



Child & Youth

Parent Handbook

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Welcome

We are thrilled that you have chosen our programs for your child! The parent handbook is your guide to important details about our programs along with helpful tips to make your child's experience the best possible. The next few pages will outline the procedures and any other information that is important to share with parents/guardians and children about our programs. Please take the time to read through this handbook prior to your child's participation in the programs and if you have any question or concerns, please do not hesitate to contact us.

Contact Information

Child and Youth Coordinator

867-633-8519

youth@whitehorse.ca

CGC Reception Desk

867-667-4FUN (4386)

Kids Club/Purple Stew

867-668-8694

General Program Overview and Goals

We believe that our programs provide an opportunity for healthy growth and development and are a responsive and necessary part of our Yukon Community. "Play is a child's work," so the goal of our programs is to provide opportunities for growth in physical literacy, social skill development, creativity and positive role modeling. Our programs offer an opportunity for children to grow in a variety of ways and feel respected while being engaged in a positive and healthy environment.

Physical literacy – *Physical literacy is the development of essential skills such as balance, coordination, speed and the confidence to move in a variety of environments. Development of these skills can lead to increased enrollment in sports at a later age and a life-long love of physical activity.*

Social skill development – *Learn how to communicate, share and problem solve through planned activities, such as cooperative games and crafts, and through free play and downtime. Kids also have exposure to peers from other school and neighborhoods. We create a safe and predictable environment where our facilitators are available help children/youth interact.*

Creative challenges – *The seeds of creativity live in everyone. Our programs offer the opportunity for children/youth to use their imagination and think outside the box. Creativity helps teach cognitive skills such as problem solving, physical dexterity and communication which will help with future literacy.*

Positive role modeling – *Our facilitators strive to be positive role models for your children by modeling appropriate behavior, being active and engaging and helping them throughout their time in the programs.*



Quality Supervision

Our staff-to-participant ratio reflects our commitment to a safe and high quality program supervision. We follow the same ratio guidelines outlined in the Yukon Child Care act. Our preschool programs (3-5 years) have a 1:8 staff-to-child ratio and our school-age programs (6-12 years) have a 1:12 ratio. Instructors are responsible, energetic individuals who have a lot of experience working with children.

Health Policies

For the safety of other children please notify the instructor and the Child and Youth Coordinator if your child develops a communicable disease (pink eye, chicken pox, etc.). Children should not return to a program until cleared by a physician.

If your child is simply not feeling well, you can help stop the spread of germs by keeping them at home until they feel better or symptoms have subsided.

Nuts and Nut Related Products

Do not send your child with any products containing nuts or nut by-products, as children with severe allergies participate in our programs regularly.

Payments and Withdrawals


Payments and withdrawals are subject to the Registration guidelines for City of Whitehorse programs. Please see terms in the current Active Living Guide.

Behaviour Code of Conduct

Program guidelines are put in place for the safety of all children. It is very important to us that all children feel safe and respected. It is our intent to change a child's challenging behaviour in a positive way, maintaining the child's dignity and self respect. It is our goal to explain and model correct behaviour. We have to listen to the child and at times may have to remove the child from the situation until he/she calms down and is able to re-enter the group. It is inappropriate at any time for a child to harm himself, others or damage property. These situations would be cause for immediate removal of the child from the offending situation. It is understood that a child is separate from their behaviour. Gone are the days when we say "you were a bad boy/girl today." We also recognize that each child is different and that guidance, discipline, and behaviour management may look different for each child. Below is an example of how our instructors will approach challenging behaviours:

1. The child and instructor will sit down and discuss why their behaviour is inappropriate and what the child can do differently next time. If the incident occurs during a specific activity, the child can return to that activity.
 - a. Document the behaviour
 - b. Inform the Child & Youth Coordinator
 - c. Inform the parent/guardian

if the behaviour is repeated...

