



YWCA CAMBRIDGE CHILD CARE

# FAMILY HANDBOOK

## Welcome to YWCA Cambridge Child Care

This handbook will provide you with important information about YWCA Child Care. We look forward to working with you to create a welcoming learning environment for you and your child.

**Website:** [ywcacambridge.ca/ywca-child-care/](http://ywcacambridge.ca/ywca-child-care/)  
**[Click here to access all child care policies](#)**

# WELCOME!



## About YWCA Cambridge

For over 75 years, YWCA Cambridge has been a leader in providing responsive programming and services that meet the evolving needs of women, girls, and gender-diverse individuals. As a member of YWCA Canada, YWCA Cambridge is part of the country's oldest and largest multi-service women's organization.

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# CENTRE INFORMATION

## **YWCA Cambridge - Blue Heron Child Care Centre** | 749 Grand Valley Dr.

**Hours:** 7:00am - 6:00pm, Mon - Fri, 12 months a year  
**Supervisor:** Susan Mathers  
**Phone:** (519) 653-0746  
**Email:** s.mathers@ywcacambridge.ca

The Centre is located in Blue Heron Public School in Preston.

**Licensed for:** Toddlers, preschoolers, kindergarten and school-aged children.

## **YWCA Cambridge - St. Elizabeth Child Care Centre** | 50 Adler Dr.

**Hours:** 7:00am - 6:00pm, Mon - Fri, 12 months a year  
**Supervisor:** Marissa Burris  
**Phone:** (519) 654-9366  
**Email:** m.burris@ywcacambridge.ca

The Centre is located in St. Elizabeth School behind the arena in Hespeler.

**Licensed for:** Toddlers, preschoolers, kindergarten and school aged children.

## **YWCA Cambridge - St. Margaret Child Care Centre** | 210 Cowan Blvd.

**Hours:** 6:45am - 6:00pm, Mon - Fri, 12 months a year  
**Supervisor:** Kim Whalen  
**Phone:** (519) 622-6773  
**Email:** k.whalen@ywcacambridge.ca

The Centre is located in St. Margaret of Scotland Separate School in Clemens Mills.

**Licensed for:** Toddlers, preschoolers, kindergarten and school-aged children.

## **YWCA Cambridge - Woodland Park Child Care Centre** | 555 Ellis Road

**Hours:** 7:00 am - 6:00 pm, Mon - Fri, 12 months a year  
**Supervisor:** Fatma Elhefney  
**Phone:** (226) 807-0711  
**Email:** f.elhefney@ywcacambridge.ca

The Centre is located in Woodland Park Public School in Hespeler.

**Licensed for:** Toddlers, preschoolers, kindergarten and school-aged children.

## **YWCA Cambridge - Wesley Child Care Centre** \* (formerly LINC Preschool) | 6 Cambridge Street

**Hours:** 9:00am - 12:00pm, 12:30pm - 3:00pm Mon - Fri, September - June  
 Offering summer camp July-August for ages 4-10 only from 7:30 am - 5:00 pm  
**Interim Supervisor:** Sonila Koleci  
**Phone:** 226-821-0272  
**Email:** s.koleci@ywcacambridge.ca

This program is located in Wesley United Church.

**Licensed for:** Preschoolers (half day September - June); kindergarten and school-aged children (full day July-August)

*\*Official name change to be confirmed*

## **YWCA Cambridge - Southeast Galt Child Care Centre** \* | 605 Wesley Blvd

**Hours:** 7:00 am - 6:00 pm, Mon - Fri, 12 months a year  
**Child Care Supervisor:** Gillian Fiander  
**Phone:** 226-988-0265  
**Email:** g.fiander@ywcacambridge.ca  
**Extended Day Supervisor:** Simmi Saini  
**Phone:** 226-972-6120

The Centre is located in the joint School compus of Giinawind Public School and Guardian Angels Catholic School.

**Licensed for:** Infants, toddlers, preschoolers, kindergarten and school-aged children.

*\*Official name to be determined*

# THE YWCA CAMBRIDGE CHILD CARE PHILOSOPHY

YWCA Cambridge Child Care embraces the **Reggio Emilia philosophy**. Reggio Emilia is a small town in Italy that has fostered and developed a unique approach to child care. It is an approach that is based on the principles of respect, responsibility and community. There is a focus on the use of language and a multitude of media to discover and express ideas. The role of the educator is to support and nurture children's rich relationships with the world around them as well as to facilitate exploration and experiences through joint discovery and problem solving. They encourage children to explore, experiment and hypothesize; respecting that we CAN have many different points of view and see things from different perspectives. Emphasis is on the PROCESS of learning, exchanging thoughts and ideas and listening to each child as an individual.

One of the key elements of the Reggio Emilia approach is **emergent curriculum**. Emergent curriculum allows educators to respond to the children's ideas as curriculum unfolds. The time frame is open, allowing projects to follow the children's interests. Ideas develop from one another. For example, in one of our classrooms, a discussion on planets led to an interest in planet Earth, which led to projects on the world, which led to an exploration of food, customs, dress and flags, which led to an interest in the Olympics. This emergent curriculum is documented in many different ways (webs, photos, documentation of projects, sketches, curriculum books etc.).

Our goal is to foster strong, positive self-image and develop skills in making choices, problem solving and socialization. We strive to enhance both natural curiosity and creativity, and are dedicated to the concept of learning through play. It is an exciting journey that allows children to grow and flourish in a positive environment. Children and their rights are intrinsic in to YWCA's high quality child care programs. Our educators recognize and respect the uniqueness and potential of each child.



*"He has always looked forward to coming to daycare and has grown into a very happy, loving, independent boy and we credit all of you with this."*

# OUR TEAM

Competent, caring and nurturing educators are partners in learning with children and parents. Our centres are staffed in accordance with Ministry of Education Regulations by Registered Early Childhood Educators trained in Standard First Aid and Infant/Child CPR.

Our staff participate in yearly professional development activities and our cooks and supervisors maintain a current Safe Food Handlers certificate from the Region of Waterloo Department of Public Health.



# OUR VALUES



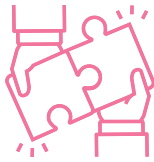
## Connections

Within the Reggio Emilia Philosophy, is the premise that children, parents/guardians and educators are partners in the children's learning. Educators are trained to ensure the transition from home to the child care program is as smooth as possible and connections are made between children.



## Collaboration

Parent/guardian contributions are invited and encouraged through collaboration about the program or a project, volunteering in the classroom or adding any appropriate items to project work or the learning environment in general.



## Community

A sense of belonging to the community is highly valued. The talents and skills of those in the centres' communities are drawn upon to add to project work. Community partners are approached when a family has a specific need, following a discussion with the family involved.



