



After-School Child Care Program Handbook 2023/2024



YMCA of Fredericton
570 York Street
Fredericton, N.B. E3B 3R2
Phone: (506) 462-3000 ext. 111
Fax: (506) 462-3007

Table of Contents

Section	Page
Welcome to the YMCA of Fredericton	2
Hours of Operation	3
Roles and Responsibilities	4
Our Program	5-7
Registration	8
Fees and Financial Assistance	9-10
Absences and Closures	11
Health and Wellness	12-14
Incident Reporting	15
Inclusion Policy	16-17
Child Guidance and Aggressive Behavior Policy	18-19
Compliance and Grievance	19
Organization Structure	20
Public Health Attachments	21-24



Welcome to the YMCA of Fredericton

Choosing a child care centre that meets the unique needs of your child and your family is a tremendous responsibility. It is important that you agree with the philosophies and policies defined in our program handbook, as these are the principles on which the program and interactions with your child and family will be based.

Every child care centre licensed through the New Brunswick Department of Education and Early Childhood Development has access to a wealth of information regarding many different programs such as the Daycare Assistance Program, Parent Subsidy Program, Public Health, Talk with Me program, NB public libraries, etc. Please remember to speak with the program manager for more information regarding areas of interest for your family.

Mission Statement

We are a charitable organization that works in partnership with our community to develop people in spirit, mind and body. As part of the YMCA movement, we promote the basic human rights of all individuals at home and abroad.

Our Vision

“Healthy people for healthy communities.”

Our Values

FUN Safe and enjoyable experience for all members and their families

CARING Acting with concern and compassion for the well-being of others

INCLUSIVENESS Creating an environment where all people can be their authentic self and actively participate

RESPECT Recognizing and protecting the inherent worth of oneself and others

ACCOUNTABILITY Being dependable and accountable for choices, actions and commitments

We nurture the potential of children and youth. We serve and support our local and global communities as an international movement. Our YMCA is intimately tied to both our local neighbourhoods and the larger global community that we serve. We promote health and well-being and continue to follow our original roots of focusing on the whole person and recognize that it is a journey in the development of spirit, mind and body.

See more at: [About Us – YMCA of Fredericton](#)

Hours of Operation

Our YMCA After-School program operates:

- Monday, Tuesday, Thursday & Friday: Dismissal – 5:30pm
- Wednesday: Early Dismissal – 5:30pm
- *Full day ASD-W Professional Development (PD) days and storm days: 7:30am – 5:30pm

*Does not apply to programs located in a school. Full day PD and storm day care is not available as the schools are closed.

March Break and Christmas Break care is available at our YMCA York Street location at an additional cost per week. Care may be offered at other locations (with the exception of the schools) if there is demand.

Full day care is only available when the district has shut down all schools. Should only one school close due to unforeseen circumstances, you will be required to make alternate child care arrangements or drop your child off during regular After-School hours (2:00pm – 5:30pm).

Guardians are asked to contact the Manager of School Age Care by 12:00pm (Monday, Tuesday, Thursday & Friday) or 10:30am (Wednesday) if their child will be absent. Children who do not attend school will not be permitted to attend after-school programs that day unless prior arrangements have been made.

- On full days, (7:30am – 5:30pm) guardians must accompany their child to and from the classroom, upon arrival and departure. Guardians must also sign in with the Welcome Desk upon drop-off and pick-up.
- Guardians must inform staff if anyone else will be picking up your child. We will not release your child without proper authorization. Government issued ID will be required.
- **In the event of an emergency**, please contact the YMCA of Fredericton Welcome Desk at 506-462-3000. The Welcome Desk staff will locate the staff member.

Late Pick-Up

Please ensure you are on time when picking up your child at the end of the day. A late pick-up fee of \$10.00 for every 15 minutes past closing will be charged on your next payment. There are no warnings or grace periods. *Please note: Frequent lateness after discussion could result in the loss of your child care space.*



Roles and Responsibilities

Roles and Responsibilities of the Family

The YMCA of Fredericton welcomes interaction between the guardian, child, and staff while the child is in our care. We maintain an “open door policy”. Families are welcome to drop in at any time during our program hours.

Guardians are responsible to inform staff of any necessary information about their child.

Roles and Responsibilities of the Staff

All YMCA of Fredericton staff must adhere to policies and procedures, as well as the Ministry, Health, and Fire regulations. Annual review of these policies procedures ensures our staff are knowledgeable and prepared to handle various situations. All child care staff hold current certification in Standard First Aid and CPR.

Our educators are happy to meet with you regarding any aspect of your child's experience. If you would like to meet with one of your child's educators, we ask that you request an appointment. This is to ensure the educator's ability to maintain their focus on the children during program hours. Long conversations during drop off and pick up times takes the educator's attention from the children and program.

Roles and Responsibilities of the Volunteers and Students

YMCA of Fredericton programs are enhanced by the involvement of volunteers and students in practicums. Volunteers and students in our child care programs must adhere to our policies and procedures, as well as the Ministry, Health, and Fire regulations. Volunteers and students are not responsible for and are never left alone with children. They are under the direct supervision of a YMCA staff member.



Our Program

Program Philosophy

A child learns best by actively participating in their world through a variety of experiences. This enhances decision-making, mastery of skills and the discovery of their unique self. When a child has a sense of self-worth, they are willing to attempt new experiences, building on existing skills.

