

POLICIES AND PROCEDURES MANUAL

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GENERAL INFORMATION

Child Development Centre Philosophy

The YWCA Child Development Centre is designed to provide a safe, healthy, and enjoyable place for children. The goal of the centre is to complement a child's home experiences, not to replace them, by providing a warm, caring program which concentrates on the needs of young children, and which involves parents in their child's experiences at the Child Care Centre.

Following the Early Learning and Child Care Department's "Play and Exploration Guide," child directed activities are the focus of the program. Each child's

individuality and importance is respected and recognized. The Centre provides a secure and stimulating environment that promotes and enhances the child's emotional, social, creative, physical, and intellectual development. Non-sexist, cooperative attitudes are encouraged in the children as they explore the world while experiencing the joy of childhood.

The Child Development Centre is committed to providing services to children from all cultural, ethnic, religious and socio-economic backgrounds. Children learn the beauty and value of each individual and develop tolerance and mutual respect for the differences in people.

Contacting the Centre

The Child Development Centre's telephone number is **(306) 244-7034 ext.158** for the office, **ext. 127** for the Inclusion Coordinator or **ext.125** to reach the manager. Parents will need to use these numbers to relay information about illness, alternate pick-up person, or if the child is not attending that day. A message can be left 24 hours per day. **Email: cdc@ywcaskatoon.com**

Hours of Operation

Hours of operation are Monday to Friday, 7:30 am to 5:50 pm. We are closed on statutory holidays. The centre is also closed on Boxing Day, Family Day and Easter Monday.

Signing In and Out

Children need to be signed in and out with the time of arrival and departure. At the beginning and end of each day, all the children will be in the Koala Room and your child's sign in book will be there, except for panda's book which is hanging outside their room. Please remember to sign-in your child and settle him/her before leaving. A note can be left for the staff in the sign-in book if there is information the staff need to be aware of that day. Also, ensure staff is aware that your child has arrived. When the child is picked up, the child must be signed out. Please make certain that staff has acknowledged that you are picking up your child.

At the end of the month, parents are requested to sign a monthly attendance sheet. This is drawn up by staff from daily sign-in sheets, and is forwarded to The Department of Early Learning.

PARENT INVOLVEMENT

Parents are welcome at all times to come and observe, share ideas and see how their child is doing. Parents will have opportunities to use their individual talents, at times appropriate to their own circumstances, to benefit the centre and to enrich the children's daily experiences.

Parent involvement is encouraged as an important source of personal growth, for the children's well-being and as an avenue to strengthen family ties. Parent involvement is particularly beneficial on the Parent Advisory Committee, fundraising, special events and on field trips. In addition, parents can be a valuable resource in generating respect for, and understanding of, different cultures. Underlying this commitment of time is the belief that quality care requires the dedication of parents as well as staff and that close links between both are the foundation to develop a happy environment based on mutual trust. Parents are welcome to drop in or telephone to speak to staff members. If you have any concerns that you would like to discuss with staff, meetings can be arranged.

In order for the Child Care Centre to run efficiently and safely, parents have a few important responsibilities.

- Making sure the child is ready to play (outdoor clothes put away in the cubby, indoor shoes on, or dressed for the weather if their group is outside playing.)
- settling your child and saying good bye before leaving, staff will assist you if your child are having a hard time separating
- signing in and out everyday
- making sure staff acknowledge you when you arrive and leave daycare
- signing monthly attendance

Parent Advisory Committee

The non-profit Child Development Centre is operated by, and subject to, the policies of the YWCA Board of Directors but responds to Child Care Regulations set up by the Department of Early Learning. The Parent Advisory Committee is an operational committee of YWCA Saskatoon and works under the leadership of the Manager, Child Development Centre. The Committee has the responsibility of making recommendations and providing information and feedback that will be

used by the YWCA when making decisions related to, or impacting the Child Development Centre and the families who utilize the Centre. Parent Advisory Committee meetings are open to all parents and parents are encouraged to attend. Committee involvement is essential to the functioning of the Centre. The Annual General Meeting is held in the fall each year, at which time parent members will be selected. Operation of the Centre requires that parents attend this meeting, participate in the election of the Parent Advisory Committee members, and provide assistance of various kinds when requested.