## Caring

Emphasis is on the process of learning, exchanging thoughts and ideas, and listening to each child as an individual. Children are encouraged to explore, experiment and hypothesize, respecting that we can have many different points of view and see things from different perspectives. Children and their rights are intrinsic in delivering high quality child care programs that recognize and respect the uniqueness and potential of each child.





## Competent

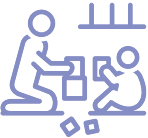
In order to ensure our staff are current in the latest developments in the field of early Childhood Education, opportunities for professional development are provided including an annual conference, workshops at our local Professional Resource Centre and our own November Professional Development Day.


# PROGRAM STATEMENT

For more than 60 years, YWCA Cambridge has provided high quality early learning and child care programs for families. At the core of our programs is the Reggio Emilia Philosophy in combination with the Ministry of education's Early Years Pedagogy as introduced in the document "How Does Learning Happen?" embracing many of the concepts from the Reggio Emilia Philosophy while expanding on them under **four foundations of learning**:

**Belonging**  Every child has a sense of belonging where they are connected to others in their environment, forming relationships. Their experiences are valued and they feel free to make contributions as part of a group and community. Children, parents/guardians and educators are partners in the child's learning.

**Well-Being**  Every child is developing a sense of self, health and well being. As children are all individuals with individual needs, it is important that schedules are flexible, snack time is free-flowing and rest times are provided for rest, sleep or quiet activities depending on children's needs. Daily fresh air and time to explore the outdoors is integrated into our daily programming.

**Engagement**  Children in our programs are regarded as competent, capable, curious and rich in potential. We strive to enhance both natural curiosity and creativity and are dedicated to the concept of learning through play. Every child is an active and engaged learner who explores the world with body, mind and senses.

**Expression**  Children are regarded as capable and powerful communicators, using the 100 languages of children which may include art, dance, drawing or sculpture, to name a few. Asking for and considering children's ideas can help strengthen their sense of autonomy and, competence, as well as their critical thinking skills

Families are encouraged to view the full Program Statement as well as the Program Statement Implementation Policy on our website.

**Website:** [ywca.cambridge.ca/ywca-child-care/](http://ywcacambridge.ca/ywca-child-care/)  
**[Click here to access all child care policies](#)**



# ACCESSIBILITY

In fulfilling our mission, YWCA Cambridge strives at all times to provide our services in a way that respects the dignity and independence of people with disabilities.

## ACCESSIBILITY PRINCIPLES

YWCA Cambridge will use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles of independence, dignity, integration and equity:

- All individuals, including those with disabilities, shall be able to access services, to the greatest extent possible, free from assistance.
- All individuals, including those with disabilities, will be treated with respect.
- People with disabilities are allowed to fully benefit from the same services in the same place and in the same or similar way as other individuals.
- All individuals, including those with disabilities, will have the same chances and options in the way they obtain and benefit from the services provided.
- Every person who deals with a member of the public or participates in developing the organization's policies, procedures, and practices governing the provision of services to the public, including organization, will receive training and orientation to AODA, policies, procedures and practices governing the provision of goods and services to persons with disabilities.

# FINANCIAL POLICY

- Fees are calculated on a daily basis and will be the same for the entire calendar year unless a fee increase has been approved by the Board and communicated to parents 30 days before it takes effect or there is a change to your child's schedule (for example: your child's category of care changes, your child's set recurring schedule for the # of days change).
- Your child care fees will fluctuate month to month based on the # of scheduled days in each month. Your child care fees will be posted through our communication portal under Finance. Your child care fee will be provided two months in advance.

## Payment Policies and General Notes:

- Effective January 1, 2026, along with implementation of the new CWELCC cost-based funding approach, families with children in programs enrolled in the CWELCC system (0-5) would see child care base fees capped at \$22 per day.
- Under CWELCC, base fees will not increase. However, child care operators may choose to opt-out of CWELCC - even at a future date. The Board of Directors reserves the right to make such a decision. Notice of 45 days will be given to inform parents of any changes to fees or our participation in CWELCC.
- Programs are available to parents on a full or part-time basis (minimum of 2 days per week) with a set recurring schedule.
- Fees are calculated based on the child care spot being utilized regardless of attendance.
- Effective January 1, 2026, fees are charged on all scheduled days for Infant, Toddler and Preschool children only, including on all statutory and public holidays (i.e., New Years Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, August Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day, Boxing Day).
- Fees will not be charged on non-statutory closure days during our summer shutdown break, but fee's will be charged during our December winter break shutdown.
- Fees are invoiced per admin offer through Digibot and available for that calendar year and paid through pre-authorized debit. Your monthly fees will fluctuate month to month based on your child's scheduled days that month.
- We do not issue credits for sick days, vacation days, or any unexpected centre closures. Some examples could include but are not limited to school closures days (e.g., due to weather/road conditions, strike days or pandemic closures), black out days, all natural disasters, acts of terrorism etc.
- All account adjustments must be discussed with the Centre Supervisor within one month of statement date. Refunds and credits will be issues via cheque or next subsequent billing cycle (ie. for any overpayments after written notice of withdrawal is submitted or any billing errors).
- One months' written notice (or 22 business days) is required to withdraw from the program or to change your scheduled days, space permitting. If 22 days notice is not provided, full fees will be charged for the full month notice period.

# FINANCIAL POLICY Cont'd

## Kindergarten and School Age Families

Parents are responsible for full fees for all months. Monthly invoices do not include any care for statutory holidays, the month of July and August (unless registered your child for those days), nor Christmas closure (the week between Christmas and New Year's).

If you require care on PA Days, during Winter Break, March Break, additional fees will be required as per the posted Fee Schedule. Failure to opt-out of these programs – providing notice of 1 month notice– will result in fees being charged. Opting in and out of these days need to be done directly in our communication portal (Digibot), in order to finalize your child's registration for those days

## Methods of Payment & Due Dates

- Pre-authorized debit (PAD) is the primary method of payment.
- PAD is a safe and convenient way to pay your fees.
- With pre-authorized debit, your monthly fees will be calculated based on scheduled days at the daily rate and then withdrawn on the 1st of every month.
- If you require a split payment, we can accommodate a withdrawal on the 1st of every month and on the 15th of every month. This will need to be arranged with the Centre Supervisor.
- If either the 1st or the 15th falls on a weekend or banking holiday, the pre-authorized debit will be made on the next business day following the due date.
- Parents/guardians will need to complete pre-authorized debit information in our parent portal (through Digibot).

## Other Payment Method

- In extenuating circumstances, an agreement may be made to accept a manual payment via cash. Decisions to accept such payment methods will be at the sole discretion of the Centre Supervisor.
- We will no longer be offering credit cards as a method of payment.
- All fees are processed via PAD via Digibot. Please ensure your PAD information is up to date in the system.

