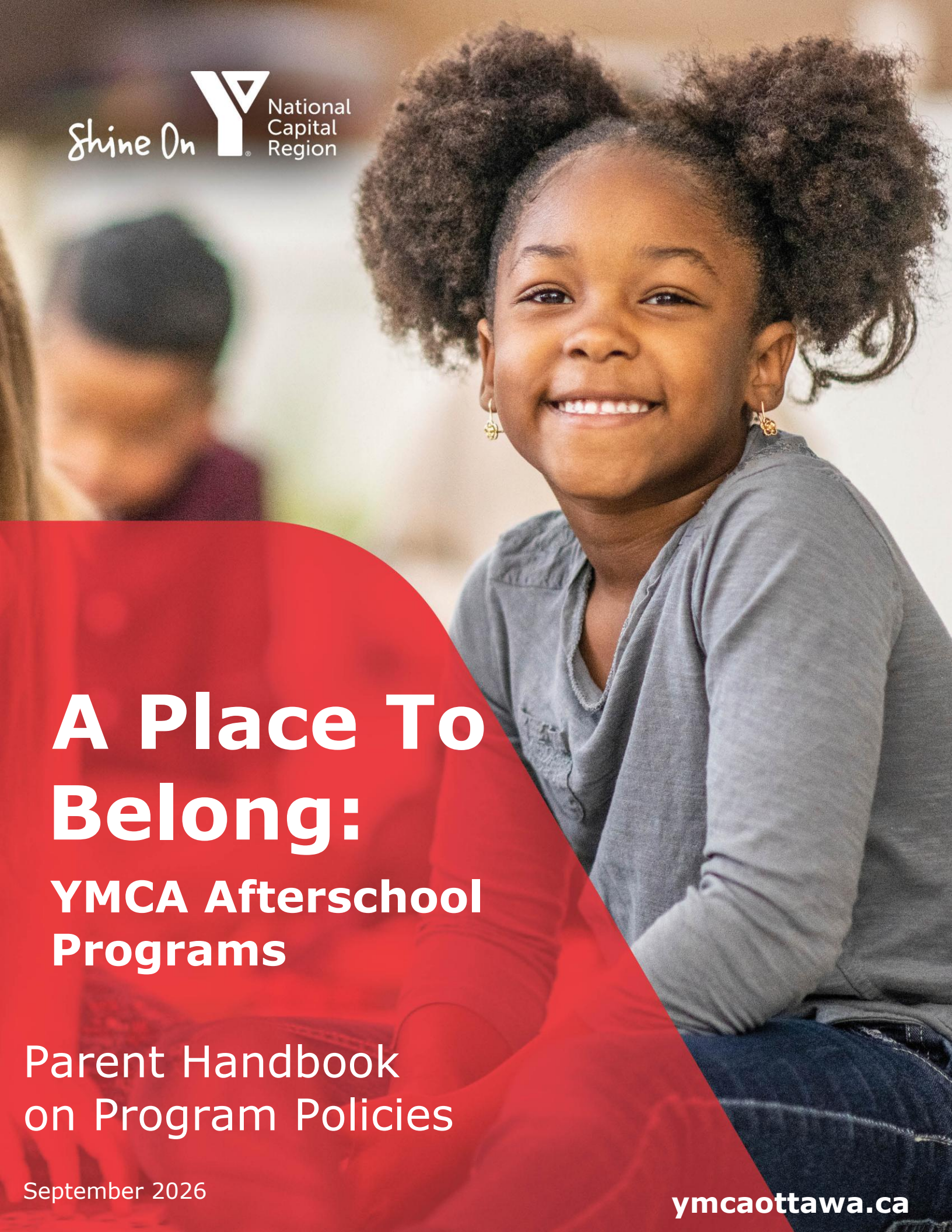




A Place To Belong: YMCA Afterschool Programs

Parent Handbook
on Program Policies

September 2026

ymcaottawa.ca

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About the YMCA After School Programs

A Place to Belong

Welcome to YMCA After School Programs

The YMCA After School Programs provide children with a safe, engaging, and balanced environment that supports recreation, creativity, and social connection. Programs include a daily nutritious snack and are rooted in child interest-based programming, allowing children to help shape their experiences through exploration, play, and recreation.