DOOR POLICY

To ensure the Child Development Centre is secure, a keypad coded door lock is in place on the main door. You will be given a code and will be responsible for entry to the child care with this code.

All families will be given the code. It is a 4-7 digit number with a corresponding word using the numbers on a phone. For example if the code was 4433 the word could be "hide". This may help people remember even though there are no letters on the keypad. If you forget the code, the front desk will call to have someone let you in. The code may be changed periodically. If the code is changed families will be notified by email and a new code will be distributed. If the code is changed a note will be put on the door.

- ***Do not let anyone else in.***

If somebody else is coming into the centre at the same time as you and you don't know who they are, they must punch in their code instead of following you in. This may seem impolite, but it protects us all and keeps the centre secure. All families are aware of this policy and will be expected to follow it. If someone you don't know is waiting for you to punch in the code, please try to ensure that they are not able to see the code you are punching in.

- ***Never give the code to another person.***

Should someone ask you for the code, please direct them to the Front Desk. Staff at the front desk will be happy to assist them. Family and friends picking children up occasionally will need to have the front desk call and have staff let them in if they do not have the code.

- ***Please do not allow your children to punch in the code.***

Children love to be helpers but the keypad is sensitive and will automatically shut down and will be disabled for a few minutes if the

wrong code is put in too many times. Many of our children have great memories and like to say the numbers out loud which could inadvertently compromise the code.

FEE PAYMENT

Deposit

A deposit equal to one month's fees is required and will be used to towards the final month's fees. To hold a spot, \$100.00 must be paid immediately with the remaining amount to be paid once the child starts in the child care centre. If needed a payment plan can be set up until the full month deposit is paid.

Date of Payment

Fees are due on the first day of the month. Non-payment of fees and/or the deposit is cause for termination of service, and one week's written notice will be given. Child Care fees **must** be paid before the 10th of the month. After that date, there is a \$20.00 late fee payment.

Payment Methods

Parents may pay with cash, cheques, post-dated cheques, major credit cards or debit. If paying with a debit card payment must be made at the Front Desk of the YWCA. If paying by credit card, the office staff can take the payment. Please note, due to difficulties with our computer system, pre-authorized credit card and automatic bank withdrawal are not accepted.

Notice Required

One calendar month's **written notice** is required to withdraw a child from the centre and it must be presented on or before the 1st day of the month. Fees must be paid to the end of that month. The Child Development Centre may also give parent's one month written notice to remove their child from the centre if parents fail to comply with child care policies. In extreme circumstances one week notice may be given.

Fee Payment When Absent

Fees must be paid in order to hold a space during periods of absence from the centre due to vacation or illness.

NSF Cheques / Outstanding Fees

There will be a charge for NSF cheques. Monthly fees are due in advance on the first day of each month. If a payment will be late due to circumstances beyond the control of the parent/guardian, the centre must be notified immediately to advise the manager as to the reason for the delay and the date by which payment will be made.

Parents with outstanding fees may be provided with one week written notice to pay the outstanding amount. If the payment is not made the parent/guardian may be required to withdraw their child from the child care centre.

Subsidy

The provincial government provides subsidy for some parents using licensed child care services. The subsidy is based on the parent's income and number of dependents. For information regarding subsidy, you may check with the Child Care Manager or call Child Care Subsidy Unit of Saskatchewan toll free number: 1-800-667-7155. Whenever there is a **change** to the parent's income or circumstances (such as finishing school, job changes, etc.), a **new subsidy application must be submitted**. It is the parent's responsibility to supply information required to the Child Care Subsidy Division. Subsidy application forms are available in the office and can be faxed if given to office staff. However, due to the Privacy Act, subsidy will not give information about subsidy to the centre. **Parents receiving subsidy are responsible for ensuring full payment of fees to the centre, either by them, or by the Child Care Subsidy Unit.** If a subsidy is not received within two months, the parent is required to pay full fees until the subsidy is approved. Subsidy is paid to the centre at the end of the month following the qualifying month, for example, January subsidy is paid the end of February.

