



YMCA CALGARY  
CHILD DEVELOPMENT CENTRE

Information Handbook

FEBRUARY 2023

**YMCA Early Years Purpose Statement**

We nurture impactful relationships utilizing YMCA Calgary's  
core values of respect, responsibility, honesty and caring.

Our intentional program experiences provide children with the best possible start in life.

All licensed child care centres are required to follow applicable zoning, health, and safety legislation. This includes Alberta Health Services, the Alberta Child Care Licensing Act and Alberta Child Care Regulations.

## ABOUT THE YMCA

Ever since its inception in 1902, YMCA Calgary has been a hard-working charitable organization that responds to the needs of Calgarians. YMCA Calgary has evolved into a vibrant charity where thousands of Calgarians are involved each year through health and wellness programs, leadership, and community outreach programs, child care, and day and overnight camps.

YMCA Calgary has six health and wellness facilities, six child development centres with licensed child care, two outdoor camp sites and over 60 community program sites serving all quadrants of the city. These spaces and programs allow YMCA Calgary to deliver programs, services, and opportunities to help the Calgary community connect with others, build life-long skills, and keep active and healthy.

### Our Vision

Our communities are vibrant and healthy because children, youth and adults **belong, grow, thrive, and lead.**

### Our Mission

We connect people through diverse and shared experiences. **As a trusted charity**, YMCA Calgary helps create spaces and **communities** that are **welcoming** and **inspiring**.

### Our Values

YMCA Calgary is committed to practicing and demonstrating the **core values of respect, honesty, responsibility and caring** in all aspects of the organization.

### Our Promise

**We believe in people.** We see their potential. We see strengths in our differences and inspiration in our diversity. We are the neighbour you can count on, **a place for everyone**; A space to play, to challenge yourself, to build resilience and to grow. The journey may start with a splash, a bounce, or a crunch under your boots; and if we do our part, **it will lead to a healthier, more vibrant community.** Your YMCA exists so that everyone has an **opportunity to belong.**

## YMCA CALGARY CHILD DEVELOPMENT CENTRES

### Child Care Philosophy

Positive, caring relationships form the foundation for all that occurs within the child care setting with children learning about YMCA Calgary's four core values of honesty, caring, respect and responsibility. With the support of YMCA educators, children practice behaviours which support social skill development, emotional competence, and community engagement. Choice-based programming along with flexible schedules create child-oriented environments in which children belong, grow, and thrive. Through engagement in play-based learning activities, we help them to progress in all developmental domains.

### Learning Benefits

Our play-based curriculum is designed to maximize children's learning. Research into brain development and how children learn has formed the basis for the curriculum implemented in all YMCA Calgary Child Development Centres. Children are provided with opportunities to participate in developmentally appropriate, small group and play-based learning activities which prepare them for school and support them becoming life-long learners.

YMCA Calgary implements the national YMCA Playing to Learn curriculum alongside elements of the provincial child care curriculum, FLIGHT (Play, Participation, and Possibilities). Both curriculums support educators in their ability to deliver intentional program experiences for all children.

## Health Benefits

During their time in the centre children will enjoy:

- Indoor group activity spaces including multi-purpose rooms for active play
- Daily use of dedicated outdoor environment
- Opportunities for enhanced play and learning opportunities including neighbourhood experiences

Children registered in the Quarry Park Child Development Centre will also receive nutritious snacks twice per day and a mid-day meal.

All children registered in YMCA Child Development Centres receive a complimentary YMCA Child Membership. This provides:

- Access for your child at all Calgary YMCA Health, Fitness & Aquatics facilities
- Discounted program rates for preschool programs, swim lessons and member access to drop-in experiences
- Discounted rates for a parent/guardian accompanying their child to the YMCA
- YMCA Member Zone – advance and online YMCA program registration
- Opportunities for children and families to engage in activities which can positively impact behavior and a healthy lifestyle

## Communication

YMCA Calgary places a high value on effective communication. We encourage open and honest communication with children, with families and with our staff and volunteer teams. A child's legal parent/guardian is the key person(s) YMCA Calgary staff will engage with regarding matters relating to individual experiences within the child care setting. Parents/guardians are encouraged to utilize available communication channels including on-site conversations, phone calls, email, Weemarkable posts, scheduled in-person or virtual meetings to learn about their child's experiences, to maintain open communication and to address questions or concerns with centre staff.



Additional to the above, YMCA Calgary utilizes an app-based communication tool called Weemarkable™. This tool was designed and developed by the YMCA of Hamilton | Burlington | Brantford, with input from YMCA families and educators. Through Weemarkable™, we are pleased to provide you with regular updates on your child and to share some of their developmental milestones. You will receive photos, food menus (Quarry Park Child Development Centre only) and information on centre happenings direct to your mobile phone. You can also securely add extended family members or caregivers to your account so they, too, can stay up-to-date on your child's YMCA experience.

Upon registration with YMCA Child Care, each family will be provided with a link they will need to utilize to set up their personal account.

An "Alert" will be created and sent to families to ensure fast and effective communication in the event we need to relay time-sensitive or critical information.

### **Please Note:**

**Weemarkable™ is the primary communication method between YMCA Calgary and families for general centre information, updates, and emergency alerts. As Weemarkable™ is a public forum and YMCA senior staff do not receive notifications when a user posts, please direct specific inquiries or questions to the Centre Director or Supervisor rather than posting within the application.**

## REGISTRATION INFORMATION

### Registration and Account Inquiries

**Centre Specific Information** – this includes child experience and detailed centre information. Please contact the centre your child attends or which you are interested in. Contact information can be found below.

**General Inquiries** – please direct general inquiries to [childcare@ymcacalgary.org](mailto:childcare@ymcacalgary.org)

**Account Information** - this includes changes to your method of payment (including updated credit card information) as well as all financial matters. YMCA Calgary utilizes a centralized registration system which is managed by the Child Care Administration Supervisor. The appropriate contact information is located at the end of this section.