For children in Grades 4–8, specialized programming also focuses on practical life skills and leadership development through activities and experiences designed to build confidence, independence, and community connection.

This handbook will provide you with program information and policies and procedures regarding YMCA After School services. If you require further information or clarification, please feel free to contact the Program Manager. Thank you for becoming part of our Y family!

Our Mission

The YMCA of the National Capital Region contributes to a vibrant and inclusive community by providing individuals with equitable access to the services, supports and opportunities they need to thrive.

Core Values

Our five core values – **excellence, compassion, dignity, accountability and inclusion** – influence our actions and decisions and form the foundation of all Y programs.

Contact Information and Hours of Operation

The hours of operation for our Programs are as follows:

Churchill YMCA After School Program

345 Ravenhill Avenue E

Ottawa, ON K2A 0J5

Grades K-6

Phone: 613-762-8949

afterschool@ymcaottawa.ca

2:30PM-5:30PM

Katimavik YMCA After School Skills Building Program

64 Chimo Dr

Kanata, ON K2L 1Y9

Phone: 343-997-6371

afterschool@ymcaottawa.ca

3:15PM-6:00PM



Terry Fox YMCA After School Skills Building Program

6400 Jeanne d'Arc Blvd

Orleans, ON K1C 2S7

Phone: 343-996-9379

afterschool@ymcaottawa.ca

3:25PM-6:00PM

Scheduled Closures

YMCA After School Programs are open for the school calendar year, Monday to Friday except for statutory holidays:

- New Year's Day
- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Labour Day
- Thanksgiving
- Christmas Day
- Boxing Day

Registration Fees

Churchill YMCA After School Program (Grades K-6)

Program	Daily Rate
Daily Rate	\$21.00

Katimavik & Terry Fox YMCA After School Skills Program (Grades 4-8)

Program	Daily Rate
Daily Rate	\$30.00

Please speak with the program manager to confirm your fees. Payment is due in advance. Parents are required to complete a form for preauthorized direct withdrawal. Payments can be made on the 1st of the month or split between the first and 15th of the month for automatic payments from your bank account. We do not accept cheques, credit cards or e-transfers for monthly registrations. An income tax receipt will be provided the following fiscal year.

Parents will be provided with a minimum of one month's written notice of any increases to fees.

Refunds

Fees are set and will not change or refunded according to a child's attendance. Refunds will not be provided in the event of absence due to illness, injury, holidays, statutory holidays, bus cancellations, and temporary suspension from a Y after school program. This also includes closures of the program that are beyond our control such as, but not limited to; acts of God, inclement weather, power outages, or any situation that may risk the health and safety of children, staff or families.

In the event of a planned closure (*ex: for maintenance repairs*) families will receive at least one month's notice in writing from the program manager to make alternate care arrangements and will not be charged for the duration of the closure period.



If a child is still enrolled in the program at the time of the families account requiring an adjustment due to the above mentioned, a credit will be applied to their next payment. If the family will not be returning to the program, a direct refund will be issued.

Part Time Care

Part time care is offered based upon family's needs, in regards to which days a child may attend the program. These fees are based on the agreed days the child will attend. In order to maintain proper staffing ratios, children who miss one of their scheduled days cannot be accepted into the program on an alternative day without pre-approval from the program manager. It is the parent's responsibility to provide the program manager with the part-time scheduled days for the following month, by the 15th of the month prior.

NSF

There is a \$15 administration fee for all NSF payments.

The Y Reserves the Right to use Collection Services

If required, the Y reserves the right to use Collection Services to collect any fee of fifty dollars (\$50) or more.

The Y Reserves the Right to Suspend the Service

Missed payments may risk the loss of or disruption of your child's space. The Y will notify you of any outstanding balance and provide you with ten (10) business days either to receive the complete balance or to negotiate an agreement of payment. Parents are responsible to communicate and proactively avoid the suspension of service.

