

YMCA Child & Family Development

Child Care Terms and Conditions

As a YMCA Child Care Services parent/payer I have signed on the front page that I understand and agree:

- Child Care fees are due on the 1st of the month with the option of splitting your monthly amount between the 1st and the 15th. You will receive an invoice 7 days before the 1st of the month indicating your upcoming payment.
- Fees are charged based on the number of days in the month your child(ren) is registered to attend YMCA Child Care. I understand that adjustments are not made if my child(ren) is absent on a scheduled day or if a registered day falls on a Statutory or Public Holiday. (New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving, Christmas Day, Boxing Day)
- I may choose to cancel my child(ren)'s care by following the cancellation policy.
- Funds will be withdrawn from my bank account or credit cards as I have indicated above; based on the invoice I receive outlining the fees of my child(ren)'s monthly child care registration.
- YMCA fees are subject to change. The YMCA will provide written notice to families a minimum of 30 days before the date the change will take place.
- *Cancellation Policy:* This agreement may be cancelled at any time upon receipt of proper written notice. **Written notice must be received 14 days prior to but not including the next debit date.** Failure to provide proper written notification will result in your payment being processed as agreed. No refund will be provided. Please note we are unable to accept cancellation by phone.
- The YMCA reserves the right to suspend or terminate your child's care, without refund, for an account overdue or for failure to comply with the terms and conditions.
- The YMCA is unable to place your child's care on hold. Any interruption in use of your child's care due to medical, or other personal reason(s), is not subject to a refund.
- Any interruption in Child Care Services due to inclement weather or loss of facility utilities, is not subject to a refund.
- Full time participants are given priority. Should there be an insufficient number of full time participants the part time care will be offered to fill the available spaces. The minimum commitment of part time families is one day per week. Part time families will be offered the first right of refusal should another participant wish the available full time space.
- The YMCA is unable to accept responsibility for lost or stolen items on YMCA premises.

YMCA Etiquette Statement - Our Commitment to Each Other

The YMCA is a shared experience for everyone to enjoy. Each of us can make it better for all by being considerate to others. YMCA participants, staff and volunteers pledge to treat one another with respect and dignity. The YMCA reserves the right to suspend or cancel a child's care in its sole discretion for inappropriate behavior or failure to comply with this Etiquette Statement.

Your Safety is Important to Us

Our YMCA commitment to proper maintenance and upkeep of our buildings and equipment is an important part of ensuring a safe environment for all to enjoy. Our child care centres follow the requirements of the Day Nurseries Act in addition to the guidelines set by Health and Fire. Refunds will not be provided if your child care centre is closed where legislative bodies will not allow us to open, (for example, no heat, hydro, etc.) including inclement weather.

Limitation of Liability

While YMCA staff and volunteers make every reasonable effort to minimize exposure to known risks, you understand and agree that there is still a risk of injury. In registering your child(ren) in YMCA Child Care, you agree that your child(ren) is participating voluntarily and do so at their own risk and you agree to full release the YMCA and its officers, directors, agents, staff, instructors, and volunteers from all claims or lawsuits for any injuries, death, property damage or theft, losses, or any other liability of any kind arising directly or indirectly out of your child(ren)'s participation in YMCA Child Care and/or use of any YMCA equipment or facilities.

YMCA Privacy Statement

The YMCA strives to ensure that volunteers and staff conduct their relationships with each other, participants and all other Association contacts with integrity, good judgement and fairness. The YMCA respects the right of individuals to the protection of their personal information. The YMCA is committed to maintaining the confidentiality, privacy and accuracy of personal information it collects, uses and discloses about its participants, members, donors, parents/guardians, staff and volunteers.

YMCA Strong Kids Campaign

The YMCA of Simcoe/Muskoka is a trusted, relevant and responsible charitable organization that achieves its mission through exceptional staff and volunteers, developing and delivering high quality programs and services. We build strong kids, strong families and strong communities. Please consider making a donation in support of the YMCA's Strong Kids Campaign. Your financial gift will assist the YMCA of Simcoe/Muskoka to help those in

need of our programs who would not otherwise be able to pay. Talk to any YMCA of Simcoe/Muskoka employee to gain more knowledge on how to give.

POLICIES & PROCEDURES

I have reviewed the following policies and procedures and agree to abide by them, as outlined in the YMCA of Simcoe/Muskoka Child Care Handbook. I understand policies will be updated periodically; any resulting changes will be communicated to parents/guardians through formal written communication.

Medical Release/Emergency Authorization: I hereby grant permission for the supervisor to take whatever steps may be necessary to obtain medical if warranted. These steps may include, but are not limited to the following: attempt to contact parent/guardian, attempt to contact the child's physician and attempt to contact the parent/guardian through any of the persons listed as emergency contacts. In the event the parent/guardian or the child's physician cannot be contacted the following procedure will be followed: call another physician, call an ambulance, and have the child taken to the hospital in the company of a staff member. I hereby give permission to the physician selected by the YMCA to hospitalize, secure proper treatment for, and to order injection and/or anaesthesia and/or surgery, and/or emergency transportation if necessary, for the person named herein.