Income Tax Receipts

Income tax receipts will be given to parents once a year at the end of February.

PICK UP POLICY

Regular Pick Up

Children will only be released to their legal guardian or alternate persons who are listed on the emergency card. If another person is going to pick up a child, the parent must inform the centre. Failure to do this could result in a delay in releasing the child in order to check with the parent. A person unfamiliar to staff members will be asked to produce identification. Also, children will not be released to minors without written permission from the parent.

If a parent shows signs of being under the influence of alcohol or drugs, the staff on duty will offer to call a taxi as a safety precaution. If the parent refuses the offer, the staff will proceed to notify the police.

Late Pick Up Policy

The centre's hours of operation are Monday to Friday, from 7:30 am to 5:50 pm. Parents who are late in picking up their child after 5:50 pm, will be assessed a fine of **\$ 20.00**. An additional **\$1.00** will be charged for each minute after 6:05 p.m. Subsequent to a third late pick up, the parent will be given a **written warning** regarding the child's space in the Child Care Centre. Should there be a fourth late pick up, the parent will be given a **one month written notice** to withdraw the child from the centre.

In the event of a child being left in the centre after 6:00 pm and if the parent/guardian has not contacted the centre to let staff know the reason for the delay, the staff will try to contact the parent or alternate designate from the emergency card. If contact has not been established, at 6:30 pm, the staff in charge will transport the child by taxi to the Crisis Nursery 1020 Victoria Avenue; phone number (306) 242-2433. Any expenses incurred during transportation or stay at the Crisis Nursery will be the parents' responsibility.

COMMUNICATION

Communication that is open, constructive, and positive is essential to establishing and maintaining mutual trust and respect between staff and parents.

Parent Communications with Staff

Staff members encourage suggestions and information about the child. Staff

members are always interested in finding out what they do well for your child and what they could do better. If parents have a complaint, it is appropriate to discuss it with staff in a discrete and private manner. If the parent and staff cannot reach agreement, either person may refer the concern to the manager.

Parents should notify staff of anything significant that is occurring in the family (such as death, separation, moving, illness, upsets in schedules) so staff can better understand and deal with the child's needs. It is not necessary to give details... such as "We are busier than usual" or "our schedule is upset" is sufficient.

If the child is absent one day, please call to let staff know. This helps with planning and reduces food waste. A voice mail message can be left anytime.

Communication with Parents

When possible, the staff will try to tell parents about their child's day. However, they are often quite busy at peak arrival and pick up times, therefore communication may be difficult. Parents can use the sign in book to pass along small messages to staff such as an alternate person picking up the child, if they will be absent, etc. If parents wish to discuss a problem at greater length, they may call to arrange a mutually convenient time.

Daily activities and photos are posted in the rooms. Staff will notify parents of any planned staffing changes, outings that are coming up, and extra things the children may need for their daily activities, such as footwear for outings, bathing suits for outside water play, diapers, etc. The weekly menu is posted in the hallway near kitchen and is also emailed out to parents. Occasionally, other important notices such as illnesses, fundraisers, etc., will be placed by the centre's entrance.

Updates and memos will help keep parents informed about centre's activities. Please read them! They are now being sent electronically to all parents who have provided us with email addresses. Those who do not have email will get paper copies on their child's cubby.

Confidentiality

The protection of confidential issues is essential to the interest and wellbeing of everybody. Parents must respect the staff responsibilities in this area and refrain from commenting on other children.