### Enrolment

The information you provide in your child’s enrolment package is essential to ensure your child's safety, and that he/she is provided with the highest quality care. While formal updates will be conducted twice per year, we ask that you provide us with updated information as changes occur.

Please note – To support health and safety practices, as well as to ensure everyone has a clear understanding of the various risks associated with participating in programs and services, **YMCA Calgary requires you to sign a one-time participation waiver.** You can sign the waiver securely by accessing the [EZ Waiver Portal](#) - please select the YMCA Calgary Waiver option. The waiver will be put on your family's account and is set up to include all family members. There is no need to submit a separate waiver for each family member or for different programs and services. Only one YMCA waiver is required per household.

### Part-Time Care

*Part-time care is generally not available within our child care centres.* Please contact the child care centre of your choice for information and to discuss availability

### Child Care Fees (effective March 1, 2022)

The [Government of Alberta’s Affordability Grant](#) benefits families by reducing monthly fees. The affordability grant is applied to the full monthly fee for each child’s registration, reducing the amount the family pays for child care services. The fees listed below are the amount the family is responsible for paying, following the application of the affordability grant to the full monthly child care fee.

Centre	Infant	Toddler	Preschool & Kinder
Saddletowne YMCA	N/A	\$610	\$610
Shawnessy YMCA			
Brookfield Residential YMCA at Seton			
Remington YMCA	\$725	\$610	\$610
Shane Homes YMCA at Rocky Ridge			
Quarry Park Child Development Centre <i>*includes lunch &amp; snacks</i>	\$940	\$820	\$815

Additional financial support is available to eligible families through the [Alberta Childcare Subsidy](#) program as well as YMCA Calgary’s internal financial assistance program.

### Payment Information

Pre-authorized payments are required to be set up at the time of registration (Payments come out on the 4<sup>th</sup> of each month). Payment may be made by Visa, MasterCard, American Express or by automatic withdrawal from a bank account. Payments made by automatic withdrawal can take up to 10 business days to be reflected. NSF charges apply for refused payments.

**Note – should the payment information you have on file for child care payments change, please reach out to our administrator at 403-351-6686. Please also let us know should the credit card you use for child care payments be expiring (or have expired).**

- **Child Care Deposit** – A \$600 child care deposit is required at the time of full-time registration for each registered child. The deposit will be kept on the child’s account for the duration of time they are in the centre and refunded to the family providing sufficient notice of termination of care is received.
- **Termination of Care** – Families are required to give **45-days written notice** to the child care director advising the YMCA of their child’s last day of care to receive a refund of the \$600 child care deposit on file. At that time, the deposit will be applied to the last month’s fees
  - For families receiving provincial subsidy – YMCA Calgary will retain your deposit until after the subsidized portion has been received from the Government of Alberta for your child’s final month of care and reconciled. Following subsidy reconciliation, processing of any monies owed will occur.
- **Financial Assistance** – Financial assistance is available for qualifying families
  - Provincial Child Care Subsidy – Available to qualifying families, child care subsidy is applied for by a child’s parent/guardian. The family is required to provide YMCA Calgary with proof of provincial child care subsidy approval, including renewal information. Subsidy information must be current for YMCA Calgary to apply it to a family’s monthly child care fees
  - YMCA Financial Assistance – If you are registered with a YMCA Child Care centre and feel that you do not have the financial means to pay full program costs you may be eligible for support from YMCA Calgary. YMCA financial assistance may only be applied for after a family has first applied for provincial child care subsidy. Inquiries may be directed to the Child Care Administrative Supervisor.

Note – should your credit card be expiring, or have expired, please reach out to our Administrator at 403-351-6686 to update this for your child care payments.

### Waitlist

Child Care Centres are licensed by Alberta Children’s Services and follow established regulations for the number of children registered in each age-specific classroom. YMCA Calgary maintains a wait list for each of our six licensed child care centres.

If you are interested in care, you are encouraged to call the centre of your choice to see if space is available when you need it. **If space is not available, you are invited to join the centre’s waitlist. You can do so by visiting our website <https://www.ymcacalgary.org/>** - please select the “Child Care” option found at the top of the page. There you will find instructions which will guide you through the process including how to pay the \$25/child non-refundable waitlist joining fee. If you are unable to join the waitlist, and pay the fee, it may mean that the waitlist for that centre is full and capped. Please keep checking the website for updates.

**Information Update** - It is your responsibility to ensure your account and contact information is current. Updates can be done in person at Member Services at all YMCA Calgary branches or by contacting our administrator at 403-351-6686.

A child is placed on the wait list when -

- A space is not immediately available for a child upon initial inquiry
- A family is expecting a child and wishes to place their child in the centre at a future date please speak with Child Care Director
- A child is withdrawn from care for any reason, and at that time, the family indicates they wish the child to return to care in the future. The child will be added to the waitlist at no cost the day after their last scheduled date of care.
  - If a family does not request to have their child placed on the waitlist when notice of withdrawal is given, the child will be placed on the waitlist at the time of the request and the regular waitlist fee will be charged

- Families previously registered with YMCA Calgary Child Care, who are on maternity/parental leave, are asked to reach out to the centre the month prior to the date marking one year of their child being withdrawn from care. This helps to ensure that both the child care centre and the family are working collaboratively around child care needs, timelines, and space availability

A child is placed in the child care centre when -

- Another child withdraws from the centre and internal movement of children within the centre is completed
  - Internal movement facilitates movement/placement according to ages from one classroom to another (eg. An infant moving to a toddler room). Following internal movement within the centre, the vacant, age-specific space is determined
- The family of the child who is the next eligible child on the waitlist for the age-specific space available is contacted
- Families of children who do not currently meet the age-specific space requirement will not be contacted regardless of their initial waitlist joining date
- Should you be contacted and offered an available space, you will be provided with 24 hours to respond. The offer of placement will be communicated using both the main phone number and email on the family account in YMCA Calgary’s registration system
  - Should you choose to decline the space, your child will remain on the waitlist with the original waitlist joining date. If you decline, there is no guarantee when the next available space opens. Additionally, you will not be eligible for a space until 3 months after the previous offer.

