

YMCA-YWCA of Winnipeg After School Program Parent Handbook

After School Program
For Youth with Additional Support Needs



Contents

Overview	4
<i>Our Philosophy</i>	4
<i>Our Goals and Objectives</i>	5
<i>Our Structure</i>	6
<i>Our Program Staff</i>	6
Our Programs	6
Hours of Operation and Program Closures	7
Access to the Program	8
Registration	8
ePACT	9
Custody Papers	10
Cancellation of Services	10
Withdrawal of Services	10
Program Cancellations	10
Privacy Statement	11
Confidentiality/Access to Personal Information	11
Communication	12
Payment and Fees	12
Policies	12
Behaviour Guidance Policy	13
Health & Illness Policy	13
Medications	14
Child Abuse – Duty to Report	15
Arrivals and Departures	15
Transportation	17
Late Policy	17
Communicating Absences	17
Research, Photography, and Videotaping	18
Appropriate Use of Technology	18
Snacks	19
Outdoor Attire	19
Clothing/Hygiene Products	19

Special Events, Field Trips and In-House Visitors	20
Emergency Procedures	20
Alternative Place of Shelter	20
Accidents/Injuries	20
Parent Involvement	21
Centre Visitations	21
Comments or Concerns	21
Summary	22

Overview

The YMCA-YWCA of Winnipeg is a charity that ignites the potential in people, helping them grow, lead, and give back to their communities.

Thank you for choosing one of the YMCA-YWCA of Winnipeg's After School Programs for Youth with Additional Needs. Each year, thousands of families trust our childcare and youth care programs to be a place where their children and youth are safe and supported while they grow and develop into their full potential. We believe that sustaining a healthy partnership between your family and our After School Program staff is fundamental to your youth's overall development. Dedicated to quality service, we focus on family and the importance of providing a stimulating, nurturing and safe environment – a place for your youth to continue to learn and grow.

Partnership

Our After School Programs (ASPs) for Youth with Special Needs is a partnership between Children's disAbility Services (CdS)/Community Living disAbility Services (CLdS), the YMCA-YWCA of Winnipeg, the schools we operate out of, and you as parents. Together as a team we will work to provide care where required and ensure that the needs of the individual and their family are being met.

Our Philosophy

Our program is geared towards youth ages 13-21 who require support for additional needs. In our program, students are at the center of everything we do. Students plan the day-to-day schedules at each location, with the guidance of staff. We work in partnership with the schools to ensure that students' are able to live life to their fullest potential when they graduate from the program. By helping with life skills including social, communication, and physical skills, our students' independence builds and grows. Our staff and students inspire each other. We learn together; we grow together. Everyone is included and everyone is welcome.

We are committed to creating and sustaining an environment that celebrates diversity and appreciates the dignity and worth of all members of the community. We are committed to creating an environment free from discrimination, harassment, and barriers to participation. By respecting the individuality and diversity of all youth, our programs offer a support system that is sensitive to the needs of our families and the developmental capabilities of the youth in our care.

Our Goals and Objectives

To assist each youth to develop a sense of dignity and self-worth by:

- providing a wide variety of social activities and learning experiences that encourage the development of self-confidence and the ability to get along with others
- providing youth with a safe environment where youth can continue to develop their own sense of self, while learning soft skills like communication, teamwork, leadership and responsibility.

To assist each youth's overall development by providing:

- a stimulating space, with developmentally appropriate equipment and resources
- a variety of developmentally appropriate experiences, driven by their interests, that foster cognitive, creative, social, emotional and physical development
- opportunities to take on leadership roles that develop communication skills, self-regulation, decision-making and problem-solving abilities.

To assist each youth to maintain good health by supporting:

- an environment free from health and safety hazards
- daily periods of developmentally appropriate physical activity
- applicable resource information for families.
- To support families by providing:
- a safe environment for their youth so that parents/guardians can pursue education, employment and opportunities for personal growth.
- ongoing opportunities for family involvement and input.

