



**Boys & Girls Club  
of Niagara**  
A good place to be

**a good place to...**  
**play work learn live**  
volunteer **grow** donate

mental health & wellness  
**breakfast clubs**  
photography youth engagement  
**THEATRE**  
community involvement  
parenting education & support  
healthy snacks + meals  
digital literacy  
substance abuse prevention & counselling  
crime prevention  
**play work grow live volunteer learn**  
mentoring  
scholarships  
friendship  
child care  
MUSIC  
youth shelters  
arts & crafts  
summer camps  
job readiness  
physical fitness & sports  
**gardening**  
cooking  
financial literacy  
**outdoor adventures**  
**homework HELP**

Boys & Girls Club of Niagara  
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# 2021-2022 COVID-19 Zone Parent Handbook

Last Revised March 17<sup>th</sup>, 2022



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**1.0 Welcome to the Boys and Girls Club of Niagara**

The Boys and Girls Club of Niagara is part of a national movement with over seven hundred community locations throughout Canada. Together the movement provides innovative and effective programs to assist in the healthy educational, social and physical development of Canadian children and youth. For over one-hundred years, professionally trained staff and dedicated community volunteers have helped hundreds of thousands of children and youth in safe supportive environments.

The Boys & Girls Club Model is more comprehensive than prevention, recreation or educational programs alone. The development approach offers children what research says is the most needed - relationships with positive role models (adults and peers), structure and safety, access to a diverse range of programs that include recreation, play and expression, opportunity for acquiring positive behaviours, self-esteem and hope for the future.

The broad spectrum of programs and services provides children and youth 0 – 24 years of age, with food, shelter, transportation, childcare, recreation, leadership and life skill programs and services. The Club utilizes a developmental approach in every program focusing on increasing a young person’s exposure to positive and constructive activities, supporting them to become healthy, responsible compassionate and competent.

**Mission Statement**

**“To provide a safe, supportive place where children and youth can experience new opportunities, overcome barriers, build positive relationships and develop confidence and skills for life”**

**Core Values**

**Inclusion & Opportunity**

We strive to offer children and youth from all economic, cultural and social backgrounds access to the resources, supports and opportunities that will enable them to overcome barriers and achieve their positive potential in life.

**Respect & Belonging**

We provide a safe, supportive place, where every child is listened to, respected and valued in an environment of inclusion and acceptance. Our staff and volunteers model honesty, fair play, positive attitude, cooperation and respect for self and others.

**Empowerment**

We believe all young people can grow into responsible, contributing and self-reliant members of society. Children and youth are at the centre of everything we do. Through adventure, play and discovery, we encourage and empower them to develop healthy lifestyles, a life-long passion for learning, leadership and life skills and a sense of social responsibility.

**Collaboration**

We work together with families and volunteers in each community, in partnership with the public and private sector, to create healthy community solutions to provide children and youth with what they need for optimal development.

**Speaking Out**

We speak out on behalf of children, youth and their families to reduce disadvantage, enhance their lives and enable their voices and ideas to be heard.

### **1.1 Meet the Team**

At the Boys and Girls Club we insist on hiring child focused professionals who have experience caring for children, a post-secondary education in the field of either Early Childhood Education, or Child and Youth support and/or education or equivalent and who demonstrate an intuitive ability to interact with children in a respectful, loving and friendly manner. We hire staff that genuinely enjoy working with children and who strive to build strong relationships with families.

Our team members are encouraged to continually upgrade their skills by attending courses, seminars, workshops and conferences. All staff have provided Police Reference Checks with Vulnerable Sector and proof of certification in Standard First Aid CPR Level C, AED-Defibrillator, Emergency Response, Health and Safety, Food Handlers, High Five. Program Staff working in toddler and preschool programs are required to obtain QCCN Training when offered by Quality Child Care Niagara.

The Boys and Girls Club of Niagara was one of the first to achieve the HIGH FIVE Accreditation Organization designation in June 2006. HIGH FIVE is a quality assurance standard of Parks and Recreation Ontario, designed to support the safety, well-being and healthy development of children ages 6-12, in recreation and sports programs. HIGH FIVE Accreditation establishes benchmarks for excellence in children's recreation and sport programming, based upon a child focused, research based quality framework.

### **2.0 Zone Programs**

The Boys and Girls Club of Niagara offers a wide variety of programming options. Sponsors of Zone Programs include the Boys and Girls Clubs of Canada, President's Choice Children's Charities, Fidelity Investments, Hyundai and RBC to name a few. We employ professional, qualified, caring staff that strive to provide a safe, nurturing environment to further children's personal growth and development.

The program provides experiences that enrich and enhance each child's development. Meal programs provide dinners based around Canada's Food Guide.