**Please Note:** YMCA Calgary prioritizes children for placement who are a sibling of a child currently registered in the centre. Additionally, YMCA Calgary prioritizes children of previously registered families returning to care following a maternity/parental leave.

YMCA Calgary recognizes that childcare is important for families and securing quality care arrangements can be challenging. While we will do our best to meet a family’s needs, we cannot guarantee a space will be available when requested or that a space will be available for all children following parental leave.

**Interested in Transferring Centres?** Should a currently registered family wish to be considered for transfer to another YMCA Calgary child care centre, they are asked to first speak with the Child Care Director of their centre. The Child Care Director can then support further communication to determine whether a transfer is possible. Due to licensed child care capacity and ratio regulations, we are not able to guarantee transfers when they are requested.

**Moving to Calgary?** YMCA Calgary is not able to guarantee acceptance of children who have been attending a YMCA child care centre outside of Calgary. Please contact us for further information.

All account and payment inquiries should be directed to  
**Christina Thomas, Child Care Administrative Supervisor**  
 T 403-351-6686 E [christina.thomas@calgary.ymca.ca](mailto:christina.thomas@calgary.ymca.ca)

**CONTACT & CENTRE INFORMATION**

**Late Pick Up Policy**

A late charge of \$1.00 per minute will be applied to your account for children not picked up by our closing time of 6:00 p.m. Habitual lateness may result in the termination of your child’s care with the YMCA Calgary Child Development Centre.

**Hours of Operation and Contact Information**

All Centres operate 7am-6pm, Monday – Friday unless indicated in the chart below.

YMCA Child Development Centres recognize the following holidays and will be closed. If the holiday lands on a weekend, the next closest business day will be recognized in lieu.

Note: The 2023 Operating Schedule is available on the back page of this handbook for ease of reference.

January – April	May - August	Sept - December
New Year's Day (January)	Victoria Day (May)	Labour Day (September)
Alberta Family Day (February)	Canada Day (July)	Thanksgiving Day (October)
Good Friday (March/April)	Civic Holiday (August)	Remembrance Day (November)
Easter Monday (see Note)		Christmas Day (December)
		Boxing Day (December)
		New Year's Eve (December)
<p><i>All child care centres are closed on Easter Monday. On this date, child care staff participate in professional development.</i></p> <p><i>Child Care centres close at 1:30 p.m. on Christmas Eve and New Year's Eve if the day falls on a weekday</i></p>		

#### Unforeseen Closures to Child Care Centre and/or YMCA facilities

YMCA Calgary is committed to the health and safety of all members, participants, staff, and volunteers within our facilities. While rare, situations may arise which result in the need for temporary closure of a program area or building. These include mandated closures by regulatory bodies (including Alberta Health Services) as well as following internal YMCA risk assessment and evaluation for a specific situation.

Any interruption to service delivery will be minimized to the best of our ability.

Information regarding child care centre closures will be made available, at minimum, to families through a YAlert on Weemarkable™

#### Contact Information

<b>ECCO Child Development Centre in the Remington YMCA</b> 108 Quarry Park Road SE	<b>Director: Sabrina Norton</b> 403-351-8287 <a href="mailto:sabrina.norton@calgary.ymca.ca">sabrina.norton@calgary.ymca.ca</a>	<b>Supervisor: Anna Lally</b> 403-351-8288 <a href="mailto:Anna.lally@calgary.ymca.ca">Anna.lally@calgary.ymca.ca</a>
<b>Quarry Park Child Development Centre</b> 10702 – 18 street SE Reception: 403-351-6689		
<b>Senior Child Care Director: Becky Offord</b> 403-836-2198 <a href="mailto:Rebecca.offord@calgary.ymca.ca">Rebecca.offord@calgary.ymca.ca</a>		
<b>POD 1 &amp; 4</b> <b>Director: Noreenjoy Dapal</b> 403-836-6244 <a href="mailto:Noreenjoy.dapal@calgary.ymca.ca">Noreenjoy.dapal@calgary.ymca.ca</a>	<b>POD 1</b> <b>Supervisor: Saera Seo</b> 403-827-9627 <a href="mailto:saera.seo@calgary.ymca.ca">saera.seo@calgary.ymca.ca</a>	<b>POD 4</b> <b>Supervisor: Jin Hee Choi</b> 587-397-6606 <a href="mailto:Jinhee.choi@calgary.ymca.ca">Jinhee.choi@calgary.ymca.ca</a>
<b>PODS 2 &amp; 3</b> <b>Director: Paola Goich</b>	<b>POD 2</b> <b>Supervisor: Djanah Mangahas</b>	<b>POD 3</b> <b>Supervisor: Erin Obrigewitch</b>