The YMCA of Fredericton's child care programs strive to encourage the growth of independence, sense of responsibility and respect for others at a level appropriate to the child's development. A safe, secure, flexible and stimulating environment, accompanied by warm, sensitive and supportive Early Childhood Educator's (ECE's) provide an opportunity for the child to explore their world. The ECE's role is essential in establishing a trusting atmosphere in which the child is free to learn and grow. Your child will experience situations that will stimulate or enhance:

- Positive self-esteem and decision making capabilities
- Curiosity, initiative and independence
- Understanding and acceptance of the world and people around them
- Communication skills
- Interaction with and respect for adults and peers
- Foster co-operation
- Physical activity that develops gross motor skills
- Structured and unstructured, indoor/outdoor activities
- Fine motor development

What to Expect

- A nurturing relationship with YMCA staff who will encourage your child's individual development and attend to their emotional needs.
- Physical activity. We promote healthy lifestyles at the YMCA of Fredericton. Your child will have the opportunity to participate in games and outdoor play.
- Social skill development. Your child will create long-lasting bonds with other children in our care.
- Planned activities. Your child will explore arts and crafts, science, math, reading and more.
- Opportunities to take on leadership roles within the program both in their classroom and with other members of the program.

Program Quality

Staff receive comprehensive, on-going training that supports their existing knowledge and experience.

This training includes, but is not limited to:

- Relationship Building
- Child Protection Training
- Program Delivery
- Other topics such as Physical Literacy and Bullying Awareness

Physical Activity

Swim: Each YMCA classroom has a time slot each week in the pool. Classroom educator's are in the pool, and the pools are guarded by lifeguards.

- **Items required for swim days are:** Bathing suit & towel.
- **Optional items include:** water shoes, bathing cap, ear plugs and goggles. Items should be sent in either a plastic or reusable swim bag.

- Please note that if a child shows up without their swim stuff a phone call home will be made to the guardian. If the guardian is unable to bring the child their swim stuff we ask that they pick up the child before the classroom swim time.

Gym/Outdoor Play: Our program has scheduled gym time as well as outdoor play (weather permitting) throughout the week. Sneakers are required for gym days. Children should arrive with weather appropriate clothing each day.



Transportation and Outings

Guardians will be notified in advance of planned outings. Guardians must sign an authorization form permitting the child to participate in excursions. If for any reason your child cannot participate in the outing, it is the responsibility of the guardian to make alternate arrangements for care on the day of the outing.

The YMCA of Fredericton has a responsibility to provide a safe environment for all participants, volunteers and staff and recognizes that safe practices are also a shared responsibility by all. Effective risk management practices will be put in place to protect our members, volunteers and staff against preventable losses and injuries which would affect our ability to fulfill our mission. We commission the services of C.W. Guthrie & Son Ltd. to transport our after-school program children.

Evacuation and Emergency Procedures

All staff and volunteers must be trained on Evacuation and Emergency procedures. Evacuation procedures and fire drills are practiced monthly with all staff and children. Monthly inspections and maintenance of building facilities are completed to ensure safety is maintained.

The following steps will be taken in case of an Evacuation/Emergency at the centre:

1. A staff member will sound the alarm (if second staff available, they will call 911)
2. Each staff member is responsible for the children in their group.
3. When the alarm sounds, each staff member will gather the children, carry an attendance sheet, emergency contact list, and any special provisions.
4. Staff members and all children will exit the building and proceed to our designated safe area.
5. Attendance is taken once we have exited the building.
6. When all children and staff are accounted for, 911 will be called (if not yet called).

7. Staff will do a check of all washrooms, offices, closets, etc. to ensure no one is in the building before exiting. This person should be the last one to leave.
8. Under the direction of the Manager or Director, guardians will be called to arrange pick up of children. Guardians must sign the attendance sheet when receiving their child.

Personal Belongings and Electronic Devices

Clothing:

Clothing guidelines are in place to respect the health, hygiene, personal and cultural beliefs of all families using our Centre.

- Outdoor play is important to our programming. We ask children to come prepared with weather and season appropriate clothing.
- It is recommended that children be dressed in comfortable casual clothing that allows freedom of movement.
- In case soiling of clothing occurs, each child is required to have a full change of clothing (shirt, pants, socks and underwear) each day. This must be in a labeled bag in the child's back pack. Soiled items need to be replaced immediately.
- Suitable footwear is required to be worn on the playgrounds at all times (no flip flops.)
- Spaghetti strap tops are strongly discouraged as they increase the risk of sun exposure.

Your child is required to bring non-marking soled sneakers for indoor use, clearly marked with your child's name, to be left at the Centre at all times.

Toys:

We ask that you please leave your child's toys at home. Guns, fighting toys, or any toys promoting violence and/or destruction will not be permitted at the Centre.

Electronic Devices:

We ask that you please leave your child's personal electronic devices at home for the following reasons:

- The YMCA cannot assume responsibility for lost, broken, or stolen items; this includes expensive electronic devices.
- Allowing children in the program access to unmonitored gaming or online activity violates our YMCA Child Protection Policies.
- We feel that guardians should reserve Personal Electronic Device play for at home where content can be adequately supervised.

Please Note: We are not responsible for any lost or stolen items.

Vending Machines: Children are not permitted to use the vending machines located in the building during after school hours (1:30PM- 5:30PM)

Registration

Tours

If you would like to view our Centre and meet with the Educators of your child's potential classroom, please contact the Manager of School Age Care at 506-462-3000 ext.111 or schoolagecare@ymcafredericton.org.