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2. The child will lose the privilege to participate in the activity they were involved in. A second discussion will occur. The child and instructor will work collaboratively to resolve the behaviour and the child will be re-directed to a new activity (if applicable).
 - a. Document the behaviour
 - b. Inform the Child & Youth Coordinator
 - c. Inform the parent/guardian

if the behaviour is repeated...

3. Inform the Child & Youth Coordinator and they will contact the parent/guardian to determine and establish strategies to support the child in their effort to change their behaviour.

if the behaviour does not change...

4. The Child & Youth Coordinator will contact the parent/guardian again to determine a probationary period during which the child's behaviour will be assessed and recorded at the end of each day. Parents will be consulted as to whether or not outside resources may be sought to work with the child. Upon pick-up each day, the parent/guardian and child will check-in with the instructor to discuss how the day went.
5. During the probationary period, every effort will be made by the staff team to meet the individual child's needs. At the end of the probationary period, if the staff team determine that the child's behaviour has not improved and that the welfare of other children and program leaders is seriously jeopardized, the child will be withdrawn from the program and the parent/guardian will be informed.

Please note that there is zero tolerance for violent, physical or threatening actions. An immediate incident report will be issued and parents may be required to withdraw the child from the program. The City of Whitehorse reserves the right to dismiss a participant whose behavior endangers the safety of themselves or others.

Frequently Asked Questions

Do you allow parents to stay and participate in the programs?

The majority of our child and youth programs are drop-off programs and do not involve parent participation, unless it is indicated in the program description. You are welcome to stay for a short time to familiarize your child, but we really encourage that you leave your child and let them discover the program on their own.

What do I do if my child has allergies, special needs or behavior concerns?

Please ensure that you list everything on the Participant Profile Form and that you bring it to the attention of the instructor so we can ensure the best possible experience for your child and others attending the program.

If your child has a life threatening allergy and has an EPI Pen, complete the Anaphylaxis Form and submit it with the Participant Profile Form. When you drop your child off at their program,



please let the instructor know about your child's allergy and where their EPI Pen will be located (i.e. in their bag).

Why do I have to fill out forms for programs?

Your child's health and safety is important to us and we use this information should we need to contact you in case of an emergency. It also provides us with some insight into your child.

What should my child wear to your programs?

Please dress your child in "it doesn't matter" play clothes as some activities in our program can be messy. Children should also have clean indoor shoes to be worn at all times and outdoor footwear.

What happens if I am late dropping off or picking up my child?

We understand that emergencies may occur that cause you to be delayed or your child being absent from the program. If you find yourself in such a situation, please contact us. This courtesy will alleviate anxiety on the part of the staff and your child.



Purple Stew

Program Information

Contact Information

Child and Youth Coordinator

867-633-8519
youth@whitehorse.ca

CGC Reception Desk

867-667-4FUN (4386)

Kids Club/Purple Stew

867-668-8694

Welcome to our Purple Stew preschool program. Make new friends and learn many new skills in this exciting and ever popular program. We believe in the development of the whole child: intellectually, socially, physically and emotionally. Our instructors work with each individual child to assist them on their road to independence with an emphasis on learning through language development, free play, songs, crafts, stories and physical literacy. Weekly themes are planned for each session. Purple Stew provides a wonderful opportunity for your child to socialize with other children.

Ages

3-5 years

Classes

Ages 3 – 4 years

Mondays and Wednesdays from 9:00 am – 11:30 am

Tuesdays and Thursdays from 12:30 pm – 2:45 pm

Ages 4 – 5 years

Mondays and Wednesdays from 12:30 pm – 2:45 pm

Tuesdays and Thursdays from 9:00 am – 11:30 am

We try and keep the days and times for each age group consistent, but it is important that you check your registration receipt for which class your child is registered in.



Location

Our Purple Stew Program is located in the Kids Club on the first floor concourse. Similar to other programs, other areas of the Canada Games Centre may be used for the program activities.

Frequently Asked Questions

Can I register my child if they don't meet the age requirement?

Age appropriate activities are key to enhancing your child's self-esteem and learning. As such it is important that children turn the required program age within one month of the start date. If you have any questions regarding this, please speak to the Child and Youth Coordinator or one of the instructors.