<b>587-390-0578</b> <a href="mailto:Paola.goich@calgary.ymca.ca">Paola.goich@calgary.ymca.ca</a>	<b>403-836-8441</b> <a href="mailto:Aecyanne.mangahas@calgary.ymca.ca">Aecyanne.mangahas@calgary.ymca.ca</a>	<b>403-390-0578</b> <a href="mailto:Erin.obrigewitch@calgary.ymca.ca">Erin.obrigewitch@calgary.ymca.ca</a>
<b>Saddletowne YMCA Child Development Centre</b> 180, 7555 Falconridge Blvd NE <i>(Genesis Centre of Community Wellness)</i>	<b>Director: Brooke Wendzina</b> <b>403-537-2722</b> <a href="mailto:brooke.wendzina@calgary.ymca.ca">brooke.wendzina@calgary.ymca.ca</a>	<b>Supervisor: Rhona Go</b> <b>403-537-2723</b> <a href="mailto:Rhona.go@calgary.ymca.ca">Rhona.go@calgary.ymca.ca</a>
<b>Seton YMCA Child Development Centre</b> 4995 Market Street SE <i>(located within the Brookfield Residential YMCA at Seton)</i>	<b>Director: Sasha Fernando</b> <b>587-392-5589</b> <a href="mailto:sasha.fernando@calgary.ymca.ca">sasha.fernando@calgary.ymca.ca</a>	<b>Supervisor: Mary Grace Bernardo</b> <b>587-392-5590</b> <a href="mailto:Mary-grace.bernardo@calgary.ymca.ca">Mary-grace.bernardo@calgary.ymca.ca</a>
<b>Shane Homes YMCA at Rocky Ridge Child Development Centre</b> 11300 Rocky Ridge Road NW	<b>Director: Genevive Onuigwe</b> <b>403-351-6744</b> <a href="mailto:Genevive.onuigwe@calgary.ymca.ca">Genevive.onuigwe@calgary.ymca.ca</a>	<b>Supervisor: Debasree Phukon</b> <b>403-351-6745</b> <a href="mailto:Debasree.phukon@calgary.ymca.ca">Debasree.phukon@calgary.ymca.ca</a>
<b>Shawnessy YMCA Child Development Centre</b> 333 Shawville Blvd SE  Registered Families - Call 403-254-3200 if required	<b>Director: Nancy Batuhan</b> <b>403-254-3211</b> <a href="mailto:nancy.batuhan@calgary.ymca.ca">nancy.batuhan@calgary.ymca.ca</a>	<b>Supervisor: Felicia Mautin</b> <b>403-254-3211</b> <a href="mailto:Felicia.mautin@calgary.ymca.ca">Felicia.mautin@calgary.ymca.ca</a>

A senior child care staff member is generally available when you drop off and pick up your child for daily, regular communication. Please call the child care centre's main phone line to report child absences or to reach a member of our senior child care team. If a staff member is not available to take your call, please leave a message and if a return call is required, the number you can best be reached at.

**Please note:** *While our team endeavors to return all calls in a timely manner, heightened periods of operations may require additional prioritization. Your patience is appreciated.*

#### Attendance & Sign out Procedures

Daily child sign in/out is required and transfer of care of the child occurs between a YMCA staff member and the child's parent/guardian. YMCA Calgary's the educators will sign all the children in/out of the program.

For Child Safety and Protection, if an educator is unfamiliar with a parent/guardian or individual listed on the approved pick-up list, the educator is required to ask for photo identification. ID must match the name provided on the child's registration form. The legal guardian of the child must communicate with the centre if an alternate individual is to pick up the child on any given day; in cases such as this, government issued, photo ID is also required. Children will not be released to any individual who is not on the child's approved pick-up list without communication from the parent or guardian.



## Absenteeism

All absences (casual and those of a medical nature) are to be communicated to the centre by e-mailing or calling your child(ren)'s centre. We request that if your child is going to be absent that the reason for the absence be communicated to YMCA Calgary in a timely manner.

**Please Note:** YMCA Calgary does not pause payments or provide discounts/refunds for time your child is away from the centre (illness or vacation). Should you choose to withdraw your child, a 45-day written notice is required for your child care deposit to be refunded.

## What to Bring

- A small blanket for quiet time
- Clothing suitable for outdoor, active play
- At least 2 changes of clothing
- Diapers/wipes/diaper cream (if applicable)
- Labelled water bottle for your child (for health reasons, the water bottle requires a lid for the mouthpiece)
- A packed lunch, as well as morning and afternoon snacks, to meet your child's nutritional needs.

All foods must be NUT FREE. Staff will store lunches in refrigerator and are able to heat food for lunches

- We recommend the snacks & lunches follow the recommendations of Canada's Food Guide and consist of at least one item from each of the four food groups: milk products, grain products, fruit and vegetables, and protein and alternatives. For best practices, liquids will not be permitted in cribs or on cots. Further information can be found at <http://hc-sc.gc.ca/fn-an/food-guide-aliment/index-eng.php>

**Please Note:** The Quarry Park Child Development Centre has an on-site kitchen which provides snacks and a mid-day meal for all children. Should a temporary disruption of food services be necessary, families will be provided with further information.

**Please leave personal toys at home** - If a child requires a comfort item, it is to remain at the centre. If possible, the item will be included in the room's regular laundry cycle and put back with their bedding. If it is a hard surface item, it will be included in regular cleaning procedures.

## CHILD CARE CURRICULUM

YMCA Calgary utilizes two curriculums – the Alberta FLIGHT curriculum and the national YMCA Playing to Learn curriculum. The FLIGHT curriculum is focused on broad holistic goals rather than specific outcomes for each subject area, with content emerging from children's fascination with the world. The YMCA Playing to Learn curriculum is implemented in over 300 child care centres across Canada uses emergent planning practices and play-based learning theory. YMCA Calgary recognizes that children learn best through play and that play builds the foundation for developing necessary academic skills including early literacy, early mathematics, science, technology, and the arts.

Educators utilize an observe – plan – reflect model for identifying what children already know and their developmental stage. This ensures that educators can gain insight into how each child learns, allowing them to create a dynamic in-class environment along with intentional programs and facilitation strategies. Curriculum implementation accounts for all areas of child development including physical, emotional, cognitive, creative, and social behavior. Educators adapt the curriculum to meet the specific needs of each child ensuring that their interests shape their learning experience.