Payment in full must be received on the 1st (or 1st and 15th) of each month.

Failure to provide payment on time will commence YWCA Cambridge collection efforts. A payment plan will be offered to help collect those fees. If the payment plan has not been adhered to, YWCA Cambridge reserves the right to terminate care.

*Methods of payment & Due Dates continued on next page.*

# FINANCIAL POLICY Cont'd

## **Dishonoured Payments**

A \$25 service charge will be levied on all dishonoured payments (e.g., NSF, funds not cleared, etc). After a 3rd dishonored payment within a 6-month period, the account holder may be required to use an alternate payment method as determined by management. After a 4th dishonoured payment within a 6-month period, the YWCA Cambridge reserves the right to terminate child care services with a one-month notice.

- Dishonoured pre-authorized debit withdrawals will be re-presented to the bank for payment, in the original amount, on the next payment date (either the 1st or 15th of the month) following the date that YWCA Cambridge is notified that your payment was declined. You will receive email notifications from us notifying you of NSF. A service charge of \$25 will be charged to your overall owing amount.
- The service charge will be adjusted, from time to time, as bank charges change. Families will be given one month's notice of this change.

## **Termination of Child Care Spaces Due to Non-Payment**

This policy is to ensure the prompt and efficient payment processing of your child care fees. Payment in full must be received on the 1st (or 1st and 15th) of each month.

YWCA Cambridge, at any given time, has the right to suspend or terminate space due to child care fees being in arrears.

## **Scheduling and Schedule Changes**

YWCA Cambridge offers both full-time and part-time schedules to meet the needs of many families. Schedules may consist of any combination of days and programs but must be set and recurring weekly (e.g., every Monday to Friday each week or Monday, Tuesday and Thursday each week) to ensure the safety of children. Billing will occur for all scheduled days regardless of attendance in the program.

All programs require a notice of 1 month for any changes needed to be made to the schedule.

Requests to change the days of the week (e.g., M-W-F to M-T-W) or to add an extra day to your set recurring schedule are dependent on available space. If you decrease your set number of days, there is no guarantee that a space will be available later to revert back to your previous schedule.

## **Notice Required for the Withdrawal of Care**

A one-month notice period is required to withdraw from the program, including for families who have pre-enrolled but have not yet started. Fees are owing for the duration of the notice period. If insufficient notice is provided, fees will be billed to your account and are payable upon invoicing. Any outstanding accounts will be subject to further collection efforts

# FINANCIAL POLICY Cont'd

## **Maintaining Child Care Spaces During the Summer Months (Kinder and School-Age Families only)**

Parents who have a child(ren) currently in a before and after school program as of June 1st of the calendar year have the following options with respect to care during the months of July and August:

- 1. Summer Camp:** Enroll your child(ren) in the Camp program offered during the months of July and August. **Summer Camp is offered on a weekly basis and operates on a separate payment schedule that required all summer fee's to be paid by May 15th.** When the registration offer has been accepted through Digibot, with a weekly fee (daily rate x 5 days) will be shared with parents. A deposit for summer care will be required. Summer Camp cancellations or changes fall under the same general notes listed above.
- 2. Take the Summer Off:** If you choose not to enroll your child (ren) in the Summer Camp program, you have the option to pre-enroll your child (ren) in the Before School and/or After School programs for the following September with a deposit that is made.
  - If you pre-enroll for September and later decide that your children will not be returning, the standard notice of one month written notice is required to withdraw from the program. Program fees are charged during the notice period.

**YWCA Cambridge reserves the right to make additions or changes to these policies at their discretion. One month notice will be given informing parents/guardians of any changes.**

<b>YWCA CAMBRIDGE</b>	
<b>CHILD CARE FEE CHART 2026</b>	
	<b>Daily Rate (Base Fee)</b>
<b>Category</b>	<b>Per Day</b>
<b>Blue Heron, Woodland Park, Southeast Galt (Giinawind Public)</b>	
Infant	\$22.00
Toddler	\$22.00
Preschool	\$22.00
Before School Kindergarten	\$11.75
After School Kindergarten	\$12.00
Before AND After School Kindergarten	\$12.53
PD Day/Break Care Kindergarten	\$22.00
Before School -School Age (increase)	<b>\$12.50</b>
After School -School Age (increase)	<b>\$17.50</b>
PD Day/Break care School Age	\$47.00
<b>St. Margaret, St. Elizabeth, Southeast Galt (Guardian Angels Catholic)</b>	
Toddler	\$22.00
Preschool	\$22.00
Before School Kindergarten	\$11.50
After School Kindergarten	\$12.00
Before AND After School Kindergarten	\$12.53
PD Day/Break Care Kindergarten	\$22.00
Before School -School Age (increase)	<b>\$12.25</b>
After School -School Age (increase)	<b>\$17.25</b>
PD Day/Break care School Age	\$47.00
<b>Wesley Child Care (formerly LINC Preschool)</b>	
AM only	\$12.00
PM only	\$12.00
AM and PM (Preschool), Full Day Kinder Summer Camp	\$22.00
Full Day School Age Summer Camp (per day)	\$47.00
Deposit for child care spot (0-5):	\$40.00
Deposit for child care spot (6-12):	\$100.00

Non based fee: NSF charge of \$25.00 per transaction  
We no longer charge registration fees and no fees for field trips

No Fees are charged to LINC families. Conestoga College covers the cost of the program.

# WAITLIST POLICY

In accordance with the *Child Care and Early Years Act*, the following waitlist policy was developed to provide a clear overview of how YWCA Cambridge determines the order in which children on the waitlist are offered admission to its centres and how waitlist information is managed. Parents/guardians are provided with their waitlist status upon request and are able to review the waitlist policy in the parent handbook.

## Applying to a Centre

Parents/guardians must apply to the waitlist by submitting an online application through OneList Waterloo Region ([www.regionofwaterloo.onehsn.com](http://www.regionofwaterloo.onehsn.com)).

Through the online application, some details regarding the program are available for parents/guardians (including the type of care available - toddler, preschool, half day, full days, curriculum model etc.).

Once the online application has been completed on OneList, an application date is automatically generated in the online system which will help to determine your child's status on the waitlist at the centre.

Additionally, once the application is completed, an email notification is automatically sent to the respective Centre Supervisor, informing them that a new application has been received. The Centre Supervisor will email to the parent/guardian, confirming receipt of the application within a week of receiving it.

The Centre Supervisor's email will entail one of the following notices:

### **1. Receipt of application, no space available:**

Thank you for choosing to put your child on the wait list at [centre name]. At this time, there is no space available in the program. I will contact you when a space becomes available to discuss enrolling your child. If you have not heard from me as your preferred start date gets closer, please feel free to contact me to inquire about your status on the waitlist. In the meantime, if you would like to come for a centre tour, I would be happy to arrange that for you.

