



Bringing people together

## Welcome to the Robert Lee YMCA Childminding Program

This handbook will help you become more familiar with our program. In it you will find the answers to many of your frequently asked questions, information about our hours and pricing, and general information.

Our staff would be happy to help you with any questions you may have. Please call us at 604-673-6180.



### Hours of Operation:

Mondays:	11:30pm- 2:30pm and 5:00pm- 8:00pm
Tuesdays:	11:30pm- 2:30pm and 5:00pm- 8:00pm
Wednesdays:	5:00pm- 8:00pm
Thursdays:	11:30pm- 2:30pm and 5:00pm- 8:00pm
Fridays:	11:30pm- 2:30pm and 5:00pm- 8:00pm
Saturdays:	9:00am- Noon

## Prices per Hour:

### Members\*:

\$3.00 for first child  
\$1.50 for second or more children

### Non-Members:

\$5.00 for first child  
\$2.00 for second or more children

\*Please note, to receive the members rate the child participating in childminding must be a member.

### How long can my child stay in Childminding?

We have a 2 hour limit.

Our general guidelines are:

Children aged 6 weeks to 3 months: 1 hour maximum

Children aged 3 months to 8 years: 2 hours maximum

### How much time should I allow myself in order to sign in my child and get to a class?

Please allow yourself 15 minutes to sign it, get your child settled, and head off to your class or for your activity.

### Can I leave the building while my child is in Childminding?

No. The program is designed to provide care for children while their parents are using our facility. Parents must remain on site at all times.

### Can I reserve a space for my child?

We only reserve spaces for

1. Children whose parents have paid extra for a specialized/registered program
2. Babies - from 6 weeks to walking. We can only accommodate 2 babies in the Childminding area at one time.

### How do I reserve a space for my baby?

We reserve spaces on a day-to-day basis. You may call to book for the current day a half hour before Childminding opens. Please speak to a Childminding staff directly. You are welcome to just pop by and see if there is a spot.

### What if I have paid extra for a registered program and need Childminding?

Parents registered for specialized programs can reserve a space for Childminding. Please present your receipt to the Childminding staff and a space will be booked for you.

**Do I have to wear the number that you give me?** Yes. The number system is there for the safety of your children. We ask that you wear it on your shirt so that staff can find you quickly in case of an emergency.

### How will you contact me if my child is upset or there is an emergency?

We have a number of systems in place to contact you.

1. We will call you on your cell phone. Please have it with you at all times while your child is in the Childminding area.
2. If you do not have a cell phone, we will provide you with a pager. Please have it with you at all times while your child is in the Childminding area.
3. If your child needs you at any time while you are working out we will call you or page you. If you do not answer, we will have a staff person look for you and your number pin. If we are still unable to find you, we will page you with our building PA system.

Please also let the staff know if your child has a soother / pacifier or other item that will help to comfort them. This can make the difference between a stress-free workout for you and being paged to pick up a very upset baby or toddler.

### What if I am using the pool?

If you are using the pool we ask you to inform one of the lifeguards on deck that you have a child in Childminding and then to leave your pager and/or number on the pool deck while you are swimming. The lifeguards carry a radio and can be paged if your child needs you.

### What options do I have for payment?

You can purchase a punch pass or pay drop in, at Member Services or at the 5th floor reception. We accept cash, debit or credit cards. Please note that we do not accept I.O.U's or allow families to run up a balance.

### Do I need to bring anything for my child?

Many children get hungry while they are in Childminding so please feel free to

bring a peanut-free snack, juice or a bottle for them. This needs to be clearly labeled with their number and placed in their container. The staff should be informed that your child has something to eat / drink – that way they can ensure that each child gets the correct food.

Please remember to bring a diaper and wipes for your little one. Many parents think that their child will be fine for the short period of time that they are in Childminding and have been proven wrong!

### **Can I leave my personal belongings in the Childminding Room while I work out?**

No. We cannot be responsible for any valuables that are left in the room and ask all parents to take their wallets with them. Wall lockers are available near the Membership Services desk for all valuable items.

### **What information does the staff need about my child?**

- \* If they have a snack, bottle, soother or diaper
- \* If they have any allergies
- \* If they have any special needs
- \* If there is a specific routine or technique that calms them

### **Late Pick-ups**

If you are more than 5 minutes late minutes late:

You will be charged for an additional hour. If you are late more than once, we will ask you to speak with a Manager of Family Programs before being able to use Childminding services again.

### **What safety procedures do you have in place for children with allergies?**

If your child has a serious allergy please inform the staff. They will ask you to complete an allergy action plan form. This provides us with valuable information about the symptoms your child may display which indicate an allergic reaction and what the staff needs to do next.

### **Sick Children**

Making the decision to not allow a child to stay in the program is a difficult one for the staff. The points we consider when making this decision are:

- The well being and comfort of the other children.
- The comfort and safety of the sick child.

### **Children are not permitted to stay if they have the following conditions:**

- Active vomiting or diarrhea
- Escalating fever (above 38 C).
- Colds or upper respiratory infections, accompanied by fever or lethargy.
- Suspected or known measles, mumps, rubella or chickenpox, (excluded until non-infectious).
- Undiagnosed rash accompanied by fever or behavior change.
- Whooping cough
- Head lice until treated and all nits removed.
- Pinkeye until 24 hours after treatment
- Strep throat

### **Washroom and Diapering**

We ask that all parents please take their child to the washroom before drop off. The staff is not able to escort your child to the washroom, nor will they be able to change your child's diaper.

## Sign-In

### Procedure:

- Wash your child's hands as soon as you enter Childminding
- Fill in the information on the sign-in sheet
- Sign in using your first and last name
- Attach a numbered pin to your child's clothing (preferably on the back of their shoulder where it is harder for them to remove it).
- Take a pin (and pager if you do not have a cell phone)

## Sign-Out

### Procedure:

- Make sure that you arrive back on time. Some parents may be unclear about the opening hours - please see the sign posted by the door or on the board
- Fill in your time on the sign-in sheet
- Return the pin and/or pager
- Make sure your payment has been made.