SUPPLIES

Simple Play Clothing

The children play actively and love to experiment with many different kinds of creative materials such as markers, paint and glue and sensory play such as water, sand, shaving cream, etc. **Please** don't send the children in clothing that can't get dirty. The rule of thumb: if it's too fancy to get dirty, don't wear it to day care.

When toilet training is in progress, please dress your child in clothing that can be easily removed and put back on by the child to encourage independence. Also, provide a few pairs of extra clothes to change into when an accident occurs which will most likely happen at first until the child is fully toilet trained. The centre has a limited supply of extra clothing that can be used by all children during the day if needed. If you find your child wearing these clothes, please wash and return them as soon as possible to the staff in your child's room so they are available for other children to use.

Cubbies

Each child has a cubby for their belongings. Toddlers need a few changes of clothes for those messy days we all know and love. Older children need at least one complete change of clothes. Extra clothing in the cubbies should be checked to make sure it still fits and is appropriate to the season. The following is a checklist of things that should be in the cubbies:

All Seasons:

- Extra sweater or sweatshirt for cooler days
- Extra underwear
- Extra socks
- Shoes appropriate for gym and/or walks (no flip flops)

Spring, Summer, Fall:

- Swimsuit and Towel
- Light Jacket
- Hat for sun protection
- Raincoat and boots

Splash pants or splash suit

Winter:

Extra mitts and warm hats

Snow pants and jacket

Snow hat

Scarf (optional)

Winter Boots

Laundry

If your child's clothing gets wet or soiled, it will be bagged for you to take home to be washed. Naptime blankets and pillows will be placed in the child's cubby on Fridays to be taken home and washed for the next week.

Diapers

A supply of diapers should be brought to the centre for each child who is not toilet trained. The centre **does not** provide diapers. Please check your child's supply frequently. Staff will post a note on the child's cubby if your child is running low on diapers. Recommended procedures are followed during diaper changes to prevent the spread of infection. The centre supplies unscented wipes.

Naptime

Children who nap are requested to bring their own blanket and pillow (optional). Also, children can bring a small, soft stuffy to snuggle with when going to sleep.

PROGRAM INFORMATION

Structure

The children are divided into the following groups:

- **Pandas: 18 - 30 months, 10 children to 2 staff (Ratio: 1 to 5)**
- **Bunnies: 2 – 3 1/2 years, 16 children to 2 staff (Ratio: 1 to 8)**
- **Koalas: 3 – 4 1/2 years, 18 children to 2 staff (Ratio: 1 to 9)**
- **Chipmunks: 4-6 years, 18 children to 2 staff (Ratio: 1 to 9)**
- **Raccoons: from 12:00-2:00 for children in the koala and chipmunk room who no longer nap.**

Space is limited in Raccoon time; there is often a waiting list. If you no longer want your child to nap, please let office staff know so we can add your child to

the waiting list.

Program

The staff implements and evaluate educational programming based on the children's developmental interests and abilities. The programs in each room aim to provide the children with experiences beneficial to the development of their social, emotional, physical and cognitive skills.

There will be ample opportunities for development of language, problem solving, quiet and active play, sensory exploration, child-directed and adult-directed choices, freedom to select activities according to interests and outdoor play/active time in the gym.

Play is the avenue by which children learn and try new experiences. The centre aims to use incidental learning opportunities as they arise during the course of the day to enhance the children's enjoyment of their surroundings. The staff will provide stimulating, challenging activity choices through manipulative toys, art, and creative play.

It is our policy to encourage respect of nature, ourselves, others and all living things. We introduce the children to problem solving as they learn to sort out their differences when conflict arises among them.

Circle Time

Circle time offers many opportunities for learning. It time is an opportunity for staff and children to share stories, books, songs, fingerplays and games. Circle time also expands awareness of physical, sensory and language experiences through exposure to new songs, dances, and various materials. Participating in the songs helps promote rhythm, coordination, counting and dexterity as well as singing. Children are encouraged to listen, talk, and take turns with their peers which helps develop their social skills.