Relationships form the foundation for all that happens within the child care environment. Children learn about YMCA Calgary's four core values of Respect, Honesty, Caring and Responsibility through social engagement and opportunities to practice with the support of the educators.

A flexible daily schedule is used to ensure that children’s play is protected. Children are given intentional opportunities to participate in developmentally appropriate small group, play-based activities. Play materials and creative room set ups are utilized to build upon children’s interests, encourage each child’s engagement and to allow children to explore and discover.

YMCA educators are provided with regular professional development opportunities to ensure they have the skills required to effectively implement the curriculum using a learner centred approach based on respect for each child’s individuality.

**Daily Routine/Programming**

All indoor activities and programming will occur within a child’s classroom or approved facility area. The area utilized will have the ability to keep children distanced from the public or other user groups. All areas and associated equipment will be cleaned and disinfected between user groups.

Daily outdoor play will be scheduled for each classroom.

Classrooms and program activities will be set up to encourage social distancing between the children throughout the day. Recognizing that young children are not able to fully understand and follow social distancing guidelines, increased cleaning & safety measures have been put into place to allow for the social, emotional, and play-based learning needs of children to be met while they are at the centre.

Our daily schedule is flexible, with routines such as eating, toileting and rest time remaining consistent each day. The educators encourage the children to develop and use self-help skills such as independent toileting, setting out lunches and tidying up afterwards; helping put sheets and blankets on beds and dressing themselves.

Daily Routine – Times will vary depending on the centre and children’s needs.

Time Frame	Activity
7:00 am	Centre Opens  Play Opportunities  Morning Snack*
11:30 am – 12:30 pm	Lunch Served*
12:30 pm – 2:30 pm	Rest/Nap Time**
2:30 pm – 6:00 pm	Afternoon Snack*  Play Opportunities  Centre Closes

\*Nutrition –Schedules are determined by the needs of the individual child. Provision is made for them to be able to have food outside of scheduled snack and mealtimes.

\*\*Rest/nap period - YMCA Calgary recognizes that all children need adequate rest and opportunities to recharge. All children will be provided with an afternoon rest/nap period for a minimum of 30-60 minutes with additional rest/nap time provided for those children requiring it. To meet the needs of infants aged 12 – 18 months, rest/nap time will be provided which addresses individual schedules.

Our daily and weekly routines include opportunities for children to engage in active play indoors and outside. Active play offers these advantages: freedom to run and jump and move about vigorously, opportunities for large muscle development, a safe place to let off steam and excess energy, a safe environment to learn about water safety and a way to connect with nature. If the temperature is **-20 degrees (or colder)** or if we are experiencing moderate-to-heavy snow or rain, indoor activities will be planned.

YMCA Calgary values the importance of outdoor play for children. We aim to have children experience outdoor play for a minimum of 2 hours per day. In response to extreme, adverse weather conditions, outdoor play will be lessened, adapted, or replaced with indoor activities. This includes extreme summer or winter weather, taking into account additional elements such as poor air quality, wind, snow, and rain as well as available shelter.

**For further information regarding your child's daily schedule and activities**, please refer to your "Welcome Letter" or reach out to the Child Care Director or Supervisor.

### Enhanced Curriculum Needs

Child Care centres utilize available indoor and outdoor spaces associated with the YMCA facility the program is in to ensure children have access to varied experiences which support their holistic development. Facility amenities are specific to individual locations but may include use of gyms and multi-purpose rooms, recreational swim in the YMCA pool etc.

### Birthdays

Celebrating children's birthdays in a warm YMCA way is something we cherish. However, due to allergies and restrictions, gifted food & other items should be store bought with packaging that clearly states ingredients. Please speak with a member of our team to discuss how we can make your child feel recognized on their special day.

### Supervision Policy and Practices

YMCA Calgary Child Development Centres are responsible for ensuring that children are always under supervision by child care staff members and that the supervision is effective in ensuring the children's safety, well-being, and development. Effective supervision reduces the risk of harm to children by preventing injuries and accidents. It also promotes a positive, responsive, and intentional learning environment between children and child care providers.

Minimum staff to child ratios, as outlined in the Child Care Licensing Regulations, will be maintained at all times.

YMCA Calgary believes that effective supervision is about more than watching children; it is about using techniques that promote effective supervision and create a safe environment for children. To this end, staff members will:

- position themselves in both indoor and outdoor play environments so they can supervise the children at play, rest and in washrooms
- ensure that the placement of equipment and play materials is conducive to effective supervision
- be alert to when children both arrive and leave the centre and record accurate times for such on the attendance rosters
- communicate verbally with other staff members when children arrive or leave from the program
- know which individuals are authorized to pick up a child from the centre in place of a parent/guardian
- avoid doing other activities when supervising children that could take their attention away from the children (e.g., talking on the phone or texting, cleaning, reading, or doing administrative tasks)
- conduct frequent headcounts of their group comparing their count with the attendance roster and their staff member(s). Headcounts are required both prior to and following any transitions between one play area and another. They are further required prior to or leaving school busses, chartered busses, or public transit.
- record each child's name on a visible white board indicating what area the child is in if they are away from the primary program space

- utilize YMCA Calgary’s Child Development Centre Tag system during times of transitions and small group play
- review attendance rosters and conduct a head count whenever a staff shift change occurs and verbally communicate information about what is happening in the play area and with the children to the incoming staff
- be aware of the location of emergency medications, first aid kits and emergency contact numbers

Children are involved in choice-based activities encouraging them to make decisions for themselves and experience the world independently. Recreational programming is unstructured with child care staff members observing and supporting developmentally appropriate children’s play and children’s behavior.