In the event of an unsuccessful payment attempt, there is a \$15 administration fee for all NSF payments. If after 3 unsuccessful payment attempts, the Y may choose to end services due to non-payment.

Late Fee

Each time parents are late, they will be billed a \$2.00 per minute. The program manager will then send an email to the family with the details of the late pick up including the amount and scheduled withdrawal date for the fees. If you are late picking up your child(ren) three (3) times in one (1) calendar year, the late fee then doubles to \$4.00 per minute.

In the event you are expecting to arrive late to pick up your child(ren) we encourage you to contact an emergency or alternate pick up for your child and notify your child's program of the alternate pick up. This alleviates any concerns children may have. If you do not pick up your child by 6PM, the program will contact your emergency contacts and other appropriate authorities if required and follow our safe dismissal policy

Special Activity Fees

Additional fees may be required for special activities such as special programming or a community outing requiring an admission fee. Fees will be withdrawn with your regular scheduled monthly payment when applicable. Parents are encouraged to support the continued scheduling of special activities by making a donation to the Y.



Donate to the Y

A trusted community leader and partner, the YMCA of the National Capital Region delivers vital, high-quality programs and services that respond to the emerging needs of our community. Annually, we serve more than 40,000 individuals and provide many with financial assistance, ensuring that participation in Y programs is accessible for all.

Click below to learn how you can make a difference and support our work in the community:

[Ways to Give | YMCA of the National Capital Region](#)

Admissions and Withdrawals

Admission

Upon acceptance of a child into a YMCA After School program, appropriate registration forms must be completed and signed by parents via Digibot. Parents are required to keep this information up to date.

Admission depends on the program's ability to meet the child's needs and the needs of the children already in the program.

Withdrawal

Should you wish to withdraw your child(ren) from our After School program, we require one-month advanced written notice of intent to withdraw. This allows the program appropriate time to fill the empty space. One month of fees is acceptable in lieu of written notice.

After School Program and Staff Information

Staff

All YMCA After School Program staff bring a variety of backgrounds, education, and experience related to working with children and youth, including fields such as child development, recreation, youth work, and community and social services.

All staff are required to complete the YMCA's Child Protection training, and staff over the age of 18 must provide a current Vulnerable Sector Check. Designated staff at each site also maintain current First Aid and CPR certifications to support the health and safety of children in our programs.

Volunteers and Students

Volunteers and students are an important part of the Y and are required to attend an information session, agree to abide by program policies and procedures, and provide a current criminal reference check for the vulnerable population. Volunteers and students enhance ratios by providing support to staff, not replacing staff, and therefore are not left unsupervised or in a role of assuming full responsibility for the children.



Safety and Security

Absenteeism

If your child is going to be absent from the program for any reason, please advise staff by phone or via Digibot attendance or chat tool. If your child does not arrive to the program 15 minutes after program start time, a notification from the Digibot portal will be sent to you to confirm your child's absence. After 20 minutes, if there is no response, the Program Manager will contact the parent/guardians and emergency contacts as listed on the child's file. In the event we are unable to confirm your child's absence with one of your child's contacts, other authorities may be contacted such as Children's Aid Society or the Ottawa Police as per our safe arrival policy. As an added safety measure, we also check the school's daily attendance for any recorded absences.

Unfortunately, it is not possible for the Y to give families a rebate or reduction of the fees as a result of a child being absent from the program. This includes sick, injury, vacation, statutory holidays and bus cancellations.

Drop offs

Parents are responsible for accompanying the children to their respective program spaces in the morning to ensure the child has safely arrived and is in the care of the Y staff. Children cannot be dropped off earlier than 7AM.

If your child is not in their respective program by the drop off time, our safe arrival procedures will apply.

Pick Ups

Children will not be permitted to leave with individuals other than a parent or designated pick-up person unless staff have been notified. In such cases, staff will ask for photo identification. Parents must come to the program area to pick up their child, and must inform staff they are leaving.