Medication: Only medication prescribed by a licensed physician or accompanied by a doctor's note will be administered. Parents are required to complete and sign a Medication Authorization form outlining dosage and time to be given. Medication must be in the original container, labeled with the child's name, date, name of drug, and storage instructions. Over the counter medication will only be given if accompanied by a note from a licensed physician and/or pharmacy label.

Health and Illness: If your child shows symptoms of ill health such as fever, vomiting or diarrhea, your child will not be admitted to care. In the case of discharge from eyes or ears and rashes deemed suspicious by Child and Family Development staff, a physician's note may be required stating the nature of the illness. If your child develops symptoms of ill health while in our care, you will be contacted to pick up your child. If children are not well enough to go outside or participate in the program, they should not be at the centre. Programs do not have sufficient staff to provide individual care for sick children. Please ask your Supervisor to refer to the Simcoe/Muskoka District Health Unit guidelines for length of exclusion and YMCA Child and Family Development policy.

Head Lice: Throughout the year, spot checks will be conducted on children and staff. If a child has either nits or lice, contact will be made to immediately have the child picked up. The child must then be treated and ALL nits must be removed prior to admittance to the program. Your support and cooperation is greatly appreciated in this matter.

Late Pick Up: There is a late fee charge of \$5 for every 10 minutes, or part thereof, after your centre's closing time. Late fees will be added to your next invoice. If there is an emergency and you are going to be late, please call your centre. Program registration may be terminated or suspended at the discretion of YMCA Management due to consistent late pick-up.

Personal Belongings: Any items that are brought into a program from home must be labeled with the child's name. Please be advised that the YMCA is not responsible for any lost or stolen items. Our child care staff are committed to providing quality play experiences for you child. Toys from home are not permitted in the child care centre.

Code of Behaviour: At all times, staff will role model, encourage and assist children to be courteous to others, use appropriate language to express themselves, respect the ideas, property and personal wellbeing of others and use "peace-making" as the preferred method of conflict resolution. The safety of all the children is our primary concern. The provision of our service is conditional on both your child's compliance with our Code of Behaviour and parental treatment of the centre and its staff. Staff will work with children and parents to provide consistency in behaviour management techniques. Behaviour which poses a safety hazard for the other children and the staff, will not be accepted, and could result in immediate withdrawal of services.

Withdrawal/Cancellation: Child Care Services may be cancelled at any time upon receipt of proper written notice. Written notice must be received 14 days prior to but not including the next pre-authorized payment debit date. Failure to provide proper written notification will result in your payment being processed as agreed. No refund will be provided. Please note we are unable to accept cancellation by phone. Admission and discharge of children is at the discretion of the YMCA Child and Family Development Department.

Part Time Attendance: In order to staff appropriately, we must know the exact days your child will be attending. As a result, spaces will be given to full time participants first. Should there be an insufficient number of full time participants then part time care will be offered to fill the available spaces. The minimum commitment of part time families is one day per week. Part time families will be offered the right of first refusal should another participant wish the available full time space. Withdrawal policy will be followed should the part timer not wish to continue in a full time space. Please refer to the Child and Family Development Agreement.

Fee Policy: Child Care fees are paid through Pre-Authorized Payment on the 1st of the month, with the option of splitting your monthly amount between the 1st and the 15th of the month. You will receive an invoice 7 days before the 1st of the month indicating your upcoming payment(s) based on the number of contracted days your child(ren) is registered to attend YMCA Child Care. Any additions to your contracted days will be added to your next

month's invoice. Fees are subject to change. The YMCA will provide written notice to families a minimum of 30 days before the date the change will take place. The YMCA is unable to place your child's care on hold. Any interruption in use of your child's care due to medical, vacation, inclement weather, loss of facility utilities or other personal reason(s), is not subject to a refund. You will only be charged for Statutory Holidays, the Civic Holiday and Family Day if they fall on one of your regularly scheduled days.

Anaphylaxis Policy: We strive to minimize risk of exposure to known allergens to the children in our care. In the case where a child has an Anaphylaxis Allergen it will be the responsibility of the parent to inform the staff. An individual plan will be put in place for each of these cases. An Anaphylaxis Alert Poster will be placed at the entrance of the building requesting that families avoid bringing items containing the known Anaphylaxis Allergen(s).

Smoke Free Policy: YMCA Child and Family Development is a Smoke Free environment. Smoking or handling a cigarette on YMCA premises including all indoor and outdoor areas is prohibited under the Smoke-Free Ontario Act, 2005. Failure to comply could result in a penalty of up to \$5,000.00.

Safe Schools Act: The Safe Schools Act, 200 puts into law various ways to increase safety, respect and responsibility in Ontario Schools. Mandatory Suspension or expulsion includes all school-related activities, including the YMCA program. If a Discretionary Suspension is given to the student, the principal will determine if the student is fully suspended from all school and school-related activities.