**Families have the options of enrolling in the following programs:**

#### **2.1 Kids Zone and 2.2 Ontario After School Programs – September – June (excluding PD Days, Holidays, and school breaks)**

These programs are designed for children ages 6 – 12 years old, and promotes healthy living, social skill development, academic success and goal setting. With qualified staff, children will play gym games and sports, complete homework and learning activities as well as do leadership and goal setting activities. This ensures children will be safe, healthy, connected to others, connected to the Club and develop skills which will help them in their development into the teen years.

#### **2.3 Teen Zone – September - June (excluding PD Days, Holidays, and school breaks)**

This program is designed for youth 13-18 years old and is a youth-directed program that helps teens prepare for adulthood. The program promotes healthy lifestyle choices, goal setting, skill development, and connections to others in a safe and supportive way. Qualified staff help youth begin to think about life after school, and participate in various



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activities with youth their own age, learn, discover interests and receive supports while mapping out and achieving future academic and career goals

#### **2.4 Centre/Satellite Addresses:**

##### **Boys and Girls Club of Niagara – Niagara Falls Location (Kids Zone and Teen Zone Programs)**

8800 McLeod Rd, Niagara Falls  
(905) 357-2444

##### **Boys and Girls Club of Niagara – St Catharines Location (Kids Zone and Teen Zone Programs)**

2 Facer Street, St. Catharines  
(905) 937-1072

##### **Boys and Girls Club of Niagara – Fort Erie, EJ Freeland Location (Kids Zone and Teen Zone Programs)**

1555 Garrison Road, Fort Erie  
(905) 257-6976

##### **Boys and Girls Club of Niagara – Thorold Satellite Location (Ontario After School Program)\***

Ontario Public School  
550 Allanburg Road, Thorold  
(905) 246-9304 (Satellite Program Supervisor), email: [oasp@bgcn.ca](mailto:oasp@bgcn.ca)

##### **Boys and Girls Club of Niagara – Chippawa Satellite Location (Ontario After School Program)\***

River View Public School  
3300 Cattell Drive, Niagara Falls  
(905) 246-9304 (Satellite Program Supervisor), email: [oasp@bgcn.ca](mailto:oasp@bgcn.ca)

##### **Boys and Girls Club of Niagara – Pelham Satellite Location (Kids Zone Program)\***

A.K. Wigg Public School  
1337 Haist Street, Fonthill  
(905) 246-9304 (Satellite Program Supervisor), email: [oasp@bgcn.ca](mailto:oasp@bgcn.ca)

##### **Boys and Girls Club of Niagara – Port Colborne Satellite Location (Kids Zone Program)\***

McKay Public School  
320 Fielden Avenue, Port Colborne  
(905) 246-9304 (Satellite Program Supervisor), email: [oasp@bgcn.ca](mailto:oasp@bgcn.ca)

\*Site operation is dependent upon school permitting – contact Satellite Program Supervisor to verify program is operating

#### **Hours of Operation for Zones Programs**

Boys and Girls Club of Niagara – Niagara Falls Location  
Boys and Girls Club of Niagara – St Catharines Location  
Boys and Girls Club of Niagara – Fort Erie, EJ Freeland Location

Kids Zone: 6:00pm to 8:30pm, Monday, Wednesday, Friday



Teen Zone: 6:00pm to 8:30pm, Tuesday and Thursday  
(contact individual center to confirm yearly starting date)

### **Hours of Operation for Ontario After School and Satellite Zones Programs**

Boys and Girls Club of Niagara – Thorold Satellite Location  
Boys and Girls Club of Niagara – Chippawa Satellite

Ontario After School Program: 3:00pm to 6:00pm, Monday through Friday

Boys and Girls Club of Niagara – Pelham Satellite Location  
Boys and Girls Club of Niagara – Port Colborne Satellite Location

Satellite Kids Zone Program: 6:30pm to 8:30pm, Monday, Wednesday, Friday

**It is important to note that in order for a child registered in licensed childcare to “stay” for a Kid’s Zone Program, the parent must still come to the center and sign their child out of the licensed childcare program.**

## **2.5 Clothing and Belongings**

At the Boys and Girls Club children are to come prepared to go outside for fresh air and play. Therefore, to ensure that your child can join the fun and have a comfortable day, please ensure they have weather appropriate clothing. Clothing worn by your child should be suitable for play and be easily laundered as they may get dirty (paint, glue, sand, etc.). As the children are encouraged to dress and undress themselves, clothing that is easy to remove is appreciated.

All children should have appropriate indoor/outdoor footwear. Running shoes are required to safely participate in the gymnasium.

Personal items should be kept to a minimum and all labelled clearly with