If the child is still signed in at the program 10 minutes before closing, parents/guardians will receive a notification from the Digibot portal confirming they are on their way. If parents/guardians do not respond to the notification within 20 minutes, the staff will personally attempt to contact each person listed on the child's emergency contact listing in the sequence identified in the child's file and notify their Coordinator or Program Manager. If no parent or emergency contact can be reached, the staff will contact their Coordinator or Program Manager to confirm next steps. The Coordinator or Program Manager will then contact the local Children's Aid Society (CAS) and notify the Associate Vice President. Program staff must follow CAS instructions regarding next steps.

Incident Reports Related to Safe Arrival or Dismissals

Every time Safe Arrival or Dismissal steps are engaged, regardless of level, a safe arrival or dismissal incident report will be generated. Incident reports will require an electronic signature from the Program Manager as well as a parent/guardian. In the event, several high-level incidents occur, the Program Manager should notify the Associate Vice President and a decision to provide further warnings and/or termination of services to the family may be considered.



Security

In creating a safe and secure area for after school programs, each program has its own security system.

Should you have trouble accessing your child's program or need to speak with the program directly, please contact: afterschool@ymcaottawa.ca

Fire Drills

Fire drills are practiced monthly. In the event of a real fire or need to evacuate the building, children are escorted in small groups to:

- **For Churchill YMCA After School:
The Festival House—450 Churchill Ave. N**
Children will remain at their evacuation locations until it is safe to return to their respective programs.
- **For Katimavik YMCA After School Skills Program: The City park adjacent to the school**
- **For Terry Fox YMCA After School Skills Program: The field behind Terry Fox E.S.**

Preparing for Each Day

The daily schedule at Churchill YMCA After School incorporates outdoor play. Children should always come to the Y dressed appropriately for the weather. We ask that parents provide their child(ren) with a spare pair of indoor shoes that can be left in their respective program spaces. Please label all clothing so that misplaced items may be found more easily.

Children wishing to complete any outstanding homework will be provided with a quiet area to do so, however a set homework time is not part of our regular daily programming.

As the program cannot guarantee a child's clothing will not become soiled or stained, we ask that parents keep this in mind when dressing their child for the day.

As there is always a risk of items being lost, stolen or broken, we discourage children from bringing in special items unless it is a special day. We do not accept any responsibility for these items or such incidents.

During severe weather conditions, we do not participate in outdoor play. Severe weather conditions include:

- Extreme heat/humidity alert
- Extreme cold—temperatures of -15C or colder or a windchill of -20C or colder
- Poor air quality – air quality advisory has been issued
- Thunderstorm warning
- Tornado warning
- Winter and ice storms (heavy snow fall, hail, ice pellets, etc.)

Extracurricular Activities

Children are encouraged to participate in after school activities. Parents are responsible for contacting the program manager in advance to notify them of any extracurricular activities their child(ren) may be participating in and stating what time their child(ren) will rejoin the program.

These activities are an important component to our programs providing recreational opportunities that instill a joy and importance of an active lifestyle. We ask that parents support us by ensuring their child has proper foot wear for the gym and recreational activities.



Community Outings

Community outings are an important part of our programs. Outings are designed to meet the children's developmental needs. Parents or guardians will be required to sign a permission form before a child may participate on an outing. Parents choosing not to have their child participate will be required to make their own alternate care arrangements at their own cost for the day.

Emergency Management Procedures

The YMCA of the National Capital Region has Emergency Management Procedures in place at each location in the event of an evacuation or other emergency situations (ie; lockdown). Emergency Services will be contacted & parents/guardians will be informed via email or telephone by the program manager or program coordinator and children will remain at their evacuation locations until it is safe to return to their respective programs.

In the event of a temporary closure due to an unforeseen circumstance, parents/guardians will be notified by the program manager via email or telephone with the expected time of the centre closure and provide updates to all families as they become available.

Court Orders

To ensure the safety of your child, if there is a Court Order giving you sole custody of your child, or denying anyone else access to your child, a copy must be kept in your child's file. All visitations need to be outside of the program.