Registration

Registration for the 2023-2024 school year can be made by contacting the Manager of School Age Care at 506-462-3000 ext.111 or schoolagecare@ymcafredericton.org.

The following forms and consents must be completed online before your child begins at our Centre, as mandated by the Department of Education and Early Childhood Development and the YMCA of Fredericton:

1. Child Profile (online enrollment questions)
2. Consent – Agreement of Admission
3. Consent – Privacy
4. Consent – Emergency Care and Transportation
5. Consent – Outings, Excursions and Activities off the premises
6. Consent – Videography and Photography
7. Pre-Authorized Payment form

The above documents go directly into your child's file. It is the responsibility of the guardian to keep these records updated. These records could be crucial should a medical emergency arise. Failure to keep records updated could result in your child being removed from the Centre until records are updated, or an appropriate waiver signed. Answers to the Child Profile questions can be updated through your YMCA online account upon request.

Online EECD Enrolment:

Parents will receive an enrolment offer for children enrolled in the after-school program. Parents are required to accept the enrolment offer in the Parent Portal. This should take approximately five minutes to complete.

If you have any questions or need help completing the enrolment for your child, you can reach EECD by phone at 1-888-762-8600 or by e-mail at EECDPortal-PortailEDPE@gnb.ca.

Custodial Rights

Visitation arrangements by non-custodial parents must be made outside of the After-School Program and not on the Child Care premises. YMCA of Fredericton staff will only speak with the custodial parents who registered the child in our program.

Legal Orders and Guardianship

Unless the Manager of School Age Care has legal orders or guardianship papers on file, we are unable to refuse a non-custodial parent access to their child(ren). We will contact the custodial parent to inform them of the situation.

Fees and Financial Assistance

Fees

NEW POLICY (Opt-in, Opt-out)

This year we have implemented a new opt-in/out-out policy (York St location only) for Professional Development (PD) and storm days. Please see below for more information.

After-School Program - York St Location – \$195.00 bi-weekly (Opt-in)

Includes full day care on ASD-W Professional Development (PD) and storm days.

After-School Program - York St Location – \$190.00 bi-weekly (Opt-out)

Does not include Professional Development (PD) and storm day care.

*For staff scheduling purposes, this opt-out is only available before the school year begins and cannot be altered without the approval of the Manager of School Age Care.

After-School Program - Park St Location – \$190.00 bi-weekly

Does not include Professional Development (PD) and storm day care.

Both locations: Participants who wish to have full time day care over the March Break and Christmas Break will be charged an additional fee of \$60.00/week. This care is available at our YMCA York Street location only.

*Please note: Fees are subject to change. Guardians will be given a minimum of **four weeks**’ notice of fee increases.*

Rolling Registration and Deposit

Participants enrolled in our 2023-2024 After-School Program will be automatically included in our 2024-2025 Rolling Registration. To secure the child’s spot, a **non-refundable** registration deposit (one bi-weekly payment) will be due on **June 7th, 2024**, to hold your child’s spot. Should you wish not to continue care for the 2024-2025 school year, parents will have until **May 31st, 2024** to opt out. Once the program begins in the fall, the registration deposit will cover the first two weeks of the program.

Payment Methods

The YMCA of Fredericton will require a pre-authorized payment form or a void cheque. We do not accept credit cards for childcare payments. Payments will be drawn on a bi-weekly basis.

Non-Payment

Returned payments will be subject to a service charge of \$20.00. For any non-payment, families will be contacted with notice of the outstanding amount. Any non-payment that extends to two consecutive missed payments will result in child care services being suspended until payment is made in full.

Receipts

Tax receipts for Child Care fees will be emailed to the payer in February of each year for income tax purposes. The receipts are also available through your online YMCA account.

Withdrawals

One month written notice is required before removing their child from the program. Should notice not be provided, payment shall be made in lieu of notice. Due to long waiting lists, please give as much notice as possible.

Financial Assistance

For those who qualify, financial assistance may be available through the Department of Social Development's **Daycare Assistance Program**. For more information on the program or to apply, visit: [Daycare Assistance Program \(gnb.ca\)](http://gnb.ca).

Absences and Closures

Our Centre is licensed through the New Brunswick Department of Education and Early Childhood Development. Based on regulations, as defined in the *Operator Manual Full-time and Part-time Early Learning and Childcare Centres*, “Each licensed facility is registered for a given number of child ‘spaces’”. Essentially, when you register your child you are renting a “space”. That space belongs to your child and may not be given to another, until your child is no longer attending the Centre. You are, therefore, financially responsible for that space for every day/week of your child's registration, regardless of his/her attendance.

If your child is unable to attend the centre due to illness, vacation, inclement weather, and during our scheduled closure dates, full fees are still required. **Children who do not attend school, for whatever reason, will not be permitted to attend after school care that day unless prior arrangements have been made with the Manager of School Age Care. If your child is not attending, you must call the Manager of School Age Care to inform them before 12:00pm (10:30am Wednesday).**

Scheduled Closures

New Year's Day	Canada Day	Thanksgiving
Family Day	New Brunswick Day	Remembrance Day
Good Friday	Staff Training – August 26-30	Christmas Day
Easter Monday	Labour Day	Boxing Day
Victoria Day	National Day for Truth & Reconciliation	

Full Days and Christmas Break

If there are less than six children registered to attend, the program will be closed.

Inclement Weather Closures

If the **Entire** School District closes early, children who attend our After-School Program at the YMCA York Street location will be brought directly here by school buses or walking. This does not apply for individual school closures or our Park Street After-School Program. Guardians of these participants will need to arrange pick-up and care.