Our Structure

The YMCA-YWCA of Winnipeg has a large structure that supports our programs.



Our Program Staff

Our program staff come with diverse backgrounds of education and experiences. Warm, caring and dedicated, our program staff have a passion for nurturing each child's potential. Our team is held accountable for the implementation of curriculum, our standards for communicating with parents and adherence to YMCA-YWCA policies and procedures, including Safeguarding policies.

Our Programs

After School programs are located in school facilities throughout Winnipeg. The programs provide programming to youth age 13-21.

The YMCA-YWCA of Winnipeg endeavors to operate programs which continue to meet the needs of the community. The YMCA-YWCA of Winnipeg reserves the right to adapt program offerings and/or locations based on enrollment and/or other factors which impact our capacity to offer a sustainable, quality program.

Our teams go through a rigorous screening process that demonstrates their knowledge and their experiences working with youth. Once selected, new program staff participate in orientations and training on YMCA-YWCA of Winnipeg policies and procedures.

Mandatory criminal record checks, child abuse registry and adult abuse registry searches are conducted prior to employment at the YMCA-YWCA of Winnipeg. If a submitted check has not yet been processed, new program staff are not allowed to be left alone with the youth. Program staff must also hold a valid first aid and CPR certification.

Staffing Ratios:

Our programs are staffed at a 1-to-1 ratio. Staffing ratios for each program are examined and constantly reevaluated by looking at the needs and behaviors of the youth, through the lens of the safety of those within our programs.

Hours of Operation and Centre Closures

Glenlawn: 3:00 – 6:00 pm (Early Dismissal days 2:00PM-6:00PM)

Windsor Park: 2:45pm- 5:45pm (Early Dismissal days 1:45pm-5:45pm)

Vincent Massey: 3:00 – 6:00 pm

West Kildonan: 3:00 – 6:00 pm

Program is closed for all holidays and host school closure dates. When the school in which we run our program out of (“host school”) is closed, our program is also closed, and the family is responsible for making alternative arrangements for care and informing transportation if the youth is bused. Some locations offer programming during Spring Break and Summer Break. Programs are closed during the Winter Break. Please visit the YMCA-YWCA of Winnipeg website <https://www.ywinnipeg.ca/child-care-programs> for program availability.

Centres are closed for the following observed dates (or day in lieu):

New Year’s Day, Louis Riel Day, Good Friday, Victoria Day, Canada Day, Terry Fox Day, Labour Day, Thanksgiving Day, National Day for Truth & Reconciliation, Remembrance Day, Christmas Day and Boxing Day.

Important Program Dates

(ALL Programs will have a short list of PD Days as soon as they are released)

- September 30, 2024 - No Programs (Truth & Reconciliation Day)
- October 14 - Thanksgiving - No Programs
- November 11 - Remembrance Day - No Programs
- Winter Break: No Programs December 21 - January 5, 2025
- Spring Break: March 31 - April 4, 2025

Access to After School Program

Our programs are for youth with special needs between the ages of 13 & 21 years of age, who have been identified to us by either; Children's disAbility Services (CdS) or Community Living disability Services (CLdS). The youth that are referred to us come from families who require after school care to maintain employment. Any changes in eligibility for the program should be discussed directly with your Family Services Worker (FSW).

We ask that families identify any additional support needs their child(ren) may require, so that we can ensure that appropriate supports and resources are in place upon enrolment.

Once enrolled, youth may remain registered in our programs until they have aged out (graduated high school, or turned 21), or funding is no longer available.

Registration

Upon acceptance into the program, the program Coordinator will reach out with an enrollment package. The Enrollment package will include several steps that need to be completed before the youth can attend the program. The following is a complete list of all forms that must be filled out and signed (by the parent/guardian with primary custody) to register youth into the After School Programs:

Step 1:

Upon acceptance into the program, the Program Coordinator will begin by processing your registration. This will allow you to log in to your online Y account update your preauthorized payment information and digitally sign the financial agreement for the program.