Emergency Contact and Health Information

Emergency Contact

Parents are required to provide us with at least two alternate adults in case of emergency and we are unable to contact the parents directly. This contact should be aware that they would be responsible for picking up the child from the program in the event the child is not well, the child needs to go to the hospital or the parents do not arrive to pick up their child.

It is the parent's responsibility to inform the program of any changes in contact information as needed. Otherwise, information is updated on a regular basis (September, March and June).

Children's Health

Children are not permitted to attend the program for 24 hours after the following symptoms have disappeared without the use of medication:

- Severe cold symptoms (persistent cough, thick, coloured discharge from nose)
- Persistent pain
- Undiagnosed rash or skin condition
- Fever over 38C, diarrhea or vomiting (48 hours after symptoms have disappeared)

Management looks at each case on an individual basis and will direct staff using these guidelines.



Medication

Please inform a staff member if your child is taking any medication. This will allow us to stay alert for side effects. If your child needs to take medicine while in our care, whether prescription or non-prescription, a medical authorization form must be completed before medication can be administered and only by a designated staff member who is trained in First Aid and CPR.

All medication must be in the original container, clearly labeled with the child's name, dosage, expiry date, administration and storage instructions. Parents should advise staff of possible side effects. For children who are on prescribed medication, it is the parent's responsibility to ensure that the medication is replenished as needed.

If the parent does not provide the program with medication as needed, the program has the right to refuse admittance of the child into the program until such a time as the medication is replenished. Do not send medication of any kind in your child's knapsack or lunch bag.

Non-prescription medication will only be administered for:

- Avoid high fevers for children with health risks
- Minor pain or discomfort
- Motion sickness (if necessary) for long bus rides

Non-Prescription Skin Products

Consent must be given by parents/guardians on your Digibot parent portal for use of non-prescription skin products for children including items such as: lip balm, lotions, hand sanitizer, sun screen and insect repellent.

Epi Pens

Any child requiring an epi pen must have one that is up to date on site at all times or the child will be denied entry to care until one is brought in.

Children carrying an epi-pen require written permission indicating that they are mature and responsible enough to handle the administration of it. If the child is not old enough to accept this responsibility, then it is to be stored in the staff's emergency first aid bag. All staff should be aware of where this bag is stored, in case of staff absenteeism.

In the case of an EPI-Pen shortage, Health Canada has deemed it acceptable to continue to use an expired EPI-Pen, so long as the fluid is visibly clear. Regular anaphylaxis protocols are still to be followed.

Allergies and Dietary Restrictions

All children with Anaphylaxis reactions are required to complete an anaphylaxis emergency plan. Notification including a picture of the child will be posted in all of program spaces (kitchen, program spaces and in all emergency binders).

Children with Special Needs

The Y is **dedicated to fostering a diverse, inclusive, and equitable environment** for every child and welcomes all children to our services. As each child is unique, we utilize individual approaches to meet their needs as some children have special needs, such as physical disabilities, intellectual disabilities, social delays and behavioural issues. We will work in partnership with the



family to strive for full participation within our programs.

In order to ensure full and meaningful participation in our programs, we kindly ask families to disclose if their child has any special needs or confirmed diagnoses that may require additional support. This transparency enables us to create an Individual Support Plan (ISP) tailored to your child's unique requirements, ensuring they thrive within our program. Our commitment extends to providing equal opportunities and celebrating the richness of each child's individuality.

Enrolment Process

1. Intake and Registration

- a. All applicable information of the child will be obtained to register child into program.
- b. Parents are encouraged to provide any diagnoses, assessments or other information regarding child's development.
- c. The family will participate in an orientation meeting to review the components of the program.

2. Orientation Meeting

When parents disclose their child's special needs, the YMCA will take the following approach:

1. **Capacity Determination:** The YMCA will assess its capacity to support the child based on staff training, skills, and experience. The Program Manager will regularly determine the capacity of each YMCA program.
2. **Individual Support Plan (ISP):** To set the child up for success, the YMCA will create an Individual Support Plan (ISP). This plan will be tailored to the child's specific needs within the physical and social environment. The Program Manager and Program Coordinator will meet with the parent and any third-party consultants if required and create the plan in partnership before they begin the program. All staff must review the Individual Support Plan prior and all supports identified in the plan must be in place before beginning the program.
3. **Annual Review:** Staff will review the ISP annually or whenever changes occur in the child's individual plan.
4. **Additional Support:** If further support is required, the YMCA may seek permission for additional program support.

