



Children & Youth Program Guide 2020

Thank you for choosing YWCA Children and Youth Programs.

Please refer to the appropriate [Program Schedule](#) for program information, dates, times and locations.

The YWCA currently offers the following Health and Wellness programs for children and youth:

Red Cross Babysitting

Red Cross Stay Safe

Stress Management & Relaxation Techniques (S.M.A.R.T.) for Girls

Kids Creative Cuisine

Drop-In Recreation

Registrations & Withdrawals:

Registrations are processed through an online registration portal. Please be sure to review your registration information and/or family profile each time you are completing the registration process to ensure we have up to date and/or accurate information. You can learn [How to Register](#) or go ahead and [Register Now](#). We are here to help! Please [Contact Us](#) if you have questions or need support.

Please register early to avoid disappointment as classes may not be available for last minute registration. If the class day and time that you wish to have your child attend is full, please consider registering for an alternative class time or location or **join the wait list**. We will try our best to accommodate wait lists where possible. Please note that children on wait lists will only be contacted in the event that a space or class becomes available. **Classes will only run based on sufficient registration. Participants may be required to move to an alternative day or time. Refunds will not be issued after the session begins, for classes cancelled due to inclement weather or due to facility closures.** Refunds will be provided when a Doctor's note is submitted, minus classes attended and a \$10 administration fee.

Attending Programs:

We look forward to welcoming children and youth in programs to participate, build skills, be active and make connections alongside their peers in a fun and encouraging environment. Children and youth are awarded along the way with certificates and lifelong skills!

Program Instructors have First Aid and CPR certification and contribute additional expertise gained through other relevant certifications and professional roles.

Please refrain from having your child or youth attend programs if they are ill. Please be sure your child or youth comes prepared for the program with peanut-free snacks, lunch & drink(s) as appropriate based on the duration of the program they will be attending. Please note additional program specific information to support your child or youth's program experience as outlined in the [Program Schedule](#).

Facilities:

YWCA Children and Youth Programs are delivered in various facilities across Elgin County. We expect and appreciate your cooperation in respecting facilities, staying within designated areas at all times and leaving shared spaces in the same or better condition as when you arrive. Please keep your children with you at all times when not in the program. Please do not send valuables with your child to program. We can not be responsible for lost or stolen items.

Closures & Cancellations:

Delays, closures and/or cancellations may occur. Notice may be minimal in unexpected situations including but not limited to inclement weather or facility closure. In the case where the YWCA must cancel a class, the following will occur:

1. Advance notice will be posted whenever possible at the facility and on the YWCA website and/or Facebook page.
2. We will also make every attempt to contact all participants based on contact information provided at the time of registration.
3. Where possible, cancelled classes will be rescheduled.
4. **Refunds are not issued for class cancellations due to inclement weather or facility closures.**

Parent and Child Feedback:

Your input and feedback is important to us. Please speak with your Program Instructor or [contact us](#) if you wish to discuss any aspect of programming. Program surveys are distributed at each program. We appreciate your time in providing your written feedback anonymously to help enhance program responsiveness and quality.