



# Preschool & School-Age Program Handbook







## Welcome!

The Program Handbook is your guide to important details about our programs, policies and protocols, as well as tips to enhance the quality of your child's experience. Please read through this handbook prior to your child's participation in our programs. If you have any questions or feedback that could improve our offerings, please do not hesitate to contact us.

### Contact Information

#### Preschool Programs & Camps

(867) 668-8694

preschool@whitehorse.ca

#### School-Age Programs

(867) 334-7339

youth@whitehorse.ca

#### School Age Camps

camps@whitehorse.ca

#### Canada Games Centre Reception

(867) 667-4386

### Program Overview & Goals

Play is widely recognized as integral to healthy development and a sense of wellbeing. Our programs aim to provide a supportive environment for participants to grow in their confidence and sense of belonging through skill building, physical literacy, emotional literacy and community connections.

**Physical Literacy** - The development of skills such as balance, coordination, speed and the confidence to move in a variety of environments. Development of these skills can lead to a life-long love of physical activity.

**Emotional Literacy** - The development of empathy, self-awareness and skills for experiencing and expressing challenging emotions in healthy ways.

### Quality Supervision

Our staff-to-participant ratio reflects our commitment to safe, quality programming. We follow the 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. Our instructors are thoughtfully chosen, well trained and passionate about working with children.

### Active Programming

Our programming incorporates a variety of activities that will have your child moving around! This is one of the many ways that instructors encourage a healthy lifestyle for participants. Please contact us if your child has access needs that require program/equipment adaptations to support their participation.



## Health Policies

For the safety of all participants and instructors please contact us if your child develops a contagious illness (ie: lice, pink eye, chicken pox). Participants should not return to a program until symptom-free or, when medically-indicated, cleared by a physician.

**If your child is simply not feeling well, please keep them at home until their symptoms have subsided to reduce the spread of illness.**

## Nuts and Nut-related Products

Products containing nuts are not permitted in our programs, as children with severe allergies participate in our programs and we want to avoid preventable medical complications.

## Medication

The City of Whitehorse recognizes that participants may require medication while in our care. City of Whitehorse instructors will only administer medication provided a doctor prescribes the medication. **NOTE:** *If your child requires over the counter medication such as allergy medication they must take it before arriving at camp.*

1. Parents must provide written instruction stating the dosage of the medication, time it should be given and how the medication should be given (eyes, mouth, etc.)
2. Medication must be in the original container and clearly labelled with the child's name, date, name of the drug, instructions for storage and administration.
3. Medication must be given to an instructor upon arrival.
4. A written log of the time and dosage of medication administered will be completed each time a dose is given, signed by the instructor administering the medication.

## Behaviour Code of Conduct


Our Recreation Code of Conduct and program guidelines are in place for the safety of all participants. It is our intent to address disruptive or unsafe behaviour in a timely and developmentally appropriate manner, taking care to maintain the participant's dignity and privacy and to communicate with parent/guardian to involve them in the process of addressing behaviour that is disruptive or unsafe, to better support their child and the program facilitators.

At times, a participant with the support of an instructor may be required to take space from another participant or an activity until they are able to self-regulate and re-enter the activity. Participants will not be permitted to harm themselves, others or damage property. We recognize that each participant is unique and that guidance, communication and behaviour management may be different for each participant.

Below is an example of how our program instructors will approach disruptive or unsafe behaviour:

The participant and program instructor will discuss why their behaviour is disruptive/unsafe and ask questions to understand the participant's perspective and needs. They will discuss any changes that can be made to an activity or situation and what the participant can do differently if experiencing a similar situation in the future.

1. **The program instructor will:**

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- a. Document the behaviour and discussion with the participant
  - b. Inform the Child & Youth Programming Coordinator
  - c. Inform the parent/guardian
- 2. If the Behaviour is repeated/continues, the program instructor will:**
- a. Document the behaviour and discussion with the participant
  - b. Inform the Child & Youth Programming Coordinator
  - c. Contact the parent/guardian to involve them in a conversation with the participant to brainstorm and establish strategies to support the child in their effort to make different decisions (this may happen the first time a behaviour needs to be addressed, if unsafe or disruptive enough to require that approach).
- 3. If the behaviour does not change,** the Child & Youth Programming 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. Parent/guardian 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.
- 4.** During the probationary period, every effort will be made by the instructor(s) to meet the participants' needs. At the end of the probationary period, if the instructor(s) determine that the participants' behaviour has not improved and that the welfare of other participant's and instructor(s) has been compromised, the participant will be withdrawn from the program and the parent/guardian will be informed. A Supervisor will then work with the participants' parent/guardian following our Return to Play process.

There is zero tolerance for physically dangerous or threatening actions. If such a situation occurs, a parent/guardian or Emergency Contact will be contacted to pick up the participant, an incident report will be written and the participant may be withdrawn from the program. The City of Whitehorse reserves the right to dismiss a participant whose behavior endangers the safety of themselves or others.

### Program Information

Please see the current Active Living Guide, registration receipt or your PLAY account for dates and locations or your registration receipt. A reminder email will be sent the week prior, confirming the dates, time, location, and other important details.