Other Medical Conditions

Children with other life-threatening medical conditions will have an individual Emergency Action Plan that will clearly outline the condition and procedure to follow by staff. The Individual Emergency Action Plans include the child's medical condition, a picture of the child, preventative measures and additional procedures to be followed during an evacuation or a community outing. These Individual Emergency Action Plans will be posted in each of the program's main program rooms and emergency books. All medical plans will be reviewed annually by staff or anytime there is a change to the child's individual medical plan.



Behaviour Management

Addressing Concerns in Children's Behavior or Development

- The YMCA staff will follow a structured process:
 1. **Informing Coordinators and Managers:** When concerns arise, staff will inform their Coordinator and Manager. These individuals provide support and guidance.
 2. **Observations:** Staff will observe the child over time and in various circumstances. Detailed, specific, and recorded observations will help identify patterns.
 3. **Formulating a Plan:** Based on observations, staff will create a plan. If behaviour occurs at specific times, arrangements will be made to address it.
 4. **Community Resources:** Staff will explore available community resources for formal assessments. Providing parents with relevant information facilitates their action.
 5. **Clear Communication with Parents:** A clear, unified, and organized plan will be developed, led by the Coordinator and Manager. Private conversations will take place without interruptions.
 6. **Manager Involvement:** If the situation doesn't improve or parents are uncooperative, the Manager will become more directly involved, and the dismissal process may begin.

Resources and Support

In cases where YMCA is unable to accommodate the needs of the child due to limited staff, inadequate staff training and/or skills or unavailable resources, the YMCA will work in partnership with the family to find solutions, explore options and, if necessary, make appropriate referrals to a more suitable program.

Withdrawal Process for Behaviours and Other Reasons

When there are issues of concern expressed by the staff or situations where children may need more support than the YMCA can provide, the YMCA will work in partnership with you to find solutions, explore options and, if necessary, make appropriate referrals to a more suitable program. When there are situations where behaviour incidents occur that which place the safety of staff, children or program at risk, the following process will take place:

1. **Notification to Parents:** The YMCA will promptly notify parents about any incidents related to their child's behaviour or needs. Transparency is essential to maintain trust and open communication.
2. **Serious Incidents Threshold:** After two serious incidents (as defined by the YMCA), parents will receive notifications. These incidents could impact the safety of educators or the overall YMCA reputation.
3. **Cancellation Right:** Following the notifications, the YMCA reserves the right to cancel services if necessary. This decision will be made based on the severity and frequency of incidents

Discharge

The YMCA has the right to end a child's attendance in any after school program should the Y find a program is not right for the child's needs or if the child's behaviour is dangerous to the health and safety of other children, staff or themselves (or if a parent's behaviour or attitude is non-



supportive of the program and policies).

This will happen only after staff and parents have tried together to help the child adjust. Notice provided for discharge will vary from 1 month to immediate discharge depending on the severity of the issue or behaviour after discussions with the Coordinator, Program Manager and Associate Vice President of Child Care Services when required.

Other YMCA Services

In addition to the After School Program services, the YMCA of the National Capital Region offers a variety of services and programs to the community:

- Licensed Child Care
- Health, Fitness and Aquatics
- Y Mind (free mental wellness program for Youth)
- Employment Services
- Immigrant Services
- Camp Services
- Housing and Support Services

Visit: www.ymcaottawa.ca for more information on community program offerings.



Appendix A

Parent Issues and Concerns

The purpose of this policy is to provide a transparent and consistent process for parents/guardians, and the after school staff to reference when parents/guardians express concerns surrounding but not limited to: Program Operations, Staff, Students or Volunteers.

Parents are encouraged to be active participants in their child's experiences at the YMCA of The National Capital Region. This is achieved by, supporting positive and responsive interactions and fostering engagement of ongoing communication between staff and parents/guardians.

