



# PARENT HANDBOOK

EARLY LEARNING CENTRE & MORNING PRE-SCHOOL

**YMCA of Fredericton**  
570 York Street, Fredericton NB  
E3B 3R2  
(506) 462-3000

# Welcome

Choosing a child care centre that meets the needs of your child and family is an important decision. Please review the philosophies and policies in our program handbook, as they guide our program and interactions with your child and family.

Licensed child care centres in New Brunswick have access to many supports and resources, including the Daycare Assistance Program, Parent Subsidy Program, Public Health, the Talk With Me program, and NB public libraries. For more information, please speak with the Program Manager.

At the YMCA, we nurture the potential of children and youth and support the well-being of our local and global communities. We focus on the whole person and encourage healthy development in spirit, mind, and body.



## 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 wellbeing 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.

## 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.

# Table of Contents



Shine On

<b>4-5</b>	<b>Meet the Team</b>	<b>Incident Reporting</b>	<b>23-24</b>
<b>6</b>	<b>Arrival and Departure</b>	<b>Inclusion</b>	<b>25-27</b>
<b>7</b>	<b>Roles and Responsibilities</b>	<b>Child Guidance and Aggressive Behavior</b>	<b>28-30</b>
<b>8-12</b>	<b>Our Program</b>	<b>Discharge and Termination of Child Care Services</b>	<b>31</b>
<b>13</b>	<b>Curriculum</b>	<b>Compliance and Grievance</b>	<b>32</b>
<b>14</b>	<b>Registration</b>	<b>Organization Structure</b>	<b>33</b>
<b>15-16</b>	<b>Fees and Financial Assistance</b>	<b>Public Health Attachments</b>	<b>34-35</b>
<b>17</b>	<b>Absences and Closures</b>		
<b>18-22</b>	<b>Health and Wellness</b>		



# Meet the Team



**Tabatha McCrea**  
Director of Child Care



**Amanda Bird**  
Manager of Child Care



**Jennifer Dunlap**  
Program Enhancement  
Coordinator



**Brittney McKeil**  
Educator



**Shelby Peterson**  
Educator



**Emma Mclean**  
Educator



**Madison Vail**  
Educator



**Erin  
O'Shaughnessy**  
Educator



**Victoria Dow**  
Educator

**"Children learn as they play. Most importantly, in play children learn how to learn."**

— O. Fred Donaldson



Shine On



**Danielle Flagg**  
Educator



**Ashley Mclean**  
Educator



**Mackenzie O'Donnell**  
Relief Educator



**Sammi-Jo Hickey**  
Relief Educator



**Danoucha Hunter**  
Relief Educator



**Andy Wood**  
Relief Educator



**Brianna Scott**  
Relief Educator



**Jenna Bird**  
Relief Educator



**Taylor Daley**  
Relief Educator



**Alissa Peabody**  
Morning Pre-School Educator

# Arrival and Departure

Upon arrival, you are required to notify staff of your child's presence so that staff can record arrival time. Each child will be assigned cubby space designated to your child's room. Please help your child with outer clothing, and make sure all labelled belongings are placed in their cubby.

Upon departure, you are required to sign out your child and notify the staff that your child is leaving. Unless otherwise arranged, children will not be released to any person other than those specified on the registration form, by written permission of the parent or verbal permission over the phone by the parent. Government issued picture identification will be requested from this person as the time of pick up.

You must inform staff if anyone else will be picking up your child. We will not release your child without proper authorization and government issued ID will be required if staff on duty is not familiar with the person picking up.



**Guardians are asked to send a message on Wee Markable by 9:00am if their child will be absent from the program or arriving after 9:30am.**

*Please include the reason for your child's absence (e.g., illness, appointment, vacation) so we can maintain required attendance records.*

---

## Hours of Operation

**Full-Time Child Care**  
7:30am-5:30pm  
Monday - Friday

**Morning Pre-School**  
8:00am-11:30am  
M, T, T, F

Junior Kindergarten  
8:00am-11:30am  
Monday-Friday

*If the entire School District (ASD-W) closes Morning Pre-School & Junior Kindergarten will be closed. This does not apply to individual school closures.*

# Roles and Responsibilities



## of the Family

The Fredericton YMCA 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.