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

### Payments & Withdrawals

Payments and withdrawals are subject to the registration guidelines for City of Whitehorse programs. Please see the most up to date terms in the latest Active Living Guide or [Whitehorse.ca/play](http://Whitehorse.ca/play).

### Parking

When dropping off and picking up your child from a program, please park 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 you may be ticketed or towed.



## Signing-in/out

When you drop a participant off at a program, you will be required to sign them “In” on the attendance sheet, unless you have designated them as able to sign themselves in, on the online Participant Profile Form (Ages 10+ ONLY).

The person picking a participant up must be listed as an Authorized Pick Up person, when you sign your child in for the program.

Be prepared to present photo ID if an instructor asks you to. If you have arranged for someone else to pick up the participant, please ensure they are aware of this as well.

## Frequently Asked Questions

### **Do you allow parent/guardian participation in programs?**

*For the safety of participants, most of our programs do not involve parent/guardian participation, unless indicated in the program description. When you arrive, you are welcome to familiarize your child with the space before leaving them with the instructor.*

### **What if my child has allergies, disabilities, access needs or behavior concerns?**

*Please ensure that you communicate these details on the online Participant Profile Form and that you bring any relevant needs 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 Preschool team or the Child & Youth Programming Coordinator as early as possible to create a plan to set your child up for success.*

**NOTE:** *If a support worker is needed, you are required to contact [youth@whitehorse.ca](mailto:youth@whitehorse.ca) OR [preschool@whitehorse.ca](mailto:preschool@whitehorse.ca) at the time of registration to be informed of the process.*

### **If your child has a life-threatening allergy and has an EPI Pen, complete the Anaphylaxis Form and submit it when you sign them in for the first program session.**

*When you drop your child off at their program, please let the instructor know about your child’s allergy and where their EPI Pen is located.*

### **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 or to arrange for supervision if you are late picking up your child.*

**All participants MUST be in the care of their parent/guardian at the time indicated for Sign Out. Our instructors are not available to supervise your child after a program has ended. If you are late for pick up more than once, your child may be withdrawn from the program.**



# Preschool Programs & Camps

## Contact Information

### Preschool Programs & Camps

(867) 668-8694

preschool@whitehorse.ca

### Canada Games Centre Reception

(867) 667-4386

## Camp Newsletters

Camp newsletters will be emailed to participants the week prior to camp; printable PDFs will be posted on the website at [whitehorse.ca/camps](http://whitehorse.ca/camps)

## Frequently Asked Questions

### Can I register my child if they do not meet the age requirement?

*Age appropriate activities are key to enhancing your child's self-esteem and learning. It is important that children are the required age within one month of the start date. If you have any questions, please contact us.*

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

*Preschool programs (Ages 3-5) require participants to be toilet trained, with the understanding that accidents happen.*

*Toddler programs (Age 2) do not require participants to be toilet trained.*

***Please ensure children have an extra set of clothes.***

### Is there a trial period for Preschool Programs?

*There is a 2-week trial period. This duration allows time to determine the suitability of the program for the Child's needs. At the end of the trial period, the instructors reserve the right to propose alternate arrangements appropriate for the child's needs. If it is determined that the best option is to withdraw the child, a full refund will be provided.*

***NOTE: If a support worker is needed, you are required to contact preschool@whitehorse.ca at the time of registration to be informed of the process.***

### Where are Preschool Programs located?

*Preschool programs are located in the Kids Club, at the end of the first floor concourse. Similar to other programs – other areas of the Canada Games Centre may be use for the program.*

## What to bring each day

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

- Active clothing that can get messy & an extra change of clothes
- Outdoor clothing suitable for seasonal weather, including Indoor and outdoor footwear
- Indoor and outdoor footwear / Backpack (for camps only)
- Medication – See Health Policies
- Nut-free lunch, snacks & water bottle - Please provide your child with more food than is typical, as they will be more active than usual
- Insect-repellant and sunscreen (seasonal)



Items left behind will be placed in the facility's Lost & Found.





# School-Age Camps

## Contact Information

### School-Age Camps

Camp Coordinator phone numbers will be included in the camp newsletter.  
camps@whitehorse.ca

### Canada Games Centre Reception

(867) 667-4386

## Camp Newsletters

Camp newsletters will be emailed to participants the week prior to camp; printable PDFs will be posted on the website at [whitehorse.ca/camps](http://whitehorse.ca/camps)

## What to bring each day

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

- Active clothing that can get messy & an extra change of clothes
- Outdoor clothing suitable for seasonal weather
- Indoor and outdoor footwear
- Medication – See Health Policies
- Water bottle
- Nut-free lunch and snacks - Please provide your child with more food than is typical, as they may be more active than usual **\*Refrigeration is not available**
- Backpack
- Swimsuit and towel
- Skates and Helmet – we can provide skates if needed but not helmets (bicycle helmets are acceptable)
- Insect-repellant and sunscreen (seasonal)

Items left behind will be placed in the facility's Lost & Found.