tax receipt to the person responsible for paying the fees.*
- If a scheduled payment does not go through, full payment, clearing the balance on account, is due 5 business days after the parent/guardian responsible for that payment is notified. If that



## YMCA Child Care Policies

payment is not made, the other parent/guardian will be made aware that a balance is owing on the account and payment clearing this balance is required within 2 business days to avoid suspension of care.

### **Access**

- The YMCA requires formal court documents to enforce any custodial access issues. A child can be released to any person who has legal guardianship of that child unless appropriate court documents are on file. All legal guardians must be indicated on the registration package.
- The YMCA will not withhold access to a child based upon family dispute. Current spouses or partners of a child's parent/guardian will be permitted to collect that child from a YMCA program unless court produced documents state otherwise.

Page | 14

### **Pick up and Drop off**

- To facilitate smooth transitions and to avoid potential disruption, the YMCA may request a written schedule detailing when each parent/guardian will be responsible for pick up and drop off of their child
- Any parents and guardians listed on the emergency card can pick up the child at any time unless otherwise stated in provided court documentation of guardianship.

### **Philanthropy**

The YMCA mobilizes people to build better communities by giving something back through philanthropy- the giving of time, talent, treasure and trust. The YMCA strives to make programs, services and facilities available to all. Our goal is that no one will be denied membership or program participation because they are unable to pay the full fee.

YMCA Giving raises money for our Opportunity Fund, which is then used to make our programs and facilities accessible to everyone in the community. Families can participate in the annual YMCA Giving campaign at their Child Care Programs and thus become actively involved in the YMCA's work in the local and global community.

### **Partnerships/Community Engagement**

The YMCA works with multiple stakeholders and works to build partnerships with communities we serve.

### **Shared Spaces and Limited Access**

Programs that utilize a space that has other after-hours user groups (e.g. programs in churches, community centres, etc.) must ensure the space is cleaned before and after using the space. It is recommended that cleaning be done by one person directly before the group enters the space and after it exits the space. A cleaning log must be posted and used to track cleaning.

Programs may have limited access to other areas in buildings (e.g. there may not be gymnasium access in schools).

### **Communication**

The YMCA may use telephone or video conferencing, to meet with employees, families and external stakeholders. Families requesting an in person meeting must do so by appointment.



## YMCA Child Care Policies

### **YMCA-Internal Communication**

Directors and Educators will have numerous, open-ended means to contact Child Care Management and the Directors of other programs. This will ensure consistency between the programs and allow for input on policy facilitation from both front line and administrative staff.

Communication methods may include but are not limited to meetings, workshops, emails, coaching, communication books, bulletin boards, goal setting, performance reviews, trainings, procedures and documents

Page | 15

### **YMCA-External Stakeholders**

YMCA programs build relationships with the buildings we occupy and schools the children attend to complement the programs and share information. The basis for sharing information is that there is reasonable belief that the information shared will be in the best interests of the children.

All parent/guardians will sign an Information Sharing Agreement in their Registration Package.

Communication methods may include but are not limited to e-mails, meetings, Collaborative Agreements, phone calls, text messages, Weemarkable, exchange of newsletters/events and other documents.

YMCA makes all available efforts to comply with outside agency policies while adhering to YMCA policy, licensing, and Playing to Learn and A Place to Connect requirements.

### **Emergency Contact Information**

An emergency telephone number will be posted on the main entrance to YMCA Child Care Programs should parent/guardians require emergency after hours contact.

### **Incident Reporting**

Information pertaining to individual children will be communicated in a formal and confidential manner as per our Incident Reporting Procedures. Instances of injury, illness or serious incidents of behavior misconduct will be documented in an Incident Report, which will be reviewed with a parent/guardian upon collection of their child. The Incident Report will be kept in the child's file. Parents/Guardians will be notified as soon as possible by phone of the following incidents: an injury or incident that may require immediate medical attention, a head injury and/or a Critical Incident that is reported to Licensing.