Can my child attend if they are not completely toilet trained?

Our preschool programs are not equipped to change diapers. It is required that your child be fully toilet trained (please no pull-ups) before being registered in our preschool program.

Statutory Holidays and Professional Development Days

Purple Stew does not operate on statutory holidays and on some professional development days.

Late Pick-up/Drop-off and Absences

We understand that emergencies may occur that cause you to be delayed or your child being absent from the program. If you find yourself in such a situation, please contact us. This courtesy will alleviate anxiety on the part of the staff and your child.

What to bring each day

Please ensure your child has the following items each day and that everything is labelled.

- Active clothing
- Jacket (winter or rain depending on the season)
- Indoor and outdoor shoes
- Extra set of clothes (in case of accidents)
- Medication (as needed)
- Water bottle
- Nut-free healthy lunch and snacks

Please ensure that your child's belongings are well labelled. Items that are not labelled and left behind will be placed in the lost and found located beside the Activity Centre desk on the first floor concourse.



Day Camps

Program Information

Professional Development Days, Spring Break, and Winter Break

Contact Information

Child and Youth Coordinator

867-633-8519

youth@whitehorse.ca

CGC Reception Desk

867-667-4FUN (4386)

Kids Club/Purple Stew

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Camp Leaders

Our camp leaders are energetic adults who have experience working with children, enthusiasm, strong leadership skills, and sound judgment. All camp leaders possess standard first aid and CPR-C certifications and clear criminal record and vulnerable sector checks.

Our preschool camp leaders are experienced child care workers and hold early childhood education certifications.

Ages

School-age 6-12 years

Preschool 3-5 years

Camp Hours

School-age | 8:15am- 4:45 pm

Drop-off | 8:15 am – 9:15 am

Pick-up | 4:00 pm - 4:45 pm

Preschool | 8:30 am – 3:30 pm

Drop-off | 8:30 am – 9:30 am

Pick-up | 3:00 pm – 3:30 pm

Location

Please see the current Active Living Guide for dates and locations or your registration receipt. For some programs, an email will be sent the week prior to the first day confirming the date, time, location, and any other important details.



Parking

When dropping off and picking up your child from camp, please park vehicles in the public parking spaces provided at the Canada Games Centre. Do not park or stop in front of the Canada Games Centre. This is a designated bus route/stop and violators will be towed.

Signing-in/out

When you drop your child off at camp please remember to sign them “In” on the attendance sheet with your initials. If you are arranging for someone to pick-up your child who is not listed as an authorized pick-up on the Participant Profile Form, please let one of the camp leaders know.

When you arrive to pick-up your child please remember to sign them “Out” on the attendance sheet with your initials. Please be prepared to present photo ID if a camp leader asks you to. If you have arranged for someone else to pick-up your child, please ensure they know they will need to present their photo ID.

Late Drop-off/Pick-up and Absences

We understand that emergencies may occur that cause you to be delayed or your child being absent from the program. If you find yourself in such a situation, please contact us. This courtesy will alleviate anxiety on the part of the staff and your child.

Active Programming

Our camps encourage walking feet, so we will be doing lots of different activities that will have your child moving around! This is just one of many ways that staff will be encouraging a healthy active lifestyle for campers. Please ensure your child has appropriate active clothing and indoor/outdoor footwear.

What to bring each day

Please ensure your child has the following items each day:

- Active clothing
- Indoor shoes
- Weather appropriate outdoor shoes
- Weather appropriate outdoor clothing
- Swimsuit and towel
- Skates and Helmet (if available)
- Extra set of clothes (in case of accidents)
- Medication (if your child has an EPI-Pen please submit the Anaphylaxis form with the Participant Profile form)
- Water bottle
- Nut-free healthy lunch and snacks



Please ensure that your child's belongings are well labelled. Items that are not labelled and left behind will be placed in the lost and found located beside the Activity Centre desk on the first floor concourse.