** Please note we only accept preauthorized banking information for program fees.*

Step 2:

24 Hours after registration you will receive an email asking you to log into to ePACT and complete the secure information form. This will allow us to ensure we have the safest and most accurate information when caring for the youth.

ePACT is where you can upload the Medication Release Form, as well as URIS Group B Application (if required).

Step 3:

Provide the Program Coordinator with your funding approval (filled out by you Family Service Worker); Program Coordinator will confirm funding with funding agency CDS (youth 12-18), or CLDS Youth ages 18-21).

Once all the required registration steps have been completed* the program coordinator will confirm the youth's start date in the program.

** If your youth has a healthcare plan developed for them by a nurse in response to a medical condition, a URIS Group B Application must be filled out and returned as a part of your registration package. You may be asked to complete URIS group B Application as required by URIS.*

A registration fee of \$60.00 applies for all new registrations and must be provided through pre-authorized bank withdrawal payment prior to completing registration.

Registration Fee

- \$60/youth
- One time, non-refundable
- Payable at the time of registration

The Y considers certain criteria as priority placement for any available spaces, including but not limited to the order in which waitlist submissions are received by Coordinator.

Youth within the school division have priority when spaces become available, due to transportation Parents/ Guardians are responsible for arranging transportation from youths' school to ASP site if not the same location.

ePACT

ePACT is a secure, online network that offers a contactless, paperless method for the YMCA-YWCA of Winnipeg to securely collect, manage and access essential member information and updates. This includes emergency forms with contact information and instructions, medical forms, waivers, consent forms, and personal health and safety needs. The YMCA-YWCA of Winnipeg limits access only to the administrators we assign.

As part of the registration process, families will receive an email invitation to share required information with us via ePACT. Simply follow the instructions to create or log into your account and enter/complete the required information. **NOTE:** a youth cannot attend until the required information has been completed in ePACT.

You can log into ePACT at any time to update your information, and the site supervisor will automatically be notified. From time to time, you will receive a request to update your ePACT account so that the program can ensure that information on file is up to date.

Custody Papers

It is important for families to know we cannot legally refuse a non-custodial parent access to their child(ren) without copies of the proper legal papers on file.

Cancellation of Services

A minimum of 2 weeks' notice in writing is required to withdraw your youth's registration in program during the school year, and 30 days prior to a camp program. Parents/guardians and/or pre-confirmed funding bodies will be responsible for the cost of care during this period. If insufficient notice is not given the parents/guardians and/or pre-confirmed funding bodies will be charged the amount of the notice period effective the date that notice is given. Notice must be given in writing to the Program Coordinator.

Withdrawal of Services

The YMCA-YWCA of Winnipeg strives to meet the individual needs of all youth and families enrolled in our programs. However, situations do arise from time to time where it may be necessary for services to be withdrawn for a youth and/or their family. We do not take these decisions lightly and we will ensure a thorough assessment of the youth's needs, community support available, and our ability to support the youth have been undertaken before withdrawing services.

Examples leading to withdrawal of services may include:

- Non-payment of program fees
- Frequent late pick up
- Parents/guardians or youth exhibiting violent or harassing behaviour toward program staff, registrars, volunteers, students on placement, other children or families
- Community resources to support the youth's participation are unavailable or have been exhausted including refusal by parent /guardian to consent to use of support services for their youth

Program Cancellations

The YMCA-YWCA of Winnipeg will endeavor to keep programs operating which meet the needs of the community. We reserve the right to limit program components and/or locations based on enrolment.

Privacy Statement

The YMCA-YWCA of Winnipeg (YMCA-YWCA) respects your privacy. We protect your personal information and adhere to all legislative requirements with respect to protecting privacy. We do not rent, sell, or trade our mailing lists. The information you provide will be used to help deliver services and to keep you informed and up to date on the activities of the YMCA-YWCA, including programs, services, special events, funding needs, opportunities to volunteer or to give, open houses and more through periodic contacts. If at any time you wish to be removed from any of these contacts simply contact us by phone at (204) 889-8052 or via e-mail at privacy@ymanitoba.ca, and we will gladly accommodate your request.