## of the Volunteers and Students

The Fredericton YMCA’s programs are enhanced by the involvement of volunteers and students in practicums. Volunteers and students in our childcare programs must adhere to our policies and procedures in addition to following the regulations of the Ministry of Health and Fire. Volunteers and students are not responsible for and are never left alone with children. Volunteers and students are under the direct supervision of a YMCA staff member.

## of the Staff

All Fredericton YMCA staff must adhere to policies and procedures in addition to following the regulations of the Ministry of Health and Fire. Annual review of these policies and procedures ensures our staff are knowledgeable and prepared to handle various situations. All childcare staff hold current certification in Basis 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 the drop-off and pick-up times take the educator’s attention away from the children and program.



# Our Program

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 and build on existing skills.

The YMCA of Fredericton's childcare 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:

- 1.** Positive self-esteem and decision-making capabilities.
- 2.** Curiosity, initiative and independence.
- 3.** Understanding and acceptance of the world and people around them
- 4.** Communication skills.
- 5.** Interaction with, and respect for adults and peers.
- 6.** Foster co-operation.
- 7.** Physical activity that develops gross motor skills.
- 8.** Structured and unstructured indoor and outdoor activities.
- 9.** Fine motor skills development.

# Our Program

## What to Expect

At the Fredericton YMCA, we prioritize nurturing relationships between staff and children, fostering individual development and emotional well-being. We promote healthy lifestyles through physical activity, games and outdoor play. Children will develop social skills, forming lasting bonds with peers. Our planned activities include arts and crafts, science, math, reading, and more, providing diverse learning experience. Additionally, children will have opportunities to take on leadership roles within the program, both in their classroom and with other members

## Program Quality

Our program ensures quality by providing staff with comprehensive, ongoing training that builds on their existing knowledge and experience. This training covers relationship building, child protection, program delivery, physical literacy, and bullying awareness.

## License Capacity

**Full-time Childcare** - 46 children  
(ages 2-5)

**Morning Pre-School** - 16 children  
(ages 3-4)

**Junior Kindergarten** - 20 children (age 4)



## Physical Activity/Swimming

Our program includes scheduled physical activities such as swimming and play-climber/outdoor play. Each YMCA classroom has a weekly pool slot, with educators (1:4 ratio) and lifeguards present. Required swim items are a bathing suit and towel, while optional items include water shoes, a bathing cap, earplugs, and goggles, all in a reusable swim bag. If a child forgets swim items, guardians will be contacted, and they must either bring the items or pick up the child before swim time. Play-climber and outdoor play occur throughout the week, requiring socks, sneakers and weather appropriate clothing.

# Our Program



## Nutrition

Guardians of our Full-Time Child Care will be responsible for providing a lunch and morning and afternoon snacks. For the health and safety of all children and staff who have life-threatening allergies, guardians are required to ensure snacks packed for children are 100% nut free.

Guardians of our Morning Pre-School Program will be responsible for providing morning snacks. For the health and safety of all children and staff who have life-threatening allergies, guardians are required to ensure snacks packed for children are 100% nut free.

\*Families must alert the YMCA Staff of any allergies your children may have.



## Toilet Training

The YMCA Full-Time Child Care accepts children into our Full-Time Childcare Program who are not toilet trained. Educators will work with families to toilet train children, once they have identified as ready. Bathroom visits occur throughout the day to encourage training. Children are asked to have three sets of spare clothes (pants, underwear and socks) and one pair of extra shoes.

If your child is in diapers, you must ensure that you keep an adequate supply of disposable diapers, wet wipes, creams and are least one complete change of clothes in their book bag at all times.