If the **Entire** School District closes for the whole day, children who have opted in to our storm day coverage can be dropped off at the York Street location between 7:30am – 5:30pm. This does not apply for individual school closures or those who have **opted out** of our PD day and storm day coverage (see page 9).

Busing

If your child misses the bus, it will be the responsibility of the guardian to pick their child up at the school and bring them to the YMCA York Street location.

The YMCA accepts responsibility for the children in our care while being transported from school, whether by bus or walking.

YMCA of Fredericton Closures

If the YMCA of Fredericton must close, in part or full, due to unforeseen circumstances communication will be sent by email, as well as, posted on the YMCA of Fredericton social media outlets and website. Should we close during the regular hours; guardians will be notified by phone and email. Staff will make every effort to contact guardians at home and/or work. Guardians are required to pick up the children within one hour of being called.

Health and Wellness

We need to know where you can be reached at all times when your child is in our care. It is vital that we are kept informed of any changes in your home/work phone number(s) or your emergency alternate's phone number(s).

Child Illness

Your child's health is important to us. It is necessary that guardians have alternative plans for the care of their child if their child is ill. Should your child need to be picked up due to illness, you will be required to do so within one (1) hour of the Centre contacting you. If a parent/guardian has kept their child home from school for any reason, they will not be permitted to attend the afterschool program that day.

Children must be kept home if they present the following symptoms:

- Fever
- Vomiting or Diarrhea
- Symptoms of a contagious disease. See below for Health – Contagious Diseases.
- Cannot participate in programming.

Guardians are required to inform the Centre of their child's absence and symptoms so that all documentation may be completed.

In March 2005, the Department of Social Development and Public Health issued the guide for managing illness (see attachments) in child care facilities in New Brunswick. This guide has preventative procedures to ensure the health of all children and staff. The section titled "Parent's Role and Illness Exclusion Reference Guide" will explain the policies and exclusion periods.

Contagious and Communicable Diseases

If a child or staff member contracts a contagious disease, the Child Development Centre **must be** advised immediately.

To help us maintain a healthy environment for all children, you must keep your child home if they show any of the following contagious symptoms:

Symptom	Length of Time Away from the Centre
Diarrhea	Your child must be absent until free from watery, loose stools for 48 hours.
Vomiting	Your child must be absent until vomiting has stopped for 48 hours.
Fever/Temperature above 38.5 degrees	Your child must be absent until the fever has stopped.
Head Lice	Your child must be absent until the first treatment is complete and no evidence of lice or nits are present.
Pink Eye	Your child must see a doctor for prescribed medication and be absent until 24 hours after the treatment has commenced and discharge has ceased.
Covid-19	Exclude until symptoms have improved, child has not had a fever for 24 hours and child is feeling well enough to participate in normal daily activities.

Please refer to Exclusion chart for more detailed lists of contagious infections and symptoms in the attachments.

Administration of Medication

The YMCA of Fredericton will administer both prescription and non-prescription medication to children in accordance with provincial legislation. Guardians are expected to provide the following:

Prescription Medication

- Signed authorization on the Administration of Medication Record including the dosage and times a prescription drug is to be administered.
- Medication in the **original container** clearly labeled with the child's name, name of the drug, the dosage, the date of purchase and instructions for storage and administration.
- Staff must fill out, sign and date the Medication Authorization forms each time medication is given.

All medications must be given to YMCA staff and NOT left in back packs.

Acetaminophen

- The YMCA of Fredericton is not permitted to diagnosis a fever or any illness requiring Acetaminophen. Guardians of children attending government licensed centres are not permitted to request child care Centre staff to administer medication in advance of an actual illness. i.e. The child is teething and may or may not require acetaminophen to manage pain after being left at the Daycare Centre.
- If, during the course of the day the staff notice the child is not feeling well and may or may not have a fever or excess discomfort, guardians will receive a telephone call advising them of the situation and asking the guardian what course of action they wish the staff to take. The guardian must, over the telephone, give verbal permission for the administration of medication (Acetaminophen) including the dosage. The acetaminophen is not provided by the centre and must have been left with staff by the guardians. At this time, the staff will complete an administration of medication record which the contacted guardian will sign when the child is picked up from the centre.

Anaphylactic Procedures

Anaphylaxis is a serious allergic reaction and can be life threatening. The allergy may be related to food, insect stings, medicines, latex, etc. Anaphylactic is a growing public health issue. 1 in 50 Canadians suffer from extreme, life-threatening allergies to certain foods. For these individual's exposure to a minimum number of allergens can trigger an anaphylactic response. The greater risk of exposure is in new situations, accidental exposure or when daily routines are interrupted. We need to ensure the safety of the children in our care who suffer from extreme allergies. At the time of registration, you will be asked about medical conditions.

Families are responsible to:

- Inform the Manager of your child's allergies (during your tour/registration and written down when filling out your child profile form).
- Upon registration, complete an accurate medical history and complete a Child's Anaphylaxis Individual Emergency Plan.
- Provide an appropriate EPI-pen.
- Train the Director and child care team on administration of an EPI-pen.
- Advise YMCA of Fredericton staff if the child has outgrown an allergy or no longer requires an EPI-pen (Doctor's note required).
- We recommend that your child wears a medical identification (i.e. a medical alert bracelet).