Confidentiality/Access to Personal Information

Access to a youth's information record is given to:

- the legal guardians of the youth
- the program team (program staff, coordinators, registrars, managers, etc.) involved in the operation of the program
- if applicable, the assigned CDS or CDLS caseworker
- where parental consent has been provided, school staff
- where parental consent has been provided, resource organizations (eg. occupational therapist, physician, etc).

In the case of an emergency or injury to a youth, information may also be released to the proper authorities, such as medical staff attending a youth, or in the case of suspected abuse or need for protection, the appropriate protection agency.

The YMCA-YWCA of Winnipeg may consult with the respective school or school division staff with regards to confirming a youth's enrolment in a school.

Parents/guardians should be aware, in the case of non-payment of fees, pertinent information will be provided to an external collection agency.

No other information, verbal or written, regarding a youth or their family will be released without the written permission of the parent/guardian

Parents/guardians are responsible for keeping information provided at the time of registration up to date. Any changes to phone numbers, child custody arrangements, medical information, relevant emergency contact information, authorized pick-ups, etc. must be completed by the parent/guardian. The applicable program will be automatically notified of changes to personal information which are made in a family's online account with ePACT.

Communication

We believe parent/educator communication is vital in promoting a healthy program environment. We invite you to approach the program staff or supervisor at any time to discuss your youth's experiences. If you need to discuss staff, please contact the program coordinator.

Information for registrations, program changes, newsletters and notices will be emailed directly to families.

Payment and Fees

Fees

Staffing Fees – Staffing fees for your youth to attend the program are paid through funding obtained by your FSW. The only cost to the parents is a \$25 a month Activity Fee. This \$25 a month supports special activities, program visitors, excursions, etc.

Late Pick up Fee – A late fee of \$10.00 per youth, for every 15 minutes, or portion thereof will be charged. This fee will be added to your next automatic monthly payment.

Fees apply regardless of illness, absenteeism or vacation. All fees are paid by pre-authorized payment from a bank account on the first day of each month. Please ensure that funds are available in your account, as returned payments may jeopardize your youth's space in the program as well as your ability to register for any other YMCA-YWCA of Winnipeg services or programs. A \$5.00 fee is applied to all missed payments.

Overdue accounts will be sent to a collection agency if there is no response to our final notice for payment, and the youth will be withdrawn from the program effective immediately.

Cash payments for fees are not accepted at the program. If the need to make cash payment arises, payment can be made at the membership sales and experience desk of any of the YMCA-YWCA of Winnipeg community hub facilities. It is the parent's responsibility to acquire a receipt for any cash payment transactions. In the case of overdue fees, parents/guardians may also pay online at <https://ca.apm.activecommunities.com/ywinnipeg> or by contacting a registrar at cregistration@ymanitoba.ca.

Activity Fee – Covers a combination of supplies, field trip, in-center visitors, transportation. is non-refundable and is payable monthly. Activity fees are the responsibility of the parent/guardian and are not included in CDS or CLDS funding agreements.

Behaviour Guidance

Our programs recognize and respect the uniqueness of each youth, and we work with families to provide behaviour guidance strategies to create a safe, healthy, and happy environment.

The YMCA-YWCA of Winnipeg shall not “permit, practice or inflict any form of physical punishment, verbal or emotional abuse, or denial of physical necessities for any child in attendance.” Our staff will discuss with parents'/ guardians' youths' behaviours and will follow the lead of the youth's parents/guardians to response to youths' behaviour.

Health & Illness Policy

Unexpected illness is a reality for parents of youth in group settings. Please plan and have back up care for emergencies. If your youth will not be attending the program, please take a moment to let us know.