Children participating in the Morning Pre-School or Junior Kindergarten programs are required to be no longer wearing diapers, and expected to be toilet trained with few accidents.

# Our Program



## Transportation and Outings

From time to time, children may participate in organized activities off YMCA property as part of our programming. These activities may include:

- Walks in the neighborhood/community
- Visits to nearby parks/playgrounds
- Special events or community activities
- Occasional local outings or field trips

Guardians will be informed in advance whenever an off-premises activity is planned. Written authorization is required for participation, and if a child cannot participate, guardians must arrange alternate care for that day.

The YMCA of Fredericton is committed to providing a safe environment for all participants, volunteers, and staff, with effective risk management practices to prevent losses and injuries. We use C.W. Guthrie & Sons Ltd. for transportation.

## Evacuation and Emergency Procedures

All staff and volunteers are trained in Evacuation and Emergency procedures, with monthly fire drills and facility inspections to ensure safety. In an evacuation, a staff member will sound the alarm (another will call 911 if available). Each staff member is responsible for their group, gathering children, attendance sheets, emergency contacts, and special provisions. They will exit to a designated safe area and take attendance. After confirming everyone is accounted for, 911 will be called if not already. Staff will check all area before exiting. Guardians will be contacted for child pickup and must sign the attendance sheet upon receiving their child.

## Video and Audio Surveillance

To ensure the safety and security of all the children, staff, parents, and visitors, as well as the security of our daycare facility, The YMCA Early Learning Centre is equipped with a video and audio surveillance system. Security cameras have been installed in our classrooms, hallways and common areas. We may conduct video surveillance of any portion of our premises at any time, the only exception being private areas (such as washrooms). Our video/security cameras have been positioned in appropriate places within and around our centre and are used in order to help promote the safety and security of people and property.

# Our Program

## 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 clothes occurs, each child is required to have 2 full changes of clothing (shirt, pants, socks and underwear) each day. This must be in a labeled bag in the child's backpack. 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 increased 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.

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



### Toys

We ask that you please leave toys at home. Toys brought from home can become lost, broken, or cause conflict between children.

Please note:

- Toy weapons, fighting toys, or toys that promote violence are not permitted at the centre.
- The YMCA is not responsible for toys that are lost, broken, misplaced, or traded/exchanged between children, even if the trade was agreed to by the children

### Electronic Devices

Please leave your child's personal electronic devices at home for the following reasons: the YMCA cannot be responsible for lost, broken or stolen items; unmonitored gaming or online activity violates our Child Protection Policies; and we believe device use should be supervised at home.

# Curriculum

## YMCA Playing to Learn Curriculum

The YMCA Playing to Learn curriculum focuses on incorporating learning and school readiness through children's interests and play. Through engaged Early Childhood Educators, who participate in play, children learn many different skills from writing their names, to recognizing and knowing their numbers and colors. The goal of the YMCA Playing to Learn curriculum is to ensure continued enthusiasm and capacity for life-long learning.

The curriculum takes all areas of your child's development into account: cognitive development, social and emotional development, speech and language development, fine motor development and gross motor development. Using play interests, educators plan way to meet these goals through fun and engaging activities. Play interests are identified by the children. The educators are able to adapt the curriculum to meet the specific needs of your child. YMCA Playing to Learn is recognized as a leading approach to instill a strong educational ethic in children.

## New Brunswick Curriculum Framework for Early Learning and Child Care

In addition to the YMCA Playing to Learn Curriculum, the YMCA of Fredericton uses the New Brunswick Curriculum Framework for Early Learning and Child Care - English which is both similar and complementary to our Playing to Learn Curriculum. The vision of the NB Curriculum Framework is 'that all children will grow to their fullest potential with dignity, a sense of self-worth, and a zest for living and learning'. Creating rich, stimulating, engaging environments to explore will ensure that they are active participants in their own learning. For more information, visit: [www.gnb.ca/childcare](http://www.gnb.ca/childcare)

The YMCA Playing to Learn curriculum and the New Brunswick Curriculum Framework for Early Learning and Child Care work together to enhance your child's learning and to ensure quality care is delivered.