### Community Engagement

YMCA Calgary Child Development Centre’s partners with various community initiatives. Each centre is unique and meets the needs of the centre as it evolves. Such partnerships may include the Alberta Children’s Cottage, Calgary Food Bank, and the Calgary Public Library.

## CHILD DEVELOPMENT

To support the establishment of optimal conditions for a child’s development, YMCA Calgary is committed to working with families regarding their child’s individual nutrition, sleep, activity, and developmental needs. YMCA Calgary utilizes Alberta Health Services recommendations to determine developmentally appropriate health practices within the child care setting.

### Inclusive Practices and Resources

YMCA Calgary has two full-time Child Development Specialists trained in therapeutic practices who provide support for children, educators, and families. They assist with assessments, creating developmental plans, and accessing community and family supports through external agencies.

Should your child require services to support their ability to participate in regular child care activities, further discussion between the centre’s senior team, your child’s educator and one of our Child Development Specialists will occur. A written plan will be developed with agreed upon strategies and accommodations. Should additional supports be necessary to support your child’s successful integration within the child care setting, information about, and options for, external agency engagement will be provided.

### 1:1 External Agency Aides Supports and Therapists

Should a family have government support funding in place, either PUF (Program Unit Funding) or FSCD (Family Support for Children with Disabilities), for a dedicated aide to work with their child within the child care setting, the family will be responsible for managing all aspects of the funding agreement and associated HR requirements. Should a family require support in accessing funding, a meeting can be scheduled with one of YMCA Calgary’s full-time Child Development Specialists for facilitation. All external support personnel will be required to present and hold a current Security Clearance with a Vulnerable sector check.

### Additional Resources:

Family Support for Children with Disabilities (FSCD) Intake Line: 403-297-6022

Cause & Effect Foundation 403-523- 0150 [contact@causeandeffectfoundation.com](mailto:contact@causeandeffectfoundation.com)

Foothills Creative Beginnings 403-851-5534 [info@foothillscreative.org](mailto:info@foothillscreative.org)

Health Link – Health Advice available 24 hours/day by calling 8-1-1

### Child Guidance Policy

YMCA Calgary is committed to helping children grow and develop to their fullest potential in a safe, caring, and nurturing environment. The health and well-being of each child is the primary focus and child guidance strategies will be tailored to meet individual needs in the group setting.

Educators will:

- model appropriate behaviour and problem-solving techniques
- guide children in a positive, encouraging, and constructive way
- try to calm and redirect a child who is having trouble demonstrating self-regulation within the child care setting
- approach the children at their eye level when speaking to them
- provide time for children to work out problems with their peers verbally before intervening
- be consistent in their guidance techniques
- utilize and adjust guidance techniques appropriate for the age and development of each child within the program
  - Individual differences for each child will be considered when determining:
    - the level of responsibility a child has for his/her actions
    - the child guidance techniques most effective for the child and the situation
    - a child's level of involvement in problem solving as well as opportunities for growth and development
- keep parents/guardians up to date regarding their child's behaviour and experiences in the program
- Ensure that any child guidance action taken is reasonable in the circumstances

Educators will not:

- inflict or cause to be inflicted any form of physical punishment, verbal or physical degradation or emotional deprivation
- deny, or threaten to deny, any necessity
- use, or permit the use of, any form of physical restraint, confinement, or isolation as a form of child discipline.

As the parent/guardian, you are encouraged to provide verbal or written feedback regarding guidance techniques used at home to maintain consistency between the Child Development Centre and the home environment.

- Staff will incorporate child guidance suggestions made by the parent/guardian for their child except when they are inconsistent with the techniques outlined in this policy or are not feasible within the child care setting

The Child Guidance Policy will be reviewed with you, and a written copy provided to them, upon a child's enrolment in the Child Development Centre. As a parent/guardian, you are required to sign the Child Guidance Policy and a copy will be kept in your child's registration file. Should the policy be revised, you will be provided with an updated copy for review and signing.

Staff members will review, and sign off on, the Child Guidance Policy, upon hiring. Should the policy be revised, staff members will be provided with an updated copy for review and signing.

Staff members will discuss behaviour expectations with children, where developmentally appropriate, when they are first enrolled in the Child Development Centre and throughout the child's time in the program as new situations arise and as opportunities for growth and development occur. When required YMCA staff will work with the child's parent/guardian to identify and secure additional supports for a child.

In the event a child is struggling to exhibit appropriate behaviour while in the child care setting, YMCA staff members will work with the child and you to develop and implement strategies to help the child develop self-regulation. Should a child continue to demonstrate behaviour that is negatively impacting child care experiences, or operations, further action may be required including suspension or termination from the child care centre.

## **HEALTH MEASURES**

As an operator of provincially licensed child care centres, YMCA Calgary is required to ensure that all Alberta Health Services (AHS) guidelines for child care operations are consistently and effectively followed. Along with the guidelines from AHS, our internal Occupational Health and Safety team has recommended additional measures.

The information provided below will outline some of the basic, and enhanced measures, evident within our child care centres. Please contact a senior childcare team member if you need more information.

### Health Assessments & Temperature Checks

Before leaving home, adults and children who will access the child care centre, are encouraged to self-screen for symptoms of illness, each day, using the applicable checklist for their age group (Child Alberta Health Daily Checklist or Adult Alberta Health Daily Checklist).

Sick individuals should stay home until symptoms have subsided.

Infrared contactless thermometers are available within the centre to check temperatures when required, including children exhibiting symptoms of illness. For reference, the acceptable temperature for normal temperatures is:

- Mouth: 35.5-37.5°C (95.9-99.5°F)
- Underarm: 36.5-37.5°C (97.7-99.5°)
- Ear (not recommended in infants): 35.8-38.0°C (96.4-100.4°F)

The acceptable temperature range for children is between 35.5 - 38.0°C using an infrared contactless thermometer.