ILLNESS/SYMPTOM	PROCESS
Fever	If a fever reaches 38°C and your youth has other symptoms, and/or is unable to participate in program activities. the youth must be picked up immediately. The youth may return once they have been fever free without use of medication, for 24 hours
Diarrhea	Youth will need to be picked up after the second incident in
Vomiting	Youth will need to be picked up after first incident depending on situation and severity
Strep Throat	Youth may return after 24 hours of appropriate antibiotic
Skin Rash	Must be diagnosed by a doctor and appropriate treatment received before the youth may return. A doctor’s note will be
Head Lice	Youth will need to be picked up as soon as parent is notified. Youth may return once they have received appropriate
Conjunctivitis or Pink Eye	Youth may return after 24 hours of appropriate antibiotic treatment
Chicken pox	Youth may attend if well enough to participate
Measles	Youth may return no sooner than 4 days after the onset of rash (7 days for Rubella-German Measles)
Hand-foot-and-mouth Disease	Youth may return once they are symptom free
Covid-19	Follow public health guidelines

Our programs follow Public Health Guidance regarding isolation periods for all illnesses. Decisions regarding isolation may refer to symptoms that present individually or in combination with other symptoms. The chart outlines more common symptoms/illnesses that our programs tend to see and is not an exhaustive list (see prior page).

If a youth's ill health prevents them from participating in all program activities (e.g., excursions, gym, outdoors, etc.) or being comfortable in normal program activities, we suggest that they do not attend the program. If your youth becomes ill while at the centre, we will make your youth as comfortable as possible and contact you to pick them up. If we cannot contact you, we will contact your designated emergency contacts. Upon request, the centre will provide you with written documentation indicating that your youth was requested to be picked up from the program.

If your youth has an illness, parents are required to inform the centre within 24 hours as we are required to follow Manitoba Public Health regulations regarding incubation and/or isolation.

A doctor's note may be required prior to return to the program.

Medication

All our programs follow the URIS (Unified Referral Intake Service) guidelines as they pertain to asthma, diabetes, serious medical conditions, or life-threatening allergies. If your youth has any medical conditions, please speak to the Program Coordinator before to your youth attending the program to ensure plans and supports are in place for the first day of participation.

Medications must be given directly to program staff and parents will be required to sign a medication release form providing program staff permission to administer the medication as noted by the physician. Medications will be kept in a secure, temperature-controlled space. In situations where the youth must always have independent access to their medications (e.g., epi-pen, inhaler, insulin, etc.) be sure program staff are aware the youth is in possession of their medication, that the medication is properly stored and easily accessible to the youth.

Prescription medication will only be administered when in the original pharmacy container, labelled with the youth's name, medication name and dosage instructions.

Non-prescription medication must be in their original container and will only be administered with a legible note from the physician indicating the youth's name, medication name and dosage instructions.

Allergies:

If a youth has an allergy we ask that you please disclose that information on their ePACT file. If their allergy requires the use of an epi-pen, parents will need to fill out the URIS Group B Application Form so that we can have access to their IHCP and obtain Anaphylaxis training for the staff in the program.

Child Abuse – Duty to Report

In Manitoba it is everyone's legal obligation to protect children and vulnerable individuals. The law requires that any suspicion of child abuse (neglect, emotional, physical, sexual) must be reported to Child and Family Service's All Nations Coordinated Response Unit (ANCR). This responsibility involves identifying and reporting a child who is or might be in need of protection.

The YMCA-YWCA of Winnipeg recognizes its responsibility to promote safe environments and practices to protect children and vulnerable persons.

In addition to completing Police Record, Child Abuse Registry and Adult Abuse Registry checks upon hire, all program staff complete a Police Record Check every 3 years while in our employ. They also review the YMCA-YWCA of Winnipeg Safeguarding Policies and Procedures for the protection of children and vulnerable adults on an annual basis.