If a Critical Incident occurs in a YMCA program, information about children will be shared with licensing according to the Government of Alberta Licensing regulations. Critical Incident Reporting Procedures, as indicated in the Emergency Procedures, will be followed.

### **Emergency Procedures**

Emergency procedures are posted in the programs and available for Educators and families' review. Emergency procedures are reviewed with the children, where developmentally appropriate.

### **Employee Scheduling and Breaks**

A designated supervisor on site is required to be on site during all hours of operation. Educators scheduled shifts includes time in ratio with the children, planning, documentation and cleaning and disinfecting.





## YMCA Child Care Policies

### **Personal Technology Usage**

All YMCA Educators are responsible for the safety and well being of children. Personal technology devices may be used for emergency and program purposes and must be taken when off site.

Personal technology devices cannot be used to record photos or video of children in program.

Page | 16

### **Dress Code**

Employees will represent themselves practically, yet professionally, while in the program and the community. Educators must wear attire that allows them to play with the children in all environments. Educators need to be prepared to be outdoors in all weather conditions and take proper safety precautions to protect themselves. Backless shoes contravene YMCA Health and Safety regulations and are not to be worn.

Employees will wear a YMCA of Northern Alberta name tag while they are on duty, whether they are on-site or are off site.

Educators are required to wear a YMCA T Shirt on all offsite excursions, including in the water on all swimming field trips.

### **Employee Termination**

**The following practices by employees and/or volunteers are unacceptable and will incur an investigation and may result in disciplinary action, including termination:**

- Inflict or cause to be inflicted any form of physical punishment, verbal or physical degradation, emotional deprivation
  - Physical abuse is any form of child discipline that employs the non-accidental application of force or an agent to a child's body. It can include: striking (directly or with an object), shaking, pushing, grabbing, shoving, slapping, spanking, choking, stabbing or burning a child (as defined by Licensing)
  - Verbal or physical degradation may include any harsh, belittling, or threatening or degrading response by any adult (parent, staff member, volunteer) which humiliates or undermines a child's self-respect. It may also include inappropriate exposure to sexual contact, activity or behavior; force-feeding; exposure to profanity; or exposure to violence between parents or staff members, including volunteers or other adults (as defined by Licensing)
  - Mental or emotional degradation may include withholding appropriate affection, comfort, or cognitive stimulation to a child (as defined by Licensing)
- Correcting behaviour by excessive repetition of movement (i.e. running laps or doing push-ups as punishment)
- Deny or threaten to deny any necessity to a child such as food, shelter or personal liberty (i.e. not allowing a child to use the washroom when needed)
- Use or permit the use of any form of physical restraint, confinement or isolation
- Demeaning and/or demoralizing behavior such as humiliation, threats, intimidation, swearing, yelling, sarcasm, discussion of a child or their family.
- Leaving children unattended or unsupervised.
- Smoking cigarettes, vaping and/or chewing tobacco on YMCA program premises and/or while performing YMCA duties and/or within the sight of participants and families.





## YMCA Child Care Policies

- Employees under the influence of or in the possession of illegal drugs, or under the influence of marijuana and/or alcohol while performing YMCA duties.
- Employees who are impaired at work.
- The use or possession of inappropriate or pornographic material/websites.
- Transporting a child in a personal vehicle during YMCA operating hours.
- Vandalism or theft of YMCA property.
- Posting photos or comments of children or families on Educators' personal social media sites.
- Taking photos of children on Educators personal cell phones/devices.

Termination of the employment relationship is a complex subject with many possible variables and considerations. Termination is not the preferred method of dealing with the employment relationship. Association employees must seek coaching and assistance from their supervisor, General Manager and Vice President, Human Resources, Risk Manager and Leadership Development prior to taking any action. All terminations, including those for just cause, will be conducted with respect for the dignity of the employee and utilizing established best practices. Termination notice periods are consistent with the Alberta Employment Standards Code.