All concerns raised by parents or guardians are taken into careful consideration in a timely matter and will be addressed by the Coordinator, Program Manager or the Associate Vice President, depending on the nature of the concern **(see Schedule A)**.

Parental concerns may be brought forward verbally or in writing at the discretion of the parent/guardian. An initial response will be provided by the necessary respondent within 2 business days. Details provided to the parent/guardian will respect and maintain the confidentiality of all parties involved. In the event of an open investigation, no details are to be provided without the approval of the Associate Vice President. The findings of the concerns brought forward may be provided to the parent/guardian verbally or in writing, upon request. Each concern will be treated confidentially and every effort will be made to protect all parties involved. Depending on the nature of the concern, at times other agencies may need to be notified and provided with more detail (e.g. Children's Aid Society and/or Local Law Enforcement).

The safety and well-being of all children is our top priority at the YMCA of the National Capital Region. This is achieved by practicing high standards for positive interactions, communication and role-modeling to all children and families in our community.

Harassment or discrimination will not be tolerated in any form. If at any point, a parent/guardian, staff or child feels uncomfortable, threatened, or unsafe in any situation, they have the right to report the incident to Program Manager.

All members of the community, parents/guardians and program staff are required by law to report suspected cases of child abuse or neglect to the local Children's Aid Society (CAS) directly at 613-747-7800. Persons who become aware of such concerns are also responsible for reporting this information to Children's Aid Society as per the "Duty to Report" requirement under the *Child and Family Services Act*.

For more information please visit:

<http://www.children.gov.on.ca/htdocs/English/childrensaid/reportingabuse/index.aspx>



Schedule A

Nature of Concern	Steps for Parents / Guardians to Report Concern	Steps for Staff to Respond to Concern
Program Room Related; e.g. daily flows, child-to-child interactions, program staff concerns	• Raise concern directly to: the classroom staff OR • the program coordinator	Step One: • Address the concern at the time it is raised OR • Arrange a meeting with parent/guardian who brought concern forward within 2 business days
Operations Related; e.g. program fees, hours of operation, menus etc,	• Raise concern to program manager	Step Two: Document concerns. Documentation should include the following:
Staffing	Raise concern to: • the individual directly OR • program coordinator or manager <i>*All concerns in regards to the conduct of staff that puts a child's health, safety or well-being at risk should be reported to the Program Manager immediately.</i>	• the date/time the concern was received • the name and contact information of the person who reported the concern as well as the person who received concern • A timeline/details of the concern • Steps taken to resolve the concern & any information given to the parent/guardian regarding the next steps.
Student/Volunteer Related	Raise concern to: • the individual directly OR • program coordinator or manager <i>*All concerns in regards to the conduct of students or volunteers that puts a child's health, safety or well-being at risk should be reported to the program manager immediately.</i>	Step Three: • Provide contact information for the appropriate person if the person being notified is unable to address the concern. • Ensure the investigation of the concern is initiated by the appropriate party within 2 business days or as soon as reasonably possibly thereafter. <i>*Document reasons for any delays in writing</i> • Step Four: Provide parent/guardian with resolution or outcome of concern raised.



Escalation of Issues or Concerns

When parents/guardians are not satisfied with the response or outcome of a concern, they may escalate the issue or concern verbally or in writing to **the Program Supervisor**. If the situation requires, may also elevate their concerns or issues to the **Associate Vice President of Child Care Services** and they will make the decision together.

Appendix B Safe Arrival and Dismissal Policy

Accepting a child into program

When accepting a child into care, program staff must:

- greet the parent/guardian and the child;
- if shared by (or discussed with) the parent/guardian, document any one-time change to pick-up procedure during the child's check-in process on DigibotGO;
- check-in the child on DigibotGO.

When a child has not arrived in program as expected

When a child does not arrive at the program, and the parent/guardian has not reported the absence in advance via the parent portal, program staff will receive a notification on the DigibotGO staff app requesting confirmation that the child has not arrived. This notification will be triggered as follows:

- In the morning: 15 minutes before transition to school
- In the afternoon: 15 minutes after transition from school to after school program.