### **2. Receipt of application, space available:**

Thank you for choosing to put your child on the waitlist at [centre name]. I currently have space available. Please contact me by [date] and we can make arrangements for you to come for a centre tour and parent orientation.

### **3. Receipt of application, start date further away:**

Thank you for choosing to put your child on the waitlist at [centre name] I will contact you when a space becomes available closer to your preferred start date to discuss enrolling your child. If you have not heard from me as your preferred start date gets closer, please feel free to contact me to inquire about your status on the waitlist. In the meantime, if you would like to come for a centre tour, I would be happy to arrange that for you.

# WAITLIST POLICY cont'd

Parents/guardians are able to log in at any time to view their current applications, update any information or withdraw their application.

There is no fee charged to parents/guardians to apply to the wait list and parents/guardians can apply to up to ten child care programs online.

## Wait List Management

The Centre Supervisor regularly reviews waitlist information online through the OneList Administration site. Any conversations with parents/guardians on the waitlist are noted in the comments section of the waitlist application within the online Administration site for reference purposes.

In the event that a parent/guardian inquires about the status of their application on the waitlist, the Centre Supervisor will provide information about the program and spaces that are available or may be coming available. Personal information about waitlist applications is never disclosed to maintain privacy and confidentiality for all families.

As child care spaces become available at the centre, the Supervisor will follow up with the parents/guardians to offer child care spaces in priority order. Priority will be given to staff and families with siblings already at the centre. It should be noted, however, that these two groups must also go through OneList.

Once a parent/guardian has been contacted by the Supervisor regarding an available space, they will be asked by email to provide confirmation that they want to register within 48 hours.



# WAITLIST POLICY cont'd

## **Email response for space becoming available:**

As a result of your application to OneList, a space has become available in the [ age group] program at [centre name]. Please let me know by [date and time 48 hours from when the email is being sent] if this space is still of interest to you, or if you wish to remain on the waitlist. Should I not hear from you, I will move on to the next family on the waitlist.

If reply is not received within 24 hours, the Supervisor will leave a message by phone stating that an email was sent and a reply is needed within the next 24 hours.

If a response is not heard from the parent/guardian within 5 days, the Supervisor will remove the application on the OneList Administration site. This will move the application from active to inactive. The Supervisor will then update the comment history to reflect the change made.

## **The Supervisor will send the following email should there be no response within 5 business days:**

### **Follow up email after 5 business days of no response:**

As there has been no response to my email sent on [date email was sent to offer space] requesting confirmation that you require child care for your child or wish to remain on the waitlist for [centre name], your application has been deactivated. Should you wish to reinstate your child on our waitlist, please reply as soon as possible and I will reactivate your application.

Once a start date is in place for the child, the Supervisor will go on the OneList Administration site and "place" the child's application. The Supervisor will then be prompted to complete steps 2 and 3. Under step 2, the Supervisor will select the application to remove the child from their waitlist only. Step 3 reviews and confirms the Supervisor's work. Please note: Through each step of the process, the comment history should be updated to reflect ongoing communication with the family.

# WAITLIST POLICY cont'd

## Updating of Waitlist

In order to maintain the integrity of the waitlist, it is necessary to contact the families on the waitlist a minimum of once per year to confirm that they wish to remain on the list. The purpose of doing so is to ensure speed of placement for families when spaces do become available. The frequency with which this is done will depend on the number of families placed in a given year.

## Families are contacted to confirm their desire to stay on the waitlist with the following mass email:

I am currently updating our centre's waitlist and require confirmation that your family wishes to remain on our list. This will ensure speed of placement for families as space becomes available. If you would like to remain on the list, please reply by [date and time 48 hours from when the message is sent] stating: 1. Whether or not you would like to remain on the wait list, and 2. If you wish to remain, please indicate your preferred start date. If I do not hear from you by the date specified, I will remove your application from our waitlist. If you would like to know your status on the wait list, please feel free to contact me and we can discuss this further.



# CENTRE ORIENTATION

It is our goal to make your child's transition into the program as smooth as possible. During your orientation appointment, we will make the following available to you and your family:

- A tour of the entire centre including the playground.
- An introduction to the staff who will work with your child.
- An explanation of the licensing and inspection processes for child care centres in Ontario, including an explanation of and the posting of serious occurrences.
- The opportunity to schedule a couple of play visits (no charge) before your start date.
- An explanation of all registration forms including your financial responsibility.
- Information about the method used for sharing information about your child with the appropriate staff member.

When a child is transitioning up to the next age group the following takes place in order to ease the transition for the child and her/his family:

- A form is filled out by the educators in the original group to help the new educators best meet the child's needs (see form following this policy).
- The child has an opportunity to visit the new program and slowly integrate into the new group over a three-week period. Visits will include indoor play, outdoor play, lunch time and rest time.
- Educators in the new group will have the opportunity to review the child's file, read the transition form and meet with the current educators to ask further questions.

# ARRIVAL & DEPARTURE

We ask parents to allow sufficient time during transitions to ease their child into or out of the program and to allow for discussion with staff at arrival time. Be sure to tell the staff anything you think they should know.

Our staff are on different shifts, so you may or may not see your child's teacher on a day-to-day basis. Each centre has their own system of assisting with the communication between parent and teacher. Please take advantage of the system at your centre to ensure that your child's teacher receives messages.

Some parents have asked that older siblings be allowed to pick up/drop off their younger siblings. There is provision in our policies for some flexibility with sign in/out procedures for children 10 years of age and older. Please speak to the Supervisor for more information.

All children must be signed in and out of the program. Please advise the centre if someone other than a custodial parent/guardian is picking up. Staff will ask to see picture identification if someone they are not familiar with comes to pick up your child. Please remember this is for the protection of the children and inform the person picking up of this policy.

**We will not release a child without your authorization.**

## **Late Pick-up**

Children become distressed when they are late being picked up. Our centre closes at the specified time and staff have personal commitments. Your child and our staff appreciate your consideration.

## **Attendance**

Please notify the centre in the morning if your child is going to be absent. A telephone message suffices. This is especially helpful with school-age children as child care staff must search for your child if they do not arrive after school.

## **Admission and Discharge**

Our child care programs are open to all children. The following forms must be completed and signed before your child starts on our online platform via Digibot:

- Registration Package
- Region of Waterloo Immunization Form (Infant, Toddler, Preschool)
- Emergency Information Card

Parents are encouraged to schedule a couple of play visits to the centre prior to their child's start date.

Not every program meets the needs of every child/family. In a case where the family or YWCA Cambridge do not feel the program meets the family/child's specific needs, every effort will be made to assist you in finding more suitable care.