Field Trips

Staff will plan field trips throughout the year for the children to take part in. Field trips are great for expanding children's concepts of the world around them. They help stimulate children's curiosity and interest when they interact meaningfully

with people, materials, equipment and environments in their local neighborhood and community. The places they visit become extensions of their learning environment. Special excursions forms will be available for parents to sign when the children are visiting areas outside of the neighborhood.

Outdoor Play

Playing outdoors is a form of exercise that promotes well-being and wholesome physical development. Children are naturally drawn to active play outdoors: it allows them to explore their environment, develop muscle strength and coordination, and gain self-confidence. Playing actively outdoors also increases flexibility, fine and gross motor skills and is related to the development of a wide variety of physical skills. Children have a great need for physical exercise and activity and a chance to use their muscles to run, jump, and ride a bike, and to be out in the fresh air and sunshine. They like to use their whole body when they play outdoors, and find such physical activities interesting and challenging. Staff takes the children outside daily when weather permits. See Health and Safety for the center's policy on safe outside temperatures.

Daily Schedule

7:30	Centre Opens - all children in the Koala Room
8:15	All children go to their own rooms
8:30	Snack Time
9:00	Free Play/Art/Outside Time/Gym Time/Sensory Exploration
11:00	Songs / Stories / Finger Plays
11:15	Lunch
12:00	Children Nap or Go to Raccoons (non-napping group)
2:15	Snack
2:30	Free Play/Art/Outside Time/Gym Time/Sensory Exploration
5:00	Pandas, Bunnies and Chipmunks move to Koala Room
5:50	Centre Closed

This is a typical day in the centre. The times are approximate and subject to change. Also, each room has their own schedule that they follow in more detail.

PROGRAM ENRICHMENT

Inclusion Coordinator

The Child Development Centre seeks every opportunity to enrich children's

experiences. As part of the team, an Inclusion Coordinator works closely with Child and Youth Services and Speech / Language Consultants when a need arises. Most consultations occur when staff would like to obtain general advice and ideas to help them to better manage the room.

Different personalities and changing group dynamics at times affect how children react to new challenges. If there are concerns about an individual child, parents must sign consent forms prior to any observations by one of the above professionals.

On occasion, we present the group with special programs. These programs demonstrate different techniques to deal with challenges children encounter in their daily life. Parents will always be asked whether they would like their child to take part. A letter informing the parents is posted in each cubby giving the parent the opportunity to decline participation in the program.

Children with Diverse Needs

Children with diverse needs are welcome at the YWCA Child Development Centre. Where necessary, parents must arrange for provision of extra help to accommodate their child's particular needs.

The Department of Early Learning and Child Care may provide additional funding for children with diverse needs in order to enhance their child care experience. Arrangements for assistance must be made as soon as possible when there is a concern and assistance is required. Parents must sign a consent form for the process to take place. If the parents are unwilling to obtain the extra help, the child must be withdrawn.

If a child has been in a special needs program in another child care or special needs program, or if the child has been receiving therapy from a physiotherapist, a speech therapist, or psychologist, this information must be disclosed at the time of registration.

CHILD MANAGEMENT

The YWCA Child Development Centre's caregivers use child management techniques to maintain safety and to help establish harmonious relationships among the children.

Corporal punishment of any kind in a child care facility is against the Laws of Saskatchewan. Acceptable force is defined as the minimal amount of force required to remove the child from potentially dangerous situations for disciplinary purposes.

No Child Care staff shall devise any disciplinary measures with the intention of degrading the child. Corporal punishment, physical or emotional abuse as well as denial of emotional comfort or isolation are considered inappropriate and not allowed.