Arrivals and Departures

The safety and well-being of all youth participating in our programs is of utmost importance to us. Parents/guardians or their designate are required to personally escort their youth into the program (if applicable) and physically pick up their youth at the end of the day.

You will be asked to provide us with an expected time of arrival and departure upon registration. Please inform us if your schedule changes or if your youth's pattern of arriving or departing will be changing.

Arrival

Youth participating in our programs most commonly arrive to the program after school via transfer from the on-site school, or transportation from another school location. It is the responsibility of the parent to ensure that transition plans are confirmed, including confirmation bussing with the relevant school division.

Youth cannot be accepted into care before the program's designated opening times due to insurance limitations.

The YMCA-YWCA of Winnipeg is not responsible for any youth until the youth has entered the supervised program area, the parent/guardian or designate dropping off your youth has gained the attention of an educator, and it has been confirmed that you can leave your youth with them. Please allow enough time to attend to your youth's needs and to make their transition as pleasant as possible.

When parents/guardians or their designate are present in the program, your youth is your responsibility; however, should you need to speak with the program supervisor/coordinator, please identify this to the program staff so they will continue to assume responsibility of your youth.

Departure

Please check with your youth's program regarding procedures for picking up your youth.

Program staff will not release your youth to any person other than those listed on your youth's ePact forms unless you have made advance arrangements, in writing, directly with the program. Anyone permitted to pick up a youth, including the parents/guardians, must bring photo identification every time they pick up so that program staff can verify their identity. You are responsible for ensuring anyone designated to pick up or drop off a youth is aware of these policies.

Transfer of care for your youth takes place once you have gained the attention of a program staff to inform them you are leaving the program with your youth; however, should you need to speak with the program supervisor/coordinator, please identify this to the program staff and they will continue to assume responsibility of your youth.

If a program staff perceives a parent/guardian or designate pick up person to be under the influence of alcohol or drugs or whose behaviour indicates a potential threat to the youth, the program staff will make every effort to ensure the safety of the youth by requesting the parent arrange for an alternate form of transportation. If the pick-up person is unwilling to cooperate with the program staff, the staff will contact an alternative emergency contact person listed in your youth's file, and request the person immediately pick up your youth. If the program staff are unable to reach an emergency contact within 30 minutes, All Nations Coordinated Response (ANCR) will be notified.

Transportation

Youth may attend ASP programs at alternative locations if a space is available, and the family has confirmed that transportation from their school to the program has been arranged. Transportation must be arranged between the family and the school's transportation department. Parents must inform the program staff of bus number and arrival time.

Designated individuals picking up your child must be noted on the youth's registration form.

Late Policy

Parents, guardians or designates picking up your youth are expected to arrive in enough time to speak to the program staff, gather your youth's belongings, and leave the program by its closing time (check with your program for their hours of operation.) Any parent, guardian or authorized person who is not out of the program by closing time – determined by the program's designated clock - will be considered late in picking up their youth and a late fee will be charged (see late pick up fee).

If your youth has not been picked up by the time the program is scheduled to close, and we have not been notified, the following steps will be taken:

1. We will call you at the home or work numbers that we have on file.
2. If we are unsuccessful at contacting you, we will call your emergency contacts.
3. Thirty minutes after closing, All Nations Coordinated Response (ANCR) will be notified.
4. The educator will wait with your youth until a social worker arrives. We do not permit program staff members to transport a youth home.

Communicating Absences

It is imperative that parents/guardians communicate any absences to the program staff in advance. If a youth is expected to attend, and they do not arrive at the program as planned within an appropriate time the following steps will be taken:

1. The youth's school staff (if on site) will be informed and asked to assist in determining whether the youth attended school that day or is still in the building.
2. If the youth is not located, the program staff will then inform the parents/guardians using the numbers for home/work that we have on file.
3. If the educator is unable to contact the parents/guardians, they will contact those individuals noted on the youth's emergency contact list.
4. Once the parent/guardian or emergency contact person has been contacted, the care of the youth will become the family's responsibility.