Outbreak Response

1. Staff will immediately notify the Public Health Inspector upon first suspicion that a child, staff, volunteer or guardian has a communicable disease.
2. Staff will also notify Public Health immediately of an unusually high number of children with diarrhea symptoms.
3. Accurate and detailed record keeping will be done.
4. Public Health inspection will be welcomed to assist with minimizing the spread of illness.
5. All staff will cooperate with this important process and communicate with all staff parties to alleviate stress as much as possible.
6. The Director may close the Centre as a precaution to prevent further spread of the infection.
7. Guardian will be notified by the Centre of suspicion of any communicable disease.
8. The Centre will provide the Public Health Department with the children's personal information such as date of birth and the home telephone number.
9. The Centre will exclude the child(ren) from the rest of the children.
10. Guardians are to arrive promptly (within one hour) of being notified by the Centre that the child is ill.
11. Additional cleaning of toys and equipment (including washroom door handles, water taps, door jams, light switches, and flush handles) are performed using 1000 ppm of chlorine solution. Chlorine solution used: ¼ cup of chlorine bleach, 2 cups of water.
12. These processes are done above and beyond normal cleaning each and every time a child vomits and/or excrements. This is why it is important to immediately exclude the sick child.
13. The Centre will abide by the "Guide for Managing Potential Illness in Child Daycare Facilities in New Brunswick" mandated by the Department of Social Development. All forms will need to be filled out by the guardians and/or physician and returned to the Centre before a child can be readmitted to the Centre.
14. Staff will not be permitted to work while having a communicable disease and must stay away from the Centre during the incubation period.

Sun and Bug Protection

Children are encouraged wear a hat and to use available shade during outdoor activities and are provided with water at all times.

The Centre requires that you supply your child's sunscreen with an SPF of 30+ and bug spray.

Incident Reporting

Non-Reportable Incidents

In the event that a child suffers from a minor incident such as a cut, fight, temper tantrum, etc., staff must adhere to the following procedures:

- The incident will be recorded on the Incident Report form.
- Guardians will be informed the same day of the details of the incident and the treatment given.
- Guardians will sign the Incident Report form.
- The Incident Report form will be included in the child's personal file.
- If the incident requires care more complex than applying a Band-Aid or a mild verbal exchange, the immediate supervisor will be informed of the incident.

Reportable Incidents

In the event that a child suffers from a major incident such as going missing or that a child requires emergency medical attention, staff must adhere to the following procedures:

- Staff must obtain all required assistance as indicated by the situation.
- Immediately contact immediate supervisor, and the child's guardian.
- Provide supervisor with a verbal report to aid in the completion of the Incident Report. This Incident Report must be forwarded to the Licensing Coordinator within twenty-four hours. A copy must be kept in the child's file and a copy must be given to the child's guardian.

Follow Up Investigation of Reportable Incidents:

- All staff involved will be asked to give a verbal and written recollection of the events as they occurred, to allow their immediate supervisor to create a written report.
- Guardians will receive a follow up phone call from the appropriate department head.
- Required follow up and documentation will occur with the licensing inspector.
- The Manager of School Age and the Director of Child Care will be informed of the reportable incident within thirty minutes of the occurrence.

Duty to Report Child Abuse and Neglect

Legally, the Director, Manager and staff members have a responsibility of reporting any suspected cases of abuse. No proof of abuse is needed, only a suspicion based on observations that have been made. When it is suspected by any staff that a child may have been neglected or abused, the matter shall be referred immediately to Child Protection Services (CPS) of the Department of Social Development.

Inclusion

At the YMCA of Fredericton, we strive to be an inclusive and welcoming Centre in accordance with the New Brunswick Department of Education and Early Childhood Development. Fostering an inclusive environment means that we welcome children with all abilities and needs to be educated, cherished, and integrated in the same learning spaces as their peers. Following the lead of The Canadian Human Rights Act, we believe that “all individuals must be treated equally, regardless of their race, national or ethnic origin, colour, religion, sex, age, or mental or physical disability.” In an early childhood/after-school inclusive program, we will assess the strengths and challenges for each individual child, and work closely with their families to develop goals and individualized plans to fully enable all children to participate meaningfully in any environment. In accordance with the Human Rights Act, “employers and service providers are required to accommodate additional needs, including those of people with disabilities” with the exception of causing undue hardship.

Philosophy for Inclusion

We at the YMCA of Fredericton believe that all children are unique, and deserve a space where they are able to learn and play freely. We hope to provide an environment in which all children and care providers are supported to achieve their full potential.

By modeling an all-inclusive program, free from discrimination, we will lead the children by example to combat discriminatory attitudes and create a more welcoming and positive impact on the surrounding community.

We view an inclusive learning environment as a place where children participate regardless of physical or cognitive ability, gender, race, religion, culture, sexual orientation, or economic status as a right for all children and families.

We believe all people are of equal value, and our mission for inclusion is based on increasing collective participation and removing barriers to help celebrate human diversity throughout the Centre.

At the YMCA of Fredericton, our inclusion policies are based on the following principles:

- Every child is welcome, and no individual will be excluded from our Centre based solely on their level or type of differing abilities.
- We strive to reflect naturally occurring proportions where possible, with the number of enrolled children with disabilities is roughly reflecting that which occurs in the surrounding community.
- All interested families and children will have the same enrollment options in regard to hours of attendance and available days.
- Full participation is our ultimate goal, and we will do our best to ensure all programs will have the necessary support so that each child with differing abilities will be free to engage in a full range of learning, play activities, and daily routines offered at the Centre.
- The Centre’s administration and its educators will work cooperatively with each family to honour and support their role in establishing needs and goals for their individual child. Wherever possible, we will assist in advocating on behalf of their child to secure funds for necessary and appropriate support to allow for their inclusion in our program.
- We view each child and family enrolled in our program as an extended member of the YMCA family, and we welcome all individuals from the surrounding community to find a positive learning environment with us. When the process of establishing an inclusive environment is positive for children, families, and educators alike it has the best chance of being successful. We will actively problem solve with all participants to achieve an inclusion plan that is positive for us all.