Reasonable approaches to discipline for children include:

- Setting reasonable limits
- Gentle reminders
- Providing explanations
- Offering appropriate choices
- Assisting children in making choices
- Anticipating children's needs
- Helping children see consequences to their actions and words
- Recognizing child differences in age, temperament and experience
- Ignoring behaviour where appropriate
- Encouraging appropriate behaviour
- Modelling appropriate ways to handle situations

HEALTH AND SAFETY

Emergency Contacts

Parents **must** provide the names and phone numbers of people to contact in emergencies should the parent be unavailable, or in cases of late pick up. Children's files must be kept up to date. If there are any changes, let the manager know so we can change it or add any information needed.

Nutrition

The children's food is prepared and cooked at the centre according to menus that follow the regulations set out by Early Learning and Child Care. The menus are

emailed and posted monthly. The nutritionally balanced diet follows the Canada Food Guide and provides 60% of the children's daily needs.

The centre promotes healthy attitudes towards good eating habits. Candy, chewing gum and junk food are not allowed in the centre except on special occasions. On the last Friday of the month, the centre will supply birthday cake for those whose birthday was during that month. **Do not** bring a birthday cake, cupcakes or any other treat for your child on their birthday. Ask staff for alternate suggestions for celebrating birthdays on their actual birth date.

We have several children with life-threatening nut allergies, even minute portions, we request that no food or snacks from home be brought into the centre that contain nuts or may have traces of nuts. If your child has had peanut butter for breakfast, please ensure that they have washed their hands and face and do not have any residue on their clothing.

As per Child Care Regulations the centre is not required to provide meals and snacks for children who have a special diet. For those children, it is the parent's responsibility to provide meals and snacks if they are unable to eat what is on the menu and to ensure that the child is receiving adequate nutrition. For example, if your child cannot

Medication

Medication can be administered only if a medication form has been completed and signed by a parent. Medication forms can be found in a section of the sign-in books.

All medication must be in the original pharmacy container and clearly labelled with the child's name and presented to the staff person who will place the medicine in the designated place. Medication must not be left in the child's cubby, in the child's backpack or personal possessions. Medication cannot be given in excess of recommended dose or if the due date has expired. Over the counter medications cannot be given along with prescription medications without written authorization by the doctor, for example, if a child is taking antibiotics we cannot give them Tylenol unless the doctor writes a note stating that it is okay.

Communicable Diseases

Parents are required to inform the centre of a positive medical diagnosis of any

communicable disease within 24 hours, so that other parents may be notified. A child who has contracted a communicable disease must be excluded from the centre until the infection period is over and the condition is cleared up. Information about specific symptoms and exclusion periods is available from the staff.

Communicable diseases can spread rapidly through the centre. Children are very infectious during the initial stages of an illness. If there has been a confirmed case of a communicable disease in the centre, other children will be sent home at first sign of developing illness.

Children with the following diseases should not attend until they have been treated or assessed by a physician:

- Eye Infections such pink eye
- Strep throat
- Scabies
- Ringworm
- Pinworm
- Giardia
- Lice

The following diseases are medically more serious and are reportable to the Saskatoon Community Health Unit at (306) 975-7632.

- Chicken pox
- German Measles
- Mumps
- Red Measles
- Whooping cough

A parent who does not comply with this policy will receive two written warnings. A final notice of termination with one month notice will be given for their child care space.

Head Lice

The YWCA Child Development Centre is dedicated to the well-being of young children and its employees. We understand head lice are a challenge many young children come in contact with. To prevent the spread of head lice to others, we have created this policy to monitor, prevent, and manage outbreaks of head lice in the centre.

If your child is found to have evidence of head lice, the following guidelines must be met before the child is allowed to return to the centre.

