YMCA Childcare handbook

* Quality, Affordable Care
* Open Monday, Tuesday, Wednesday & Friday mornings
* Fully licensed care for infants and pre-schoolers.

You’re welcome at the YMCA - your local community fitness and recreation centre

JULY 2019

Wangaratta Indoor Sports & Aquatic Centre
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Welcome to the childcare facility at Wangaratta Indoor Sports & Aquatic Centre. This facility is owned by the Rural City of Wangaratta and managed by YMCA Victoria. Together we aim to build strong people, strong families and strong communities.

Our childcare service is available for infant and pre-school age children, while you enjoy the facilities at the Wangaratta Indoor Sports & Aquatic Centre, or simply while you take a break.

We offer care of the highest quality, in a safe and stimulating environment. We provide a range of developmentally appropriate activities and experiences for infants and young children.

**General Information**

**Session Times**

**Monday, Tuesday, Wednesday & Friday.**

**Session 1:**
9:15am – 10:45am

**Session 2:**
10:45am – 12:15pm

The creche operates during the school term, excluding public holidays.

**Fees**

Fees apply per session. Children can attend one or both sessions per day.

Member rates as detailed below apply to Full Health & Wellness Members at Wangaratta Indoor Sports & Aquatic Centre.

WISAC Member 1st child:
$7.50 per session

Non members first child:
$8.50 per session
Enrolments

An enrolment form, including details of immunisations, must be completed prior to your first visit to the Crèche.

All children must be up to date in immunisations in order to attend.

The information included on this form authorises staff to act in case of an emergency and provides the centre with important information regarding medical issues, allergies and custody details. Please notify us immediately of any changes to these details.

Policies

The childcare service at Wangaratta Indoor Sports & Aquatic Centre is operated in compliance with regulations and policies of the Department of Education and Training.

Please refer to the Guidelines regarding evacuations and signing in/out overleaf.

Grievance Procedures, Behaviour Guideline Policy and programming details are displayed on the childcare noticeboard and available for parents.

Bookings

Crèche bookings are essential and can be made at the Crèche during hours of operation or at reception when the Crèche is closed. Parents may book their child in 7 days in advance.

If a session is booked out the child will be placed onto a waiting list and parents will be contacted if a vacancy becomes available. Telephone bookings can be made after 9:30am.

Human Services regulations limit the number of children we can accommodate in the Crèche at any one time. Please be considerate of other users and ensure you arrive and depart in accordance with session times.

Cancellations

Parents wishing to cancel their Crèche booking must do so by 8.45am on the day of the booking to allow the waiting list to be contacted (No Fee will be charged).

To retain a booking for the following week, session fee payment is required.
**Creche Guidelines**

**Signing In/Out**

It is necessary to sign each of your child/children in/out of the facility on each visit.

Children must be collected by the parent/guardian prior to signing the child out. If a person other than the parent or legal guardian is collecting your child, childcare staff must be given prior notice and that person must be listed on your child’s enrolment form and photo identification will be required. No child will otherwise be released into the custody of any other person.

**Exclusion**

To protect your child, other children and staff please keep your child at home if they are unwell, for example: high temperature, diarrhoea or vomiting in the last 24 hours, conjunctivitis, colds or ‘flu.

Children suffering from an infectious disease listed on the exclusion table will be excluded from the service for the recommended time and may require a letter from a doctor before being able to re-enter the Children’s Service.

If there is an outbreak of an infectious disease, children who have not been immunised against that disease will be excluded from the crèche for the recommended time.

**Evacuation**

Our staff members are trained in emergency evacuation and First Aid procedures. If a situation arises that requires evacuation of the centre, childcare staff will evacuate your child/children. Your child/children will be reunited with you at the Assembly Point. Please do not attempt to return to the crèche if you have been asked to evacuate the Centre.

**On the day of care**

- Parents are requested to write any special requirements for their child in the space provided on the sign-in sheet e.g. toilet training.
- Parents must ensure that their child comes into the crèche in a clean, dry nappy. Nappies are checked regularly and changed when necessary.
- Comforters and pacifiers are permitted but it is requested that you leave all other toys at home.
- Unless you otherwise request you will only be contacted if your child is distressed or in the case of injury or illness. We advise parents not to re-enter the crèche, after leaving, until pick up time as this can be upsetting for your child.
- Please do not leave valuable items such as wallets and mobile phones in your child’s pram as staff will take no responsibility for them.
- All medications must be handed to a childcare staff member.

**What to Bring**

- Nappies and wipes in a named bag, and change of clothes for child.
- A small healthy and nutritious snack in a named bag or lunchbox. No nuts or nut products, marshmallows, lollies, chocolate, popcorn or cordial.
- Named bottle or drink (water only) for your child in a named cup or bottle.
- Sunhat and sunscreen during the summer and a coat, hat and suitable footwear during winter.

**Bottle Policy**

All bottles must be clearly labelled with the child’s name & date. They will be stored in the fridge. Parents are required to sign the bottle register.

Please visit our website and social media channels for further information:

[www.wangaratta.ymca.org.au](http://www.wangaratta.ymca.org.au)