Access

At the time of enrollment, should a family have concerns about their child's individual needs or abilities, we will facilitate a meeting with both family and educators so that we can work cooperatively to achieve each child's full potential. To the best of our ability, we will have adequate support and goals in place prior to the child being enrolled.

Participation

We know that the YMCA of Fredericton will provide a loving, supportive, and safe space for all children regardless of background or ability. With the exception of causing undue financial hardship, we will make accommodations to our physical environment inside and out to help each child navigate our program alongside their peers. We put the child's needs and goals first, promoting growth and supporting everyone's abilities.

Support

The expertise and experience that each parent/guardian brings to the Centre is indispensable to us, and we strive to provide attentive and open communication about each child's progress throughout their enrollment. Should it be deemed necessary, we will assist in obtaining outside resources to best support each child's needs as they grow. The administration, educators, and families will be most successful in fostering an inclusive environment for their child to thrive if we all work positively and cooperatively together. Every child and family that joins the YMCA of Fredericton will be treated with respect, made to feel welcome, and included.

For more information, please refer to ***Supporting All Children: Our Practices***

Child Guidance and Aggressive Behavior Policy

Child Guidance

The YMCA is committed to helping children grow to their fullest potential in a safe, caring, and nurturing environment. However, it is necessary at times to set limits and standards of appropriate behaviour. A positive approach is used to guide children in all Y programs. Each situation and child is dealt with individually. The most important step in managing behaviours is to first develop a relationship with the child. Our Y staff will engage children, getting to know them and connecting with them on a personal level. Educators are then in a better position to intervene when difficult behaviours present themselves.

By forming bonds with each child, YMCA Educators, Volunteers and Students are:

- More likely to recognize situations that may trigger difficult behaviours and can intervene in advance.
- Able to re-direct and offer options that are meaningful to the child, making the child more receptive to them.
- Able to choose an approach that best suits the needs and personality of your child.

Child Guidance Strategies

- Re-direction: guiding a child into acceptable options when engaged in an unacceptable activity.
- Natural or logical consequence: attempting to make the child aware of the results of their action.
- Limit setting: boundaries are developed by the teacher for the children as a group and for individual children according to each situation.
- Modelling: demonstration of appropriate way of acting.
- Offering choices: appropriate choices are outlined and children are encouraged to make decisions from them.
- Anticipating trouble: planning and preparing the environment.
- Ignoring: some inappropriate behavior can be ignored with more emphasis given to appropriate behavior.
- Positive reinforcement: showing genuine approval when children are in a positive activity.
- Persistent behaviour: should the behavior persist, put the child, another child or a staff member in an unsafe situation or infringe on the rights of others, the child will be removed from the group. The time removed will be based on the child's developmental level. After a brief time, the staff and child will discuss the incident together. They will then be directed back into the program.
- Unacceptable behaviour: should the unacceptable behavior continue throughout the day, and if it is of an aggressive nature the Y's aggressive behavior policy will be implemented.

Guardians will be informed of incidents that inflict injury upon another person, or that are recurring in nature. In the case of recurring behaviors, it may be necessary to invite the guardians to meet with the supervisor to discuss the situation and to develop a plan of action that can result in success for the child.

Aggressive Behavior Procedure

1. The child will be separated from the group and the Y's Child Guidance Principles will be implemented by staff, to redirect the child and to stop the aggressive behavior. Guardians will be notified of the behavior.
2. If the behavior continues staff will speak with the guardians and inform them. Behavior forms will need to be filled out and placed in their child's file. This will typically happen after three occurrences, depending on the severity and frequency of behavior.

3. A meeting will be scheduled with the guardians, staff members, Manager of School Age Care, and Director of Child Care. The meeting will be scheduled within a 48-hour time frame of the last incident. YMCA staff will also bring any resources/research to the meeting that they have. All persons involved in the meeting will mutually agree upon what will best suit the child's needs and the needs of staff and other children.
4. Following the meeting a daily journal will be kept for two weeks to keep the guardians informed of how their child's day went. A second meeting will be scheduled following the two weeks. In the second meeting a decision will be made as to whether the behavior has improved. If the behavior has not improved, it could lead to a possible termination of services (two weeks' notice will be given).

**All measures will be taken to ensure this does not happen. We will provide adequate supervision, support, and intervention until all resources are exhausted.*

Reasons for Discharge Related to Guardians

Not all conflicts involve just the children in our care. A child will also be discharged from the centre under the following circumstances:

- Failure of the guardian to pay for child care (refer to page 9 "Non-Payment")
- Failure of the guardian to communicate all situations that may affect their child at the centre.
- Extra supports are required for the child/YMCA Staff and guardian are not in agreeance.

Compliance and Grievance

We always welcome your input and feedback toward the care of your child. Staff appreciate questions, or discussions of any kind that create a positive outcome for your child. However, if you feel there is a problem concerning a staff member or the facility, please follow the steps as listed:

1. Speak with the staff involved with your child.
2. Allow follow up from the staff to you.
3. If you are still not satisfied with the results of your concerns, please make an appointment to personally talk to the Manager of School Age Care. While we like to maintain an "Open Door Policy", schedules (guardians and staff) or the contents of some conversations may dictate that a meeting time be set to properly address any issues.