# Registration



## Online EECD Enrollment

In order to be eligible for GNB's reduction in fees. Parents will receive an enrollment offer for children enrolled in the Centre. Parents are required to accept the enrollment offer in the Parent Portal. This should take approximately 5 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 [EECDPortalPortailedpe@gnb.ca](mailto:EECDPortalPortailedpe@gnb.ca)

## Custodial Rights

Visitation arrangements by non-custodial parents must be made outside of the Early Learning Centre 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 Child 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.

## Tours

If you would like to view our Centre, please contact our Manager of Child Care at 506-462-3000 ext.110.



# Fees and Financial Assistance



## Registration Deposit

A non-refundable registration deposit in the amount of the first bi-weekly payment is due at the time of registration to hold your child's position in the program. Once the program begins, the money will be used towards the first bi-weekly payment.

## Payment Methods

Families are required to pay using EFT. The YMCA of Fredericton will require a pre-authorized payment form or a void cheque. Payments are withdrawn 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 outstanding amount. Any non-payment that extends to two consecutive missed payments will result in childcare services being suspended until payment is made in full.



Room	Fees before accepting GNB's Parent Enrollment Offer (Parent Portal)	Fees once you accept GNB's Parent Enrollment offer (Parent Portal)
Full Time - Two-Year Old Room	\$421.00 bi-weekly	\$180.00 bi-weekly
Full Time - Three-Year Old Room	\$403.30 bi-weekly	\$180.00 bi-weekly
Full Time - Four-Year Old Room	\$401.40 bi-weekly	\$180.00 bi-weekly
Morning Pre-School	\$245.20 bi-weekly	\$56.00 bi-weekly
Junior Kindergarten	\$305.80 bi-weekly	\$70.00 bi-weekly

# Fees and Financial Assistance

## Receipts

Tax receipts for Childcare 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

4 weeks 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



## Physical Activity/Swimming

Financial assistance is available through funds from the Department of Social Development to guardians who qualify.

You can find out more information about the Child Care Assistance Program directly on the GNB portal.

## Late Pick-Up

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 childcare space.

# 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 Child Day Care Facilities Operator Standards, "Each licensed facility is registered for a given number of child 'spaces'". Essentially, when you register your child at 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 each 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.

## Scheduled Closures:

New Year's Day  
Family Day  
Good Friday  
Easter Monday  
Victoria Day  
Canada Day  
New Brunswick Day  
Labor Day  
Truth and Reconciliation Day  
Thanksgiving  
Remembrance Day  
Christmas Day  
Boxing Day

## Fredericton YMCA Closures

If the YMCA of Fredericton must close, in part or full, due to unforeseen circumstances, communication will be sent through our WeeMarkable app and will be posted on the YMCA of Fredericton social media outlets. Should we close during the regular hours; guardians will be notified by phone and through WeeMarkable. Guardians are required to pick up the children within one hour of being called.

**Each year, the Centre will be closed for three PD Days (Fall, Winter, and Spring) and for a Turnaround Day on the Friday before Labour Day. Families will receive advance notice of these closure dates.**

## Inclement Weather Closure (Morning Pre-School & Junior Kindergrten Only)

If the entire ASD-W School District closes, Morning Pre-School & Junior Kindergarten will be closed.

## Professional Learning Day Closures (Morning Pre-School Only and Junior Kindergarten)

Our YMCA Morning Pre-School Program & Junior Kindergarten follows the same schedule as ASD-W, when ASD-W is closed for a Professional Learning Day, our Morning Pre-School program is also closed.



Shine On

# 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 cell/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 alternate 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.

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

- Fever 37.9 ear, 37.5 mouth, 37.5 armpit)
- Vomiting or Diarrhea
- Symptoms of a contagious disease
- Cannot participate in programming

Guardians are required to inform the Centre if 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 childcare 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.