Research, Photography, and Videotaping

On occasions, our programs may serve as a work experience setting for high school, university, or college students. In such cases general observations of the youth may be done as part of the student's coursework. At no time will students be alone with the youth or be part of the staff: youth ratio.

Specific permission must be given before your youth may be involved in any detailed observation/research project within the program. You will be informed in advance as to the nature of the project and the extent of your youth's involvement.

Parents/guardians are asked to review photography consent forms in their youth's ePACT file upon enrolment. These forms must be approved to give permission for their youth to be photographed while attending the program. Pictures may be used for displays within the program, or for promotional purposes.

Appropriate Use of Technology

All youth, parents, program staff, and others involved in our program must use e-mail, electronic devices, cellular devices, smart watches and social media in accordance with our Appropriate Use of Technology policy located within the Code of Conduct.

Program staff, parents, youth, and visitors to our programs are not permitted to take photographs/videos of program staff, parents, visitors, or youth regardless of whether someone chooses to share these photos/videos to personal social media platforms unless explicit consent has been provided by the authorized adult in writing. This includes use of cameras, video recorders, cellular devices, and smart devices (eg. tablets, watches, etc).

Our program staff are not permitted to form personal relationships with or otherwise connect, communicate, or interact with children, youth, or vulnerable individuals for purposes not directly related to employment responsibilities. This includes private messaging, the sharing of and/or liking content on social media accounts or apps, sharing of usernames or user identifications, exchanging phone numbers, email addresses, as well as physical addresses. This also includes "following", "friending", "accepting" or otherwise connecting on social media accounts or apps and/or sharing/inviting children, youth, or vulnerable individuals to "follow", "friend" or otherwise connect with program staff.

Some youth attending our programs may use forms of technology as part of their communication or support plan. In these instances, the Program Coordinator/Supervisor will communicate with the parent/guardian regarding expected usage. The YMCA-YWCA of Winnipeg is not responsible for the care and maintenance of these devices.

Snacks

All our programs are **NUT PRODUCT AWARE**. Please ensure your youth's lunch and snack (if applicable) contains no nut products, or items that have been in contact with nuts.

Youth should come to program with snacks from home, that align with their nutritional needs. A nutrition break is part of their after-school routine.

Outdoor Attire

When our weather cooperates, we like to go outside as much as possible. We ask that you please ensure that your youth is dressed appropriately to go outside: hat, mittens, boots, and scarf – in the winter months; hat, sunscreen, and bug spray – in the warmer months. If you would like, please send an extra pair of indoor shoes to be kept at program so that your youth may change out of their winter boots when they arrive to program.

Clothing/Hygiene Products

If a youth require assistance in the bathroom, please send all necessary supplies so that our staff can properly assist them – briefs (diapers), feminine hygiene products (pads), wipes, gloves, etc... We also ask that you send an extra set of clothes so we can ensure the youth in our care are always in dry and comfortable clothes.

Special Events, Field Trips and In-House Visitors

We believe that special events, field trips and in-centre visitors are a fun and important way of exposing youth to many aspects of our community. When planning these events, we consider the developmental levels of all youth. Any parent wishing to volunteer will be welcomed.

Parents will be given a minimum of 24 hours' notice of all outings, including details of the trip.

You will be required to sign a consent form for your youth to participate in any out-of-centre trips (except for neighbourhood walks).

Emergency Procedures

Alternative Place of Shelter

In the case of emergencies (i.e. fire), program may be relocated to an alternative place of shelter in order to keep the youth safe. Should this occur parents will be contacted immediately and notified of the alternative place of shelter. Parents will be asked to pick-up their youth from this alternate location unless it is safe to return to the school during program hours.

Accidents/Injuries

Youth are active and curious. It is not uncommon for youth to experience cuts, scrapes, and bruises while being active or playing. All program staff hold valid certification in first aid and CPR and have been trained in emergency procedures. We make every effort to reduce the possibility of accidents and injuries.