### Please Note:

- COVID-19 - positive tests must be reported to the child care centre and all AHS guidelines followed, including absence from care and completion of the mandated isolation period
- If a child develops symptoms of illness while in child care, the child will be moved to a separate room and the parent/guardian will be notified to come and pick up their child immediately. Alternate pick-up arrangements will be required if the parent/guardian is not immediately available. Depending on the presenting symptom(s), further reach out by the family to 8-1-1 for health guidance may be required
- Please speak with a member of the onsite child care team should you have questions and/or prior to a child's return to care following illness
- **The changing nature of the COVID-19 pandemic may result in additional control measures, including changes to health requirements.** These will be communicated to families both pro-actively as well as in response to changing circumstances within a centre and/or the broader community. YMCA Calgary Child Care Centres adhere to Alberta Health Services requirements as well as standards set by YMCA Calgary's Senior Leadership and Occupational Health & Safety teams

### Illness Chart

A Child May Not Attend Child Care When -	A Child May Return to Care When -
Child has a new or unexplained rash, or signs of any contagious disease	They have been examined by a doctor and received a doctor's note providing medical clearance to return
Child has any form of untreated infestation (i.e. scabies, head lice, etc.)	They have been treated.
Been prescribed any kind of medication that is not considered emergency medication (i.e. inhalers and epi-pens)	They have been taking the prescribed medication for a minimum of 24 hours; providing their condition is not contagious. Please speak with the centre's Child Care Director or Supervisor prior to returning to care with medication.
Gastrointestinal (nausea, vomiting and/or diarrhea)	Children experiencing gastrointestinal symptoms will need to be symptom free and have restored, typical body function

	without the use of medication for 48 hours prior to return to care.
Any communicable disease (i.e. measles, mumps, rubella, bronchitis, chicken pox, croup, fifth disease, hand, foot & mouth, roseola, Strep throat, meningitis, etc.)  *this does not include all possible communicable diseases	Has been examined by a doctor, is provided with medical clearance, and has spoken with a member of our senior team to discuss the return to care plan
He/she has a fever of 100 degrees (37.78C)	His/her fever has remained below 100 degrees (37.78C) for 24 hours without medication

YMCA Child Care staff also monitor children who are demonstrating behaviours not typical for them within the child care setting which may indicate illness. This includes when a child is fretful or listless, crying, and unable to be comforted, losing interest in play activities or unusually quiet and inactive. Once the child’s usual demeanor has returned, and there are no other signs of illness, the child is able to return to care.

If in doubt, please contact the child care centre to determine whether your child requires a note after an illness.

### Child Immunization

If your child’s immunizations are not current, or you have chosen not to immunize your child, there may be an increased risk to your child should there be a reported case of a related communicable disease at the centre your child attends. Illness notices are posted within a child care centre for the benefit of a child’s parent/guardian.

Alberta Health Services will be engaged should multiple instances of an illness be reported, and they will further assess the situation and advise YMCA Calgary of additional precautions and/or measures required.

Assessment by, and consultation with, a health care professional may be required to determine when it is safe for your child to return to the centre following a reported illness or outbreak.

### Medication

YMCA Calgary will accept emergency medications (epi-pens and inhalers) for administration. Ibuprofen and Acetaminophen medications **will not** be accepted at this time as they may mask symptoms of illness in children. Should your child require the administration of prescribed antibiotic medication, please reach out to the centre’s senior team to discuss specifics along with their return to care following illness.

## CLEANING AND SANITIZING

Educators and senior staff members will be responsible for ensuring all required cleaning and sanitizing measures are taken. This includes managing toy rotation as well as toy and equipment cleaning and sanitizing. It also includes frequent cleaning and sanitizing of high touch surfaces throughout the child care centre.

YMCA Calgary’s contracted housekeeping services will perform enhanced cleaning after hours to ensure spaces are ready for occupancy the next day. Additional cleaning and sanitizing measures will also be utilized in response to any presenting signs of illness within the centre.

## CHILD CARE LICENSING

YMCA Calgary Child Development Centres are responsible for maintaining the standards of the Alberta Child Care Licensing Act and Regulations. Provincial Child Care Licensing Officers regularly visit centres to monitor the compliance of individual child care program's compliance with the applicable legislation as it relates to the minimum standards set for the health, safety, and developmental needs of children

*Provincial licensing information updates and inspection reports are posted on parent information boards within each centre as well as through Alberta Children's Services.*

## GENERAL FAQS

### How do I know that my child is receiving quality care?

YMCA Calgary Child Development Centres are provincially licensed. A licensing officer from Alberta Human Services visits and evaluates each of our centres two to four times per year to ensure we are meeting regulation standards. This report can be found at <http://www.humanservices.alberta.ca/oldfusion/ChildCareLookup.cfm> or posted within the centre.

### How can I learn more about my child's experience in the YMCA Child Development Centre?

Regular, open communication with your child's Early Childhood Educator is the best way to share information about your child's growth and development.

Educators complete daily journal entries for each child in their group which includes details about their daily schedule. These entries are completed through the Weemarkable™ app.

Program plans are available within classrooms. They contain information about children's interests along with the developmentally appropriate play activities that have been planned and provided." Photographs of children at play and written play experiences are also available within the classroom and posted on the Weemarkable™ app.

A Developmental Report outlining your child's progress will be sent home twice per year. This will be accompanied by an opportunity for a scheduled parent/guardian and educator meeting. At any time, parents are encouraged to reach out to the centre Director and a meeting can be scheduled between the family & the room educator(s).

### Who is looking after my child?

All YMCA Calgary educators have Provincial Child Care Certification levels. Our educators are skilled in child observation, planning developmentally appropriate programs, and implementing child-oriented activities. They have current first aid and CPR training and have passed a security clearance check including a vulnerable sector search prior to beginning work.