# Health and Wellness

## Contagious and Communicable Diseases

If a child or staff member contacts a contagious disease, the Child Care Centre must be advised immediately. To help maintain a healthy environment for all children, you must keep your child home if they have 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 (37.9 ear, 37.5 mouth, 37.5 armpit)	Your child must be absent until the fever has gone for 24 hours, without fever reducing medication.
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	For confirmed cases exclude until symptoms have improved and child has not had fever for 24 hours.

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



# Health and Wellness

## Administration of Medication

The Fredericton YMCA 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.

### Acetaminophen

The YMCA of Fredericton is not permitted to diagnose a fever or any illness requiring Acetaminophen. Guardians of children attending government licensed centres are not permitted to request childcare 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 Early Learning 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 guardian. 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

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



# Health and Wellness

## 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. Anaphylaxis is a growing public health issue. 1 in 50 Canadians suffer from extreme, life-threatening allergies to certain foods. For these individuals exposure to a minimum number of allergens can trigger an anaphylactic response. A 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 Director 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 the Child's Anaphylaxis Individual Emergency Plan.
- Provide an appropriate EPI-pen.
- Train the Director and childcare team on administration of an EPI-pen.
- Advise Fredericton YMCA 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 medical identification (i.e. a medical alert bracelet.)

## 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**



# Health and Wellness

## 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.** A 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 home telephone number.
- 9.** The Centre will exclude the child(ren) from the rest of the children. Guardians are to arrive promptly (within one hour) of being notified by the Centre that the child is ill.
- 10.** 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. 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.
- 11.** 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.
- 12.** 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.
- 13.** Staff will not be permitted to work while having a communicable disease and must stay away from the Centre during the incubation period.

# Incident Reporting

## Non-Reportable Incidents

In the event that a child suffers from a minor incident such as a cut, fight, behavioral, 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 on 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 24 hours. A copy must be kept in the child's file and a copy must be given to the child's guardian.

# Incident Reporting

## 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 documentation will occur with the licensing inspector.
- The Director of Child Care will be informed of the reportable incident within 30 minutes of the occurrence.



## Reportable Incidents

Legally, the Director, Supervisor and staff members have a responsibility to report 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 Fredericton YMCA, 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 Fredericton YMCA 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.

**“All children will grow to their fullest potential with dignity, a sense of self-worth, and a zest for living and learning.”**

— New Brunswick Curriculum Framework for Early Learning and Child Care

# Inclusion



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

- 1.** Every child is welcome and no individual will be excluded from our Centre based solely on their level or type of differing abilities.
- 2.** 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.
- 3.** All interested families and children will have the same enrollment options in regard to hours of attendance and available days.
- 4.** 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.
- 5.** The Centre's administration and its educators will work cooperatively with each family to honor and support their role in establishing needs and goals for their individual child.
- 6.** 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.
- 7.** 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.
- 8.** When the process of establishing an inclusive environment is positive for children, families, and educators alike it has the best chance of being successful.
- 9.** 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 Fredericton YMCA 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

## 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 behavior. 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 behaviors 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 behaviors present themselves.

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

- More likely to recognize situations that may trigger difficult behaviors 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

### **Redirection**

Guiding a child into acceptable options when engaged in an unacceptable activity.

### **Natural or Logical Consequences**

Attempting to make the child aware of the results of their action.

### **Limit Setting**

Boundaries are developed by the educator for the children as a group and for individual children according to each situation.

# Child Guidance and Aggressive Behavior

## Child Guidance Strategies Continued

### **Modelling**

Demonstration of appropriate ways of acting.

### **Offering Choices**

Appropriate choices are outlines and children are encouraged to make decisions from them.

### **Anticipating Trouble**

Planning and preparing the environment.

### **Ignoring**

Some inappropriate behaviour can be ignored with more emphasis given to appropriate behavior.

### **Positive Reinforcement**

Showing genuine approval when children are in a positive activity.

### **Persistent Behavior**

Should the behavior persist, put the child, another child or 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 and then be directed back into the program.