Anytime your youth has an accident that results in an injury, the incident is recorded on an incident report form. Parents/guardians are requested to read and sign all incident reports which will then be placed in the youth's file. A copy will be provided to families upon request.

Incidents that require an immediate call to a parent / guardian (along with a written incident report) include:

- any bite that breaks the skin
- any break of the skin that may result in scarring
- any fall or incident that results in contact to the head (which may or may not result in a visible injury)
- any injury that results in a nosebleed
- any injury in close proximity to the youth's eyes
- any injury that the program staff deem may require medical attention or follow up

If an injury requires minor medical care, we will contact you immediately to ask that you or a designate pick your youth up and take your youth to get the necessary care required. If no one can be reached it may be decided that a designated program staff will escort your youth via a cab to the hospital for treatment. Parents/guardians will be responsible for any costs incurred – including the cost of the cab.

If the injury requires emergency medical care an ambulance will be called and if program staff is available, they will escort your youth to the hospital. The parents, guardian or designate will be notified immediately. The program staff will remain with your youth until the parents, guardian or designate has arrived. You will be responsible for any costs incurred – including ambulance.

Parent Involvement

We believe that youth care is a shared responsibility between parents/guardians and our program staff. We know it is important to your peace of mind to have regular information about your youth's experiences. Your participation and input are equally valuable to your youth's experience. Your participation helps to enhance communication and overall programming support to the youth.

Parents/guardians are invited to engage in their youth's experience in our programs on a daily basis. At pick up/drop off times, we encourage you to enter the program areas and learn about the activities your youth is enjoying. The program supervisor and program staff are available to discuss details about your youth's day as well as programming.

Parents/guardians can be actively involved in supporting their youth's centre in a variety of other ways, including:

- assisting with special events or excursions
- helping collect materials or items for crafts or events
- sharing special talents – to present to youth
- sharing skills such as carpentry or sewing, to help enhance the environment or provide repairs
- any other opportunities that a parent may wish to discuss with the program supervisor

Centre Visitations

Parents/guardians of enrolled youth are welcome to visit their youth's program. Parents/guardians should notify the programs supervisor prior to their visit as activities vary from day to day.

Comments or Concerns

We recognize that our engagement and communication with parents and guardians helps a youth to feel a greater sense of belonging and is key as we strive to build relationships with families.

We are committed to find resolutions to issues and concerns that may arise for families while participating in our programs. We are committed to engaging with families and addressing their concerns in a timely manner, and all efforts will be made to resolve concerns within our program policies.

We recognize that parent/program staff schedules sometimes make it difficult to connect at the beginning or the end of the day. Please do not hesitate to work with the program coordinator to set up a time when you can be reached by telephone, or in person, to address any concerns you may have.

Resolution Process

Maintaining necessary documentation and reports is an important aspect of the process and will remain confidential.

- Parents/guardians are encouraged to share their concern with the program supervisor or directly with program staff at the program. Program staff will bring the concern to the supervisor.
- If the supervisor receives the information through a third party, he/she will contact the parent/guardian within one business day.
- Program supervisor gathers information and determines if he/she can provide a solution to the concern or issue within two business days of initial contact.
- Program supervisor contacts the parent/guardian to resolve the concern. If the process for resolution is extended, the parent/guardian will be informed.
- If the program supervisor cannot provide a resolution to the conflict, the information will be shared with the Program Coordinator for advice on how to proceed.
- Follow up with the parent/guardian will take place within two business days of the information being shared with the Program Coordinator.
- If the parent/guardian is not satisfied with the resolution or information as presented to them, they may request that the concern be escalated to the next level of leadership.

Summary

Thank you for entrusting the care of your youth with the YMCA-YWCA of Winnipeg After School Programs. We are committed to ensuring that your youth achieves their full potential in a safe and nurturing environment.