All comments made to staff members are relayed to the program Manager, so that the Manager is aware of any problems or issues. If a complaint is made, the Manager will listen carefully to the issue that the guardians has, and will attempt to work with the guardians to rectify the problem. At this time, it may be appropriate to discuss any other issues that the Manager may feel is important concerning the child in the context of the complaint. When necessary, the Manager will make the Director of Child Care aware of issues.

Communication between guardians and staff members is very important. We encourage daily interaction between guardians and staff to ensure that as guardians you are kept aware of how your child's day was and that you are made aware of any specific incidents.

It is equally important that staff members are kept aware of any concerns guardians may have about your child at the Centre and/or at home that may assist in the care of your child.

Organization Structure

The YMCA is a values-based charitable organization, governed by a Board of Directors and guided by mission, vision and values. The YMCA of Fredericton's After-School program is overseen by the Manager of School Age Care and Director of Child Care, along with additional support from the President & CEO.

- **Amanda Bird, Manager of School Age Care**
schoolagecare@ymcafredericton.org
506-462-3000 ext. 111
- **Erin Tufts, Director of Child Care**
Erin.Tufts@ymcafredericton.org
506-462-3000 ext. 121
- **Darcy Delaney, President & CEO**
Darcy.Delaney@ymcafredericton.org
506-462-3000 ext. 113

We are licensed through the Department of Education and Early Childhood Development; as such, we must comply with New Brunswick Operator Manual Full-time and Part-time Early Learning and Childcare Centres Standards, Department of Public Health and the Fredericton Fire Department Fire Prevention Office.

- **Department of Education and Early Childhood Development** (506) 453-3678
- **Public Health** (506) 457-4800
- **Fredericton Fire** (506) 460-2500

Public Health Attachments

Appendix 11.2.10

Management of Illness in Children and Staff in New Brunswick Child Day Care Facilities

To support daycare staff in the management and control of communicable diseases within the child care environment, the Department of Health and Wellness has prepared the document, Management of Illness in Children and Staff in New Brunswick Child Day Care Facilities. This document highlights many common childhood illnesses and includes mode of transmission, symptoms, most infectious period, minimum exclusion recommendations, re-admission requirements after illness where necessary, requirements for reporting to Public Health, and recommendations regarding posting notices to inform parents. The recommendations for exclusion are minimum recommendations only; individual daycare policies may dictate longer exclusion periods.

Reporting illnesses to Public Health, as per Management of Illness in Children and Staff in New Brunswick Child Day Care Facilities document, should be carried out as soon as the daycare staff becomes aware of an illness to be reported. All Public Health regions have after hours contact information through which such reports would be received.

On occasion, daycare staff may wish to seek Public Health advice regarding unusual or unexpected situations involving illness. In addition, daycare staff should recognize that there will be other occasions in which Public Health should be contacted. For example, when an unusual number of children become ill with similar symptoms (such as diarrhea or rash), Public Health should be notified. Depending on the situation, the Public Health staff may decide to initiate an investigation even in the absence of a confirmed diagnosis.

This was developed using the Canadian Pediatric Society's Well Beings Text as reference, in addition to input from Public Health Staff, a Pediatric Infectious Disease Specialist and adapted to confirm to New Brunswick regulations, (existing and forthcoming) accepted practices and procedures.

Early Learning and Child care Facility Managing Illness in ELC Facilities

Parent's/Guardian's Role

Your involvement as a parent is important! You can take the following steps to help ensure that early learning and child care facilities are safe and healthy places for all children.

Step 1:

Make sure you provide up-to-date information about your child's immunization to the facility operator. If you choose not to immunize your child, you must sign a waiver available from the Department of Health.

Step 2:

In general, if your child is too sick to participate comfortably in activities and has symptoms or a condition that may affect the health of other children, it is necessary that your child not attend child care.

You must keep your child at home or make alternate child care arrangements if your child has one or more of the following symptoms or conditions:

- a. Fever (oral temperature 38.5° C or greater; rectal temperature 39° C or greater, armpit temperature 38° C or greater) accompanied by behavior changes or other signs of illness
- b. Diarrhea as defined by an increase in frequency of stools and/or change to unformed loose, watery stool. Fever, loss of appetite, nausea, vomiting, abdominal, mucus or blood in stool may also occur
- c. Vomiting illness with two or more episodes of vomiting in the previous 24 hours (in excess of typical infant spit-ups)
- d. Mouth sores associated with an inability of the child to control his/her saliva
- e. Rash with fever or behavior changes
- f. Infections (e.g. infected eyes with discharge) until 24 hours after treatment started by physician
- g. Infestations (e.g. scabies, head lice, pinworm) until after first treatment with a medicated product

Step 3:

If your child does not attend child care due to illness, you must let the facility know your child's illness symptoms.

Step 4:

If your child gets ill at the facility, you will be notified and you will be asked to make arrangements to pick up your child within one hour of being notified by the facility staff. This is important to make sure your child gets the treatment he/she needs as well as to prevent the spread of illnesses to other children.

Step 5:

You are encouraged to take your child to a physician if their symptoms do not improve within 24 hours after leaving the ELC facility.