All YMCA Calgary employees receive annual YMCA Health and Safety Training as well as YMCA Canada Child Safety & Protection Training.

### How many children is each educator responsible for?

YMCA Calgary maintains the child: staff ratios established by Alberta Human Services for Child Care Centres. At minimum:

- 1 educator for every 4 children aged 12 – 18 months
- 1 educator for every 6 children aged 19 to 35 months



- 1 educator for every 8 children aged 3 to 4 years
- 1 educator for every 10 children aged 4 to 6 years

Each of our centres has a senior staff team on site to support operations. We also employ additional staff who provide ratio enhancement, program development support and staff development support.

**How can I become involved?**

YMCA Calgary child care centres schedule two Parent Meetings/Events per year which allow for information sharing and focused conversation on centre operations. During the pandemic these have been suspended with parents able to request a virtual meeting.

**What happens if there is an emergency or critical situation within the child care centre?**

***In the event of an emergency or critical situation occurring within the child care centre, a notification Alert will be posted on the Weemarkable™ app.***

All YMCA staff members receive annual YMCA Calgary Health and Safety training. They are also required to renew their First Aid certification bi-annually and their CPR certification annually.

There is always a designated staff member in charge at the centre and through use of the YMCA radios it is possible to initiate YMCA Calgary’s crisis response team immediately in the event of an emergency. This team, comprised of both child care and YMCA facility staff, ensures that all aspects of the emergency are managed in a safe, calm, and effective manner.

In the event of a medical emergency, YMCA staff begin First Aid and contact EMS immediately. The child’s parent/guardian is advised as soon as possible.

Monthly fire/evacuation drills are completed and recorded as per a plan approved by a Calgary Fire Marshall. In the event of an evacuation, children and staff members of the child care centre will relocate to an off-site location as follows:

- |                                      |   |
|--------------------------------------|---|
| Brookfield Residential YMCA at Seton | Joane Cardinal-Schubert High School: 19480 45 St SE           |
| Quarry Park Child Development Centre | Remington YMCA: 108 Quarry Park Road SE                       |
| Remington YMCA                       | Quarry Park Child Development Centre: 10702-18 St SE          |
| Saddletowne YMCA                     | Calgary Police Service District 5 – 800 Saddletowne Circle NE |
| Shane Homes YMCA at Rocky Ridge      | Melcor YMCA at Crowfoot: 8100 John Laurie Blvd NW             |
| Shawnessy YMCA                       | Tim Hortons: 400, 303 Shawville Blvd SE                       |

**Please note:** *As each situation is unique, YMCA Calgary and City of Calgary Emergency Response Teams may determine, and implement, alternate safety and response measures. This may include alternate off-site evacuation locations due to COVID-19 closures and restrictions. In the event an evacuation lasts longer than 30 minutes, families will be contacted for pick-up*

**What should I do if I have a concern?**

Your feedback is important to us. If you have a concern, please discuss it with your child’s Early Childhood Educator, the Child Care Supervisor or Child Care Director.

If you are unable to address your concern at the centre level, please contact the Centre Manager or General Manager as listed below.

Please also feel free to complete a comment card online on our website at: <https://www.ymcacalgary.org/contact/>

Centre Manager, Early Years (North)	Centre Manager, Early Years (Central)	Centre Manager, Early Years (South)
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<p><b>Jackee Creamer</b> 403-241-4617 <a href="mailto:jackee.creamer@calgary.ymca.ca">jackee.creamer@calgary.ymca.ca</a></p>	<p><b>Trudy Halvorsen</b> 403-351-6688 <a href="mailto:trudy.halvorsen@calgary.ymca.ca">trudy.halvorsen@calgary.ymca.ca</a></p>	<p><b>Sheina Mark</b> 403-254-3202 <a href="mailto:Sheina.mark@calgary.ymca.ca">Sheina.mark@calgary.ymca.ca</a></p>
<p>Saddletowne YMCA  Shane Homes YMCA at Rocky Ridge  Child Development Team</p>	<p>Quarry Park Child Development Centre  Food Services</p>	<p>Brookfield Residential YMCA at Seton  Shawnessy YMCA  Remington YMCA</p>
<b>General Manager, Early Years YMCA Calgary</b>		
<p><b>Caryl Broen</b> 403-537-1721 <a href="mailto:caryl.broen@calgary.ymca.ca">caryl.broen@calgary.ymca.ca</a></p>		

Additional concerns may be directed to **Child Care Connect**, toll free at 1-844-644-5165 (Alberta Children’s Services). Complaints may be submitted anonymously. All complaints are reviewed.

*Thank you for trusting YMCA Calgary with your child. We are honoured to serve your family.*

**YMCA Calgary Child Care**  
**2023 Operating Schedule**

*YMCA Calgary recognizes the following holiday periods. Where a holiday lands on the weekend, the next business day will be recognized in lieu. Child Care Centres are closed on these days.*

**2023**

New Year's Day	Monday, January 2, 2023 (Closed in lieu of Sunday, January 1, 2023)
Alberta Family Day	Monday, February 20, 2023
Good Friday	Friday, April 7, 2023
Easter Monday	Monday, April 10, 2023 (Child Care Staff Professional Development Day)
Victoria Day	Monday, May 22, 2023
Canada Day	Monday, July 3, 2023 (Closed in Lieu of July 1, 2023)
Heritage Day	Monday, August 7, 2023
Labour Day	Monday, September 4, 2023
Thanksgiving Day	Monday, October 9, 2023
Remembrance Day	Monday, November 13, 2023 (Closed in lieu of November 11, 2023)
Christmas Day	Monday, December 25, 2023
Boxing Day	Tuesday, December 26, 2023

**2024**

New Year's Day	Monday, January 1, 2024
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