



# Child & Youth

## Guardian Handbook

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## Welcome

We are thrilled that you have chosen our programs for your child! The Guardian 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 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 Programming Coordinator**

867-334-7339

youth@whitehorse.ca

### **CGC Reception Desk**

867-667-4FUN (4386)

### **Kids Club/Purple Stew**

867-668-8694

## General Program Overview and Goals

We believe our programs provide an opportunity for healthy growth and development and are a necessary part of our Yukon Community. Play is a child's work, so the goal of our programs is to provide opportunities for social, physical, intellectual, cognitive, and emotional development. 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 1:7 staff-to-child ratio and our school-age programs (6-12 years) have a 1:8 ratio. Instructors are responsible, energetic, and experienced working with children.

## Health Policies

For the safety of other children please notify the Camp Coordinator or the Child & Youth Programming 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 Camp Staff will sit down and discuss what happened, why their behaviour is not appropriate for the situation and what the child can do differently next time.

The Camp Staff will:

- a. Document the behaviour
- b. Inform the Child & Youth Programming Coordinator
- c. Inform the child's guardian

*if the behaviour is repeated...*

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2. The Camp Staff will inform the Child & Youth Programming Coordinator and they will contact the guardian to determine and establish strategies to support the child in their effort to make better decisions.

*if the behaviour does not change...*

3. The Child & Youth Programming Coordinator will contact the guardian again to determine a probationary period during which the child's behaviour will be assessed and recorded at the end of each day. Guardians will be consulted as to whether or not outside resources may be sought to support the child. Upon pick-up each day, the guardian and child will check-in with the Camp Staff to discuss how the day went.
4. During the probationary period, every effort will be made by the staff team to meet the child's needs. At the end of the probationary period, if the staff team determines that the child's behaviour has not improved and that the safety welfare of other children and program leaders is compromised, the child will be withdrawn from the program and the guardian will be informed and refunded for remaining days.

Please note that there is a zero tolerance for violent, physical or threatening actions. An immediate Incident Report will be issued and guardians 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 guardians to stay and participate in the programs?**

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

### **What do I do if my child has allergies, disabilities, access 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. Please reach out to the Camp Coordinator as early as possible to create a plan to set your child up for success.*

***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 need **up to date** information should we need to contact you in case of an emergency. It also provides us with insight into your child's unique needs and how we can best support them.*



**What should my child wear to your programs?**

*Please dress your child in play clothes as some activities in our program can be messy. Children should also have clean indoor shoes and outdoor footwear. Camp participants will play outdoors in all weather, so please ensure they are adequately prepared and have a change of clothes each day.*

**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 to be absent from the program. If you find yourself in such a situation, please contact us. This courtesy will assist staff to prepare for a smooth transition when your child arrives.*

**All program participants *MUST* be in the care of their guardians at the time indicated for Sign Out. Our staff are not available for care after the program has ended.**



# Preschool Programs

## Program Information

### Contact Information

#### **Child and Youth Programming Coordinator**

867-334-7339  
youth@whitehorse.ca

#### **CGC Reception Desk**

867-667-4FUN (4386)

#### **Kids Club/Purple Stew**

867-668-8694

### Purple Stew

#### **3-4 years**

Monday and Wednesday | 9:00 am – 11:15 am  
Tuesday and Thursday | 12:30 pm – 2:45 pm

#### **Ages 4 – 5 years**

Monday and Wednesday | 12:30 pm – 2:45 pm  
Tuesday and Thursday | 9:00 am – 11:15 am

### Friday Programs (Autumn Antics, Fun-Filled Fridays, Imagination Station, Spring into Summer, etc.)

#### **Ages 3 – 5 years**

Friday | 9:30 am – 11:30 am

### Kid Venture (Summer only)

#### **To register, children must be entering Kindergarten for the upcoming school year**

Monday to Friday | 8:30 am – 2:00 pm

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.

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.

## 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 Programming 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 see the Program Reminder email sent to you in the week prior to the first day of camp, to ensure you have all the items your camper will need and that everything is labelled.

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 pool viewing area desk on the first floor concourse.



# Day Camps

## Program Information

Professional Development Days, Spring Break, and Winter Break

## Contact Information

### Child and Youth Programming Coordinator

867-334-7339

youth@whitehorse.ca

### CGC Reception Desk

867-667-4FUN (4386)

### Kids Club/Purple Stew

867-668-8694

## 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.

## Ages

**To register, campers must be the minimum age requirement by Dec 31st of the current year AND going into the grades specified for each camp**

6-12 years

## Camp Hours

8:30 am- 4:30 pm

**NOTE: Our Camp Leaders are not available to care for campers before 8:30am or after 4:30pm. Campers MUST be in the care of the guardians AT 4:30pm.**

## 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.

## Program Information

Please ensure you read any Program Reminder emails in full and open all attachments, to ensure you are aware of any important or time sensitive details, and are prepared with anything you may need to bring to a program.





## 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.

## What to bring each day

Please see the Program Reminder email sent to you in the week prior to the first day of camp, to ensure you have all the items your camper will need and that everything is labelled.

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 pool viewing area desk on the first floor concourse.

## 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 Sign In staff 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 you have arranged for someone else to pick-up your child, please ensure they know they will need to present their photo ID.**

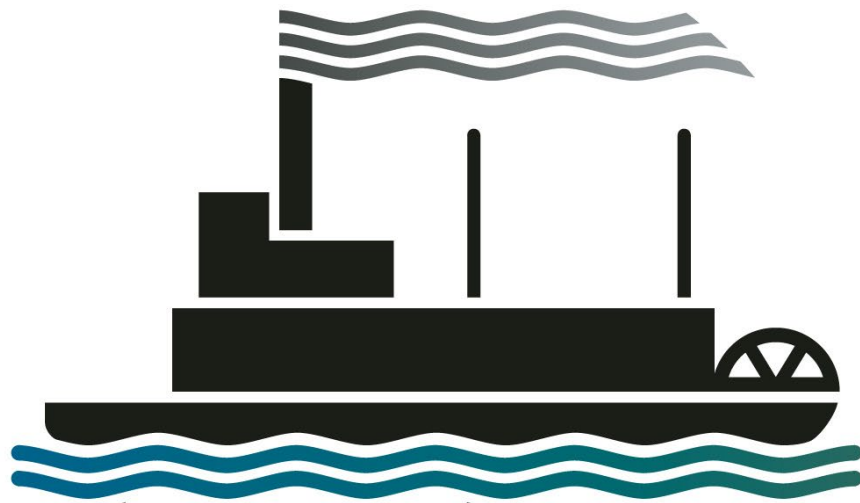
## Late Drop-off/Pick-up and Absences

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.

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 at the Activity Centre desk on the first floor concourse.



# Whitehorse

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