**Your child may be withdrawn/discharged with one month's notice or fees in lieu.**

# SAFE DISMISSAL POLICY

YWCA Cambridge's Safe Arrival and Dismissal Policy outlines procedures to ensure the safe arrival and dismissal of children in care. Here's a summary of the key elements:

## Purpose

- To support and clarify the roles of staff, students, and volunteers in ensuring children's safe arrival and dismissal.
- To comply with Ontario Regulation 137/15 regarding childcare safety.

## Policy Highlights

- Children will only be released to their parent/guardian or authorized individuals with written consent.
- Parents/guardians of children aged 10 and up can authorize unescorted release by signing a form.
- Older children (12 years and older) may be authorized to pick up younger siblings with written consent.

## Procedures

### Accepting a Child into Care

- Staff must greet the parent/guardian and child, check for any changes to the pick-up procedure, and confirm identities against the child's white card.
- Any changes should be documented in daily records.

### When a Child Does Not Arrive

- For Non-Afterschool Programs:
  - Staff must notify the Centre Supervisor and attempt to contact the parent/guardian via messaging and phone calls.
  - If there's no response within 24 hours, escalate to the Director of Child Care Services and consider contacting the police.
- For Afterschool Programs:
  - Check with school staff immediately and notify the Centre Supervisor.
  - If the child is not found after 30 minutes, contact regional police.

### Releasing a Child from Care

- Children are released only to authorized individuals. Staff will verify identities if unknown.
- Document any pick-up incidents in daily records.

# SAFE DISMISSAL POLICY

## Cont'd

### If a Child is Not Picked Up

- Staff will attempt to contact the parent/guardian if a child has not been picked up at the agreed time.
- If the child is still at the centre after closing (6:00 PM), one staff member will stay with the child while attempting to contact the parent and emergency contacts.
- If unable to reach anyone, staff will contact the Centre Supervisor to discuss notifying Family and Children's Services.

### Dismissal Without Supervision

- Children may not be alone with more than five other children.
- It's best practice to have two staff members on site until all children are picked up.

This policy aims to prioritize the safety and well-being of children in care and establishes clear communication and accountability protocols. If you have further questions or need clarification, feel free to ask!

**[Click here to access all child care policies](#)**



## Change of Information

The Centre Supervisor must be informed of any change in employment, address, telephone numbers etc. in order that staff will be able to reach you in case of an emergency. Please advise us, and if possible leave a contact number with the staff, on days when you will not be at your regular work or school phone number.

## Holidays and Closures

The Child Care Centres will be closed the following days:

Family Day	Labour Day
Good Friday	Thanksgiving Day
Easter Monday	Christmas Eve day - noon closure
Victoria Day	Christmas Day
Canada Day	Boxing Day
1 week in the summer, TBD	
Approximately 1 week between Christmas and New Years.	
Staff PD Day - 2 staff PD days per year, TBD	

## Inclement Weather

Please listen carefully to CHYM FM 96.7 for information regarding YWCA Cambridge Child Care Program closures. **Please note, we are not affiliated with the YWCA of Kitchener-Waterloo and are separate from the YMCA.** Our closure notification will say YWCA Cambridge Child Care Centres. If in doubt, please call your centre.

In the interest of the safety of children and staff, YWCA Child Care Centres will close in the event that the schools in Cambridge are closed. Should it be necessary to close, there will be no refund of fees. Closures will be announced as early as possible in the morning; however, should you hear that the schools are closed (not just buses cancelled), you can assume our programs will be closed, too. Some centres open very early and in the event of an overnight storm, many roads may still be unploughed making it difficult for opening staff to reach the centre on time. Please be patient if we require a little extra time to get to work after a snow storm.



## Clothing and Possessions

Your child is an active learner and therefore should wear play clothes that are comfortable, manageable and easily laundered. Please provide a complete change of clothing in your child's cubby daily.

During winter months, your child will need warm clothing, boots, snow pants, mitts, hat and neck warmer. Rain boots are a good idea when it is wet. Extra socks and underwear left at the centre are appreciated.

All clothing should be clearly marked with your child's name to prevent loss or confusion. YWCA Cambridge is not responsible for lost clothing. There is a limited supply of emergency clothing. If your child wears any piece of our clothing home, please launder and return it as soon as possible.

Reminder: Health Canada has issued a warning about the danger of scarves, mitts on strings and sunglass cords for children. YWCA Cambridge promotes the use of neck warmers instead of scarves and will not use mitts on strings when children are playing outside. We will also remove cords from sunglasses.

## Toys From Home

We recognize that something familiar makes transitions easier. By all means, send a favourite soft, cuddly sleep toy, or toy. Please keep in mind that we are not liable for the loss or damage of these items.

## Cubbies

Your child has a cubby space to store their personal belongings. In some centres, this is a shared space. We ask that you take your child's belongings home on a regular basis to reduce loss and assist the cleaners. Please do not sit your child on top of the cubbies for any reason. **This is unsafe** and encourages children to attempt climbing. Thank you for your cooperation.

## Field Trips

From time to time, your child's group or all of the children may leave the centre for a field trip. You will always be notified in advance, given details of the outing, and asked to sign a permission form through online Digibot platform. Please note that it is our policy **not** to transport toddlers and preschoolers on buses. School buses are a safety risk for toddlers and preschoolers, and in keeping with information gathered from the Ministry of Transportation and Public Health, we have determined that the benefits do not outweigh the risks.

Parent volunteers are always welcome to assist with supervision. According to the *Child Care and Early Years Act* and YWCA Cambridge policy, all volunteers must have a Vulnerable Sector Criminal Record Check completed. Please speak to your child's teacher or Centre Supervisor for details on how to obtain this. Any spontaneous walks during programming are recorded near the sign-in/out book for your reference.

# BEHAVIOUR GUIDANCE

The YWCA Cambridge Child Care Policy on Behaviour Management follows guidelines and adheres to the regulations laid out in the *Child Care and Early Years Act*. Staff respect the children and expect their respect in return. It is the goal of YWCA child care staff to promote friendly, constructive, non-confrontational relationships between children, and between the children and the staff. The techniques of child guidance used support this objective.

The classroom environment is managed with the consistent use of positive reinforcement, with the goal of reducing the amount of discipline to a minimum level. Some techniques that staff use regularly include redirection, positive statements, establishing limits, giving ample warning prior to transitions, logical and natural consequences, modeling appropriate ways of interaction and providing choices.

Prohibited practices include corporal punishment; physical restraint (unless it is for the purpose of preventing a child from hurting themselves or someone else); locking exits for the purpose of confinement; use of harsh or degrading measures that would humiliate the child or undermine their self-respect; depriving basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or inflicting any bodily harm, including making a child eat or drink against their will.

## **Student Suspension**

A child who has been suspended from school during the day will not have access to the before and after school program until the suspension is completed. Fees for the program will continue to be charged.