Step 6:

For some illnesses, there is a required time period where your child cannot attend an ELC facility. These time periods and illnesses have been developed by health care professionals across Canada to ensure that your child is fully recovered and to prevent the spread of infectious diseases in ELC facilities. These illnesses are listed in Appendix B "New Brunswick Guide for Exclusion of Children in Early Learning and Child care Facilities" of the "Guidelines for the Prevention and Control of Communicable Diseases in Early Learning and Child care (ELC) Facilities". The guide is available from your facility operator or administrator.

If your child has been diagnosed with any of the illnesses in this guide, you **must** follow the requirements in order for the facility operator to allow your child to be re-admitted to the facility.

Step 7:

When you take your child back to the ELC facility after having been sick with an infectious illness, you must complete the Return after Exclusion form to certify that you have followed necessary steps for re-entry to the ELC facility.

We thank you in advance for taking these steps to make early learning and child care facilities a safe and healthy place for all children in New Brunswick

Purpose of Appendix B is to simplify exclusion periods and return after exclusion requirements for both operators and parents.

Disease/Infection	Exclusion Criteria	Return After Exclusion Form Required?
Campylobacter	Exclude until symptom free (diarrhea has stopped).	YES
Clostridium difficile	Exclude until symptom free (diarrhea has stopped).	YES
COVID-19	Exclude until symptoms have improved, child has not had a fever for 24 hours and child is feeling well enough to participate in normal daily activities.	YES
Cryptosporidium	Exclude until symptom free (diarrhea has stopped). No swimming for 2 weeks.	YES
E.coli 0157:H7	Exclude until symptom free (diarrhea has stopped) and 2 stool cultures taken 24 hours apart are negative. Proof of negative cultures must be provided to Public Health, who will then notify the facility of re-admittance permission.	YES Public Health signature required
Giardia	Exclude until symptom free (diarrhea has stopped). No swimming for 2 weeks.	YES
Hepatitis A	Exclude as directed by Public Health, usually until one week after onset of jaundice. If no jaundice was present, exclude 2 weeks after onset of symptoms.	YES
Measles	Exclude until 4 days after onset of rash.	YES
Meningitis (Bacterial)	Exclude until 24 hours after child has started effective treatment and is well enough to participate in normal daily activities. No exclusion for viral meningitis.	YES
Mumps	Exclude cases until 5 days after onset of swelling.	YES
Norovirus/Norwalk	Exclude until 48 hours symptom free (diarrhea has stopped).	YES
Pinkeye (conjunctivitis)	Exclude until child is seen by a healthcare practitioner. If cause is viral, can return to the childcare setting with a healthcare practitioner's approval. If cause is bacterial, can return after 24 hours of appropriate antibiotic treatment completed.	YES
Ringworm	Exclude until treatment is started. Some restriction of activities may be recommended (depending on the infection site).	YES
Rotavirus	Exclude until 48 hours symptom free (diarrhea has stopped).	YES
Rubella (German Measles)	Exclude for 7 days after onset of rash. If child has congenital rubella and is less than one year old, consult with Public Health.	YES
Salmonella	Exclude until 48 hours symptom free (48 hours after diarrhea has stopped).	YES
Salmonella typhi	Exclude until symptom free (diarrhea has stopped) and stool cultures taken 24 hours apart are negative (number of stool cultures to be determined by Public Health). Proof of negative cultures must be provided to Public Health, who will then notify the facility of re-admittance permission.	YES Public Health signature required
Scabies	Exclude until 24 hours after first treatment is completed.	YES

Condition	Exclusion Criteria	Return After Exclusion Form Required?
Scarlet Fever	Exclude until 24 hours after antibiotic treatment has been initiated.	YES
Shigella	Exclude until 48 hours symptom free (diarrhea has stopped) plus 2 stool cultures taken 24 hours apart are negative. Proof of negative cultures must be provided to Public Health, who will then notify the facility of re-admittance permission.	YES Public Health signature required
Streptococcal Disease (i.e. Strep Throat, Impetigo, Scarlet Fever)	Exclude until 24 hours after antibiotic treatment has been initiated.	YES
Undiagnosed gastroenteritis - undiagnosed suspect infectious outbreak/cluster – 2 or more cases (i.e. viral, bacterial)	Exclude until 48 hours symptom free (diarrhea has stopped) or as directed by Public Health.	YES
Undiagnosed gastroenteritis - single case	Exclude until symptom free (diarrhea/vomiting/fever has stopped) and child is well enough to attend. Note: Any cases of bloody diarrhea must be reported immediately , and the child must be seen by a healthcare practitioner. Upon consultation with public health, the operator of a centre has the discretion to exclude a single undiagnosed case for a longer time period (ie: 48 hours) if norovirus/Norwalk is strongly suspected.	NO
Whooping Cough (Pertussis)	Exclude as directed by Public Health.	YES
Chicken Pox (Varicella Zoster)	Exclude until child feels well enough to return to facility.	NO
Herpes Simplex (cold sores)	Exclude children who are not able to cover lesions, have poor personal hygiene, excessive drooling, or are too ill to participate in activities. Exclusion is not indicated for recurrent cold sores.	NO

Note: Parents must notify the operator within 24 hours of a confirmed diagnosis from a health care practitioner.

In a situation where a risk to public health exists (such as during an outbreak or with certain diseases of public health significance), the Regional Medical Officer of Health, may, under the *Public Health Act*, require the implementation of any measures necessary to reduce the risk of spreading communicable diseases. This may include excluding certain children or staff from the facility, closing sections of the facility or the entire facility.