### **Unacceptable Behavior**

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 Manager to discuss the situation and to develop a plan of action that can result in success for the child.**

# Child Guidance and Aggressive Behavior

## 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.
- 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, Supervisor and Director. 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.**

---



Shine On

# Discharge / Termination of Childcare Services



**The Fredericton YMCA Early Learning Centre is committed to working collaboratively with families to support each child's successful participation in our programs. In rare circumstances, a child's enrollment may be ended ("discharged" or "terminated") from the program**

**Discharge/termination of childcare services may occur for reasons including, but not limited to:**

- Non-payment of fees, in accordance with YMCA payment policies
- Repeated late pick-ups, after communication with the family and efforts to resolve the concern
- Behavior or safety concerns, where a child's continued attendance poses a risk to themselves, other children, or staff, and appropriate supports/interventions have not been successful
- Failure to follow Centre policies that are required for health, safety, and licensing compliance
- Aggressive, threatening, harassing, or abusive behaviour by a parent/guardian or family member toward YMCA staff, children, or other families, including verbal threats, intimidation, or inappropriate conduct

**Whenever possible, the YMCA will take the following steps prior to discharge/termination:**

- Communicate concerns to guardians in a timely manner
- Meet with guardians to discuss concerns and develop strategies and supports
- Document incidents, communications, and steps taken
- Provide written notice of discharge/termination where appropriate

In situations involving serious safety concerns, the YMCA reserves the right to end services immediately.

Guardians may bring forward questions or concerns through the YMCA's complaint/grievance process.

# 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.

**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 Child Care and/or Director of Child 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 their child at the Centre and/or at home that may assist in the care of their child.



Shine On



# Organization Structure

The YMCA is a values-based charitable organization, governed by a Board of Directors and guided by mission, vision and values. The Fredericton Full-Time Child Care program and the Morning Preschool Program are overseen by the Early Learning Supervisor and Director of Child Care, along with the CEO.

---

**Amanda Bird**

Manager of Childcare  
amanda.bird@ymcafredericton.org  
506-462-3000 ext.110

**Tabatha McCrea**

Director of Childcare  
tabatha.mccrea@ymcafredericton.org  
506-462-3000 ext.120

**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



Disease/Infection	Exclusion Criteria	Return After Exclusion Form Required?
<b>GASTROINTESTINAL INFECTIONS</b>		
Campylobacter	Exclude until symptom free (diarrhea has stopped).	YES
Clostridium difficile	Exclude until symptom free (diarrhea has stopped).	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
Gastroenteritis - Undiagnosed 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
Gastroenteritis - Undiagnosed  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 (i.e.: 48 hours) if norovirus/Norwalk is strongly suspected.	NO
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
Norovirus/Norwalk	Exclude until 48 hours symptom free (diarrhea has stopped).	YES
Rotavirus	Exclude until 48 hours symptom free (diarrhea has stopped).	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

# Public Health Attachments



Disease/Infection	Exclusion Criteria	Return After Exclusion Form Required?
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
<b>RESPIRATORY ILLNESSES</b>		
Measles	Exclude until 4 days after onset of rash.	YES
Meningitis (Bacterial)	Exclude until 24 hours after child has started a fever 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
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
Scarlet Fever	Exclude until 24 hours after antibiotic treatment has been initiated.	YES
Strep Throat	Exclude until 24 hours after antibiotic treatment has been initiated.	YES
Varicella Zoster (Chicken Pox)	Exclude until child feels well enough to return to facility.	NO
Whooping Cough (Pertussis)	Exclude as directed by Public Health.	YES
<b>OTHER</b>		
Fever (from an unspecified cause)	Exclude- child can return once they are fever free for 24 hours without the use of fever-reducing medicine. Note: if fever is part of a diagnosed illness, a longer exclusion period may apply as directed by Public Health.	YES
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
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
Scabies	Exclude until 24 hours after first treatment is completed.	YES

**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