In the event that a child exhibits inappropriate behaviour while attending a before or after school program that puts themselves or others at risk, a parent/guardian will be contacted to pick up their child. In the event a parent/guardian is unavailable, the emergency contact will be notified. The child will be unable to return to the program until a meeting is held between the parent, centre supervisor and school board personnel (as appropriate).

## **Communication**

We want to know how you are feeling about the program, so please take time to talk to your child's teacher on a regular basis. If something concerns you and you are unable to resolve it with the teacher, please feel free to speak to the Centre Supervisor. The Supervisor can be reached by telephone or email.

You are also welcome to contact the Interim Director of Child Care Services, Amy McKague, in regards to any issue. She can be reached at the YWCA (519-267-6444) or [a.mckague@ywcacambridge.ca](mailto:a.mckague@ywcacambridge.ca).

## **Suspected Child Abuse**

*The Child and Family Service Act* protects children and gives them the right to be understood, loved and respected within the framework of a caring family and community. All individuals who work or volunteer with children are obligated by law through this Act to report anything of an unusual or suspicious nature to Family and Children's Services. This may include, but is not exclusive to: marks on a child's body, signs of neglect (dirty body/clothing, extreme hunger), play that is violent or sexually explicit, any information shared by a child that would cause a staff person concern for the child's safety.

The procedure at YWCA Cambridge for reporting to Family and Children's Services (F&CS) is very straight forward:

1. The staff person with a concern talks to the child and informs their Centre Supervisor of that concern and intention to make a call to F&CS
2. The staff member places the call to F&CS giving the information clearly and concisely.
3. The phone call and conversation with the child are documented by the staff person and that documentation is reviewed by the Centre Supervisor.

**Note:** In order to ensure the safety of the child and maintain confidentiality for staff, parents are NOT notified by YWCA Cambridge if a call is made to Family and Children's Services.



## **Digibot Child Care App**

YWCA Cambridge uses the Digibot Child Care software to document your child's attendance and health check, as well as to share photos with families. It also allows educators to communicate directly with families through the website/or App. Families can learn more about how to use the app once their child has been registered here:

**[Click here to access the parent portal.](#)**

# PARENT/GUARDIAN INVOLVEMENT

Ongoing communication with the child care centre is essential. Do leave time at the end of your day to hear about your child. If you have any questions or concerns, please feel free to contact the centre to arrange a private meeting.

Our programs provide opportunities for group parent events and individual parent teacher meetings. Through our online didigbot platform, educators upload stories and learnings on a weekly basis.

Webs are posted for your information. These visual aids show how our philosophy and goals are combined to provide a high quality program for the children in our care. Each group documents daily activities in the curriculum log. Posted around the centre, you will also find plans as well as written and photographic documentation of projects and works in progress. Parents are encouraged to view these items and engage children in discussions at home.

The major goal of our program is to meet the needs of your child. If you have any suggestions to improve the care offered, please feel free to discuss this with the Centre Supervisor. We invite families to share special information about holidays and customs from other countries.

We believe in the principles inspired by the early childhood programs in Reggio Emilia Italy. Children, parents and teachers are partners in learning and collaborate to create the best possible environment for children. We will keep you informed about what is happening in your child's group and we encourage you to become involved in a way that works best for you.

You may decide to spend some time in the classroom working with the children on a project, to bring in some materials to enhance/add to a project, or to let us know what your child is interested in so we can develop a project. Please become an active participant as you are able.

## **PARENT/GUARDIAN ISSUES AND CONCERNS**

Our child care centres have an open door policy. Parents/guardians are welcome any time and their feedback is valued. As an organization that has adopted the Reggio Emilia Philosophy, it is important for us that parents are viewed as partners, collaborators and advocates for their children.

Parent concerns are addressed on a number of levels:

### **Staff**

Staff are empowered to help parents/guardians to the best of their ability.

Staff will inform their Centre Supervisor of issues and how they were resolved.

### **Centre Supervisor**

Parents/guardians have access to the Centre Supervisor or their designate on a daily basis.

Parents/guardians may choose to have a conversation with the Centre Supervisor in the office or by phone at a time suited to their schedule.

Parents/guardians may also wish to arrange an appointment with the Centre Supervisor that is mutually convenient in order to discuss a concern.

The Centre Supervisor will inform the Director of Child Care Services of any concerns that may require further action or may be of consequence to the department as a whole.

### **Director of Child Care Services**

Parents/guardians are welcome to contact the Director of Child Care Services should they have a concern to discuss.

Should an issue arise that requires a discussion regarding a change or clarification of a child care policy, the Director will place the item on the agenda of the next Supervisors' meeting. If necessary, a meeting may be called in advance of one that is regularly scheduled.

At the meeting, Supervisors and the Director of Child Care Services will review current policy and procedures and determine the effect a change to policy will have on the Child Care Department as a whole. Any changes to policy are written by the Director.

All issues are initially addressed by the next business day at the latest.

### **Parent/Guardian Survey**

Parent/guardian surveys are administered annually. Annually a parent survey is distributed. Feedback is reviewed by the Supervisor with their staff who then address any issues and make decisions for any changes needed. These surveys are shared with the Director. Should any feedback indicate something must be addressed, that item will be added to the agenda of the next child care supervisors' meeting. Any policy changes resulting from these discussions will be written by the Director of Child Care Services.

# HEALTH

Unwell children are usually better at home where they can have extra rest. We ask that you not bring a sick child to the centre as young children are susceptible to infections. Even when children are mildly ill, the stimulating atmosphere of a large group and an active program can be very tiring for them.

Please keep children at home if they have any of the following:

- Vomiting
- Diarrhea
- High Fever

**Children with recurring vomiting and/or diarrhea must be kept home for 48hrs after the last episode/bout and when a centre is deemed in outbreak (as determined by Public Health).**

**For more information on public health regulations and how child care centres are regulated; please visit: <https://www.regionofwaterloo.ca/en/doing-business/preventing-and-managing-illness-in-child-care-centres.aspx>**

Due to numbers and legislated classroom ratios, it is not possible for us to keep your child indoors when their group is outside for regularly scheduled playtime. Please keep this in mind when deciding whether your child is well enough to be at the centre. If your child is going to be absent due to illness, please call us before 9:30am so we can plan accordingly.

If your child has a communicable disease (chicken pox, pink eye etc.) please let us know so we can inform all parents. We must report some communicable diseases to the local Public Health Office.

If your child becomes ill during the day, you will be contacted to make arrangements to have the child picked up. This is why the Centre Supervisor must know where to reach you during the day.

For your information, it is our policy to contact parents by telephone whenever their child hits their head. We recognize that this can mean frequent calls. If you prefer that we not call every time, you will need to sign a waiver to that effect. Please see the Centre Supervisor for a waiver.