- The child will stay home until all lice and nits (eggs) are removed.
- Before the child returns to daycare, staff will inspect the child's hair to ensure no lice or nits are found.
- If a lice or nit is found, your child will be sent home until none are found.
- If the head lice/nits persist, a note may be required from a doctor or public health nurse stating the lice is gone before re-admittance

Child Abuse

When there are reasonable grounds to suspect physical, emotional or psychological abuse, the staff is required, **by law**, to report it to the Department of Community Resources and Employment. Failure to do so can result in prosecution under the Family and Child Services Act. The centre's responsibility is to report anything that might indicate abuse, not to determine whether abuse has occurred. Reporting procedures are designed to protect the child, and the parent will not be informed in these instances.

Sick children

Any child with a temperature of over 99.6 F (37.5 C) needs to be taken home and be closely monitored. If medication is required for the fever, the child **should not** be at the centre. Any child with diarrhoea (two episodes), vomiting or a rash must be removed from the centre until diagnosed.

Children too ill to participate in the regular program, including outside play, are considered to not be well enough to attend the centre. A child who is unwell will feel uncomfortable in the busy schedule, resulting in discomfort for them. The parent must make alternate arrangements until child is well enough to attend the child care.

Colds spread very easily during the initial stages. When a child's day is significantly disturbed by a runny nose, harsh cough, or sneezing, she/he should be kept at home. It is the parents' responsibility to make alternative arrangements in the event that a child is sick.

A child with a skin rash should be removed from the centre and assessed by a physician to determine communicability. The child may return to the centre if the rash is confirmed non-communicable, is under treatment, or resolves itself.

If your child becomes ill during the day, and a parent cannot be reached, the centre will contact the designated emergency person / persons.

Outside Temperatures

Staff takes the children outside at least once a day if the weather permits. In the summer, if the temperature is 30 F with the humidex, the children will not go outside. In the winter, if the temperature is -25 with the wind chill, the children will not go outside.

KINDERGARTEN CHILDREN

Once your child is the age to attend kindergarten, you have the option to send him/her to North Park Wilson School for the afternoon class. This is the only school that we send the school-aged children to.

The centre will be responsible for taking the kindergarten children out to the bus and meeting the bus when the children return to the centre. The Child Development Centre is **not**, and will **not be** responsible for a child from the time that child leaves the child care facility, until the child re-enters the centre.

If North Park Wilson is not your kindergarten choice, a parent is responsible for transporting the child to and from the kindergarten chosen.

The parent/guardian is also responsible for informing the centre of:

- any changes in the time the child should leave for school
- any absence/early arrival/delays or changes in the normal schedule
- the names of the bus driver and school teacher

School Bus

The children will leave daycare on the school bus around 12:30 and arrive at daycare around 3:50, except for Thursdays when they are back at 3:20. We need to be sure that all the children are accounted for when they come back from school. For example, if we put 9 children on the bus to go to school, then 9 children will come back again after school.

If you pick your child up at school, you need to let us know. Also, the same applies if you take your child to school but they will be returning on the bus. The number

to call is 306-244-7034 ext. 158. You can leave a message if no one answers as we check the messages often. If you know beforehand your child will not be returning by bus you can write that information in the daily sign-in book instead of phoning.

This is our protocol should we expect a child on the bus, but that child does not return to the centre:

- First, we will contact you to see if your child has been picked up.
- Then, we will contact the school to see if they know where the child is.
- Next, we will contact the Bus (First Student) if the school did not have that information.
- Finally, if we still do not know where the child was, we will contact the police and alert them of a missing child.

The YWCA CDC staff is only responsible for taking the children to and from the bus. If there are any incidents on the bus or concerns about the bus ride, it needs to be addressed to the school or bus driver, not our staff.

Phone Numbers:

- **North Park Wilson School at 306-683-7380**
- **First Student Bus at 306-343-2125.**

STUDENTS, WORK PLACEMENTS AND VOLUNTEERS

Our centre encourages students, work placements, and volunteers to come to the centre throughout the year to enhance various aspects of our programming. We appreciate the assistance of these people and we aim to provide them with positive practicum experiences. The students, work placements and volunteers are interviewed and supervised by the child care manager and staff.