As an added safety measure, we view the school's attendance daily to check for absences.

If program staff does not confirm the child's absence within 10 minutes and/or if their DigibotGO device is offline, the coordinator will be required to confirm the child's absence. Once the child's absence has been confirmed:

- Level 1 – Authorized parents/guardians will receive a notification asking them to confirm the child's presence or absence.
- Level 2 – If parents/guardians do not confirm the child's absence within 20 minutes, the coordinator will personally attempt to contact each person listed on the child's emergency contact listing in the sequence identified in the child's file. If the coordinator is unavailable, this will be the responsibility of the program manager.
- Level 3 – If no parent/guardian or emergency contact can be reached, the coordinator will contact the program manager to identify next steps. Permission may be given to contact other authorities, including Children's Aid Society or Police services.

Releasing a child from care

Staff supervising the child at the time of pick-up must only release the child to a parent or authorized contact listed on the child's Digibot contact listing available in the DigibotGO staff app or on the child's printed emergency card. During the first three (3) interactions between a staff member and a parent/emergency contact, the DigibotGO staff app will require the staff to confirm the person's identity:

- by checking with another staff member, or;
- by checking the person's photo identification. *If at anytime a staff member has never met the person(s) requesting to pick up the child or they are unsure of their identity, staff must verify their identity with a valid piece of government issued photo ID as per the YMCA's Child Protection Policies.

If the person is not listed as an authorized contact for pick-up, the staff must obtain authorization in person or verbally (by telephone, walkie-talkie) from the coordinator to release



the child to this person. In this case, an automated email will be sent to parents/guardians to document the interaction and remind them to add the emergency contact via the portal.

When a child has not been picked up upon closing

If a child has not been picked up 15 minutes prior to the program closing time, program staff will receive a DigibotGO notification to confirm that the child is still present. If staff does not confirm the child's attendance within 10 minutes and/or if their DigibotGO device is offline, the program manager will be asked to confirm the child's attendance. Once it has been confirmed that the child is still on site:

- Level 1 – Authorized parents/guardians will receive a notification asking them to confirm that they are on their way.
- Level 2 – If parents/guardians do not respond to the notification within 20 minutes, the staff will personally attempt to contact each person listed on the child's emergency contact listing in the sequence identified in the child's file and notify their coordinator or program manager.
- Level 3 – If no parent or emergency contact can be reached, the staff will contact their coordinator or program manager to confirm next steps. The coordinator or program manager will then contact the local Children's Aid Society (CAS) and notify the Associate Vice President. Program staff must follow CAS instructions regarding next steps.

Incident Reports

Every time Safe Arrival or Dismissal steps are engaged, regardless of level, a safe arrival or dismissal incident report will be generated. Incident reports will require an electronic signature from the coordinator as well as a parent/guardian. In the event, several high-level incidents occur, the coordinator should notify the program manager and a decision to provide further warnings and/or termination of services to the family may be considered.

Parent/Guardian Responsibilities

Parents/guardians agree to:

- report their child's absence in advance via the parent portal;
- maintain their child's updated emergency contact listing via the parent portal;
- notify program staff of any punctual changes to their child's daily drop-off or pick-up procedures.

Program Staff Responsibilities

Program staff agrees to:

- adequately and accurately complete the child's check-in and check-out process;
- complete safe arrival and dismissal attendance validation when prompted;
- complete identity verification when prompted.

Disclaimer

The purpose of this policy is to implement procedures to ensure the safe arrival and departure of children. It relies on the participation and collaboration of parents/guardians, program staff and management staff to function optimally. In addition, the organization uses several Digibot technological tools and features to support the implementation of this policy. Some factors may affect the implementation of these procedures, the accuracy of the information dispatched and/or the triggering of these automated processes - including power outages and/or network failures, equipment malfunction and manual oversights or errors. The program and Digibot will not be held responsible in the event of such a situation. The program and Digibot reserve the right to modify the policy at any time with reasonable notice



ymcaottawa.ca