# HEALTH Cont'd

## Preventing Child Illness

### Best Practices for Keeping Children Healthy:

- Encourage Hand Washing: Teach children the importance of washing hands frequently, particularly before meals and after using the bathroom.
- Healthy Eating Habits: Promote a balanced diet to support immune development.
- Stay Home When Sick: Keep children at home to prevent the spread of illness to others.

### Reasons Children in Child Care Are at Higher Risk:

- Developing Immune Systems: Young children are still building their immunity.
- Personal Hygiene Challenges: Children are learning good hygiene practices.
- Close Interactions: Frequent close contact with other children increases the potential for spreading infections.

### Child Care Providers Can Prevent Illness By:

- Promoting Hand Washing: Ensure frequent and thorough hand-washing is practiced by both children and staff.
- Monitoring Health: Keep an eye out for symptoms of illness and manage them accordingly.
- Managing Outbreaks: Report and respond to illness outbreaks promptly.
- Practicing Hygiene Procedures: Implement good diapering and toileting practices.
- Cleaning and Disinfecting: Regularly clean toys, surfaces, bedding, and linens.
- Creating a Safe Environment: Provide safe activities and supervise interactions, including those with animals.

## Importance of Handwashing

- Many infections spread through hands, even before symptoms appear.
- Key moments to wash hands include:
  - Before preparing, serving, or eating food.
  - After using the bathroom.
  - After coughing or sneezing.

## Visitor Guidelines

- Encourage visitors to wash hands or use hand sanitizer when entering/exiting the facility.
- Remind visitors not to come if they are ill and to maintain hygiene before and after caring for children.

Implementing these strategies can significantly reduce the spread of illness in child care settings and help maintain a healthier environment for children. If you have specific questions or need further insight on this topic, feel free to ask!

# HEAD LICE

If any evidence of head lice is detected at the centre, the parent will be called immediately to remove the child from the centre. You must purchase a special head lice treatment from the drug store and treat your child's hair. In addition, all eggs must be removed by picking or combing through the hair, strand by strand.

No product can guarantee that existing eggs will be prevented from hatching; therefore, they **must be removed**. Treatment should be repeated in 7 to 10 days to prevent re-infestation from newly-hatched eggs. **We cannot emphasize enough how quickly head lice can spread throughout a centre.**

Notices will be distributed to all children in the infected child's group requesting that parents check their children's hair and report the findings to the staff the next day by returning the tear-off portion of the notice. Children who have not been checked (and treated if necessary) will not be able to stay for the day. If you would like to read our complete policy, please ask your child's educator or the Centre Supervisor.

# SUNSCREEN

YWCA Cambridge asks families to bring their own sunscreen and the child care centre staff will store it. Staff will apply it to your child 30 minutes before outside play time in the afternoons. Please apply sunscreen at home in the morning before bringing your child to school so they have good protection in the morning. We will have some sunscreen onsite in case you are not able to provide your own bottle.

# MEDICATION

If medication needs to be administered at the centre, a parent must fill out the appropriate form, recording the dosage. All medications must be labeled from the pharmacy. Some medication may require a doctor's note.

Please give any medication to your child's educator or Centre Supervisor so it can be locked away, and fill out the appropriate paperwork. Do not leave medication in your child's cubby.

# EMERGENCY MANAGEMENT

YWCA Cambridge has Emergency Management Plans that include practice drills in the event of a fire, tornado, evacuation and lockdown.

Each child has an emergency contact card that is kept with the attendance for their room. Should the centre be evacuated for any reason, parents/guardians will be notified by phone as soon as the children are relocated. It is therefore extremely important that any changes to your phone numbers are given as soon as possible to your child's educator or the Centre Supervisor.

Your Centre Supervisor will be happy to show you any of the Emergency Management Policies and Procedures as well as the location of the centre's emergency shelter.



# FOOD AND NUTRITION

We follow Canada's Food Guide and the *Child Care and Early Years Act* regulations when planning and preparing nutritious noon meals and morning and afternoon snacks. The menus are posted in advance on the parent bulletin board.

Eating is a positive time at the centre. Emphasis is placed on encouraging social interactions with friends and learning appropriate table manners.

Should your child be allergic to certain foods, please indicate this on the medical form and keep the centre up to date. We cannot prepare a separate menu for your child; however, you are invited to see the Centre Supervisor if you have a menu concern.

If you are sending special food for your child, please make sure it is labelled with the child's name, date and special storage directions.

We cannot accept store bought or homemade treats (eg. cakes, Tim Bits) for any occasion, as these cannot be guaranteed to be nut free. Instead, if you are interested, staff will share some ideas with you to provide a celebratory experience for your child if it is a special day.

If you require substitute items to be offered (ex. oat milk, alternative bread or meat) there is a substitute food letter that must be completed.

Children must enter the building food-free to ensure that allergens are staying out of the building.

**PLEASE DO NOT SEND CANDY OR GUM WITH YOUR CHILD.**



# BAG LUNCH POLICY

Certain programs offered by YWCA Cambridge require School-Age and Kindergarten parents to send a lunch on school-closure days. This includes any day where your child attends for a full day (i.e. PA Days, Winter Break, March Break and Summer Camp), unless otherwise stated. The bagged lunch must be clearly labelled with your child's name. Please include a cold pack in order to keep the lunch cold until it is consumed. Hot foods should be kept warm in a thermal container. Utensils must be provided. We do not have the ability to heat food for your child.

All packaged items must remain in the original packaging from the store, so staff are able to review the ingredient list. We are a nut sensitive environment. Please do not send food that contains nuts or foods with labels "may contain nuts."

Children will not share lunches due to various other food sensitivities and restrictions. If life-threatening allergies are identified in the classroom, families will be notified of the food restrictions.

Bagged lunches should include plenty of vegetables and fruits, wholegrains and protein to meet Canada's Food Guide requirements. A healthy lunch limits processed foods and foods that are high in sodium, sugars, and saturated fats. Examples include: Ham and cheddar cheese sandwich on whole grain bread with lettuce and tomato, carrot and celery sticks, and an apple. Or, a whole grain bread tuna salad sandwich wrapped with lettuce, carrot and celery sticks with hummus, yogurt and a clementine. Please provide milk or milk substitutes, real fruit juice, or water for drinking. Do not send pop, Kool aid, Gatorade, or fruit drinks high in sugar. Please label your child's drink bottle with their name.

If bagged lunches do not meet the requirements as set out above, or are forgotten, educators will provide a snack replacement and/or a cold pack and contact the parent/guardian to ensure they provide food that meets requirements.

Please note: child care centres will still be providing AM and PM snack.

## Students and Volunteers

An important part of promoting the profession of Early Childhood Education is participating in the training of individuals entering the field or providing volunteer opportunities for those who are still undecided. Your child's educator will make you aware of new faces in the centre and their role in your child's program.

All volunteers and students are screened with a Vulnerable Sector Police Check in the same way as employees. Our Supervision Policy of Students and Volunteers does not allow for the students and volunteers in our program to be alone with your children. Further, it clearly outlines the roles and responsibilities of the organization, supervising employees, volunteers and students. Students and volunteers are there in a role to be mentored by our staff or in the case of program volunteers to share a skill or talent. Your child's safety is first and foremost with us. YWCA Cambridge is proud of our affiliation with the educational institutions in our area and we hope you will welcome these individuals.

YWCA Cambridge is a community-based organization affiliated with the United Way of Waterloo Region Communities. We open our doors to other non-profit organizations in Cambridge to assist with work and volunteer placements for adults with developmental delays. We value the contribution that these special individuals bring to the child care environment and the diversity that children experience. All policies and procedures mentioned above apply to these volunteers.



# OUTDOOR PLAY

YWCA Cambridge is committed to providing a well-designed, well-maintained, creative and safe outdoor environment for children. As a minimum standard of safety, all requirements of the *Child Care and Early Years Act* and the most recent CSA Standard for children's play spaces and equipment will be met.

Child care staff will maintain approved ratios at all times on the playground. At no time will ratios be reduced when children are outdoors. Staff will position themselves according to the needs of individual playground layouts and apparatus to ensure optimum safety and supervision. While the children are in the playground, gates must be closed to ensure the children's safety. Outdoor time is an excellent opportunity to expand teacher observations, observe children's play in a different setting and spend time engaging in conversation with small groups and individual children. Plans for placement of staff to provide optimum playground supervision are posted near the exit door to the playground in the child care centres. School-age program plans are posted either on their carts or on a portable bulletin board.

YWCA Cambridge is committed to creative and constructive play in the playground as well as all indoor play spaces. All play time, including that which takes place outdoors in the playground, reflects the Reggio Emilia approach to early childhood education curriculum planning and delivery. This reflects YWCA Cambridge's overall commitment to the Reggio philosophy. A wide variety of materials and equipment is available in sufficient numbers to foster gross motor muscle development, positive socialization, opportunities for individual and group activities, and passive and active play. Most importantly children are afforded the opportunity to use their imagination and have fun in an unstructured, well-supervised outdoor environment.

Teachers are play facilitators who foster the initiation and extension of projects. Outdoor activities are documented as part of the emergent curriculum plan and the daily journal. All children attending programs for six hours or more will spend a minimum of two hours each day outdoors, weather permitting. All children attending before and after school programs will spend a minimum of half an hour outdoors each day, weather permitting. All requests from parents/guardians or physicians asking that a child remain indoors must be put in writing.

# INJURY & INCIDENT REPORTING

In the event of a fall or injury, we take the following steps to ensure the care of your child:

1. Assessment of the Injury: We first assess if the injury requires ice, first aid, or simply some tender loving care (TLC). This helps us determine the immediate treatment needed.
2. Accident Report: If necessary, we fill out an accident report, documenting the details of the incident for transparency and record-keeping.
3. Parent Notification: Depending on the severity of the injury, we may contact the parent or guardian to inform them of the situation.

Our priority is to assess both the injury and the child's needs to determine whether any of the above steps are required to ensure their well-being.

## **Serious occurrences Policy**

### **Purpose**

To establish consistent guidelines for reporting serious occurrences in a child care center.

### **Definition of Serious Occurrences**

Serious occurrences that must be reported include:

1. Death of a Child: While under care at the centre.
2. Abuse or Neglect: Any allegations of abuse while receiving care at the centre.
3. Life-Threatening Injuries or Illness: Such incidents occurring while in care.
4. Missing or Unsupervised Child: A child that goes missing after attending the program.
5. Unplanned Disruption: Events like fire, flood, power outages, etc., that pose risks to children's health and safety.

### **Reporting Requirements**

- Supervisors or Designates: Must report serious occurrences to the Ministry of Education within 24 hours via the Child Care Licensing System (CCLS).

## **YWCA Procedures**

### **A. Responding to a Serious Occurrence:**

1. Immediate Action: Provide medical attention and ensure the safety of all children present.
2. Reporting: The staff must inform a supervisor about the incident.
3. Contacting Parents: If medical transport is needed, verify with parents.
4. Incident Evaluation: The supervisor evaluates the incident for potential media interest.
5. Documentation: Complete an Accident or Incident Report and record in the journal.
6. Notification of Authorities: Local coroner must be notified if there is a death.
7. Child Abuse Reports: If suspected, contact Family and Children's Services.

*Continued on next page*

# INJURY & INCIDENT REPORTING Cont'd

## **B. Reporting a Serious Occurrence:**

- Identification: The Supervisor determines if the incident qualifies as a serious occurrence.
- CCLS Access: Supervisors must submit a report within 24 hours, including all necessary information without identifying personal details.
- Parent Notification: Inform parents unless they're alleged to be involved in abuse.

## **C. Follow-Up:**

- Updates: Amend the Serious Occurrence Report as more information becomes available and retain the documentation for three years.

## **Posting Serious Occurrences**

- A Serious Occurrence Notification Form must be displayed at the center for 10 business days, detailing the type of occurrence, a brief description, and actions taken.

## **Protection of Personal Information**

- All reports and postings must not include identifiable personal information about children or staff.

## **Allegations of Abuse**

- The posting of notifications related to allegations of abuse happens during and post-investigation and must identify the outcome and any actions taken.

## **Annual Summary**

- Supervisors prepare an annual report summarizing serious occurrences for the year, identifying trends and actions taken, to be retained for review during licensing inspections.

This policy ensures transparency, accountability, and the safety of children in care. If you have questions or need clarification on specific areas, feel free to ask!

# OUR TEAM!



## YWCA Cambridge Head Office Information



[www.ywcacambridge.ca](http://www.ywcacambridge.ca)



[info@ywcacambridge.ca](mailto:info@ywcacambridge.ca)



519-267-6444



#208-73 Water Street North,  
Cambridge, N1R 7L6

### Interim Director of Child Care Services

Amy McKague  
73 Water Street North  
Cambridge, ON N1R 7L6  
[a.mckague@ywcacambridge.ca](mailto:a.mckague@ywcacambridge.ca)  
P: (519) 267-6444 ext 222

### Child Care webpage:

<https://ywcacambridge.ca/ywca-child-care/>

### Complete Child Care Policies:

[https://drive.google.com/drive/folders/1sQ\\_eKBnda1KST8YHRclyk8gT3R3xhI9xc](https://drive.google.com/drive/folders/1sQ_eKBnda1KST8YHRclyk8gT3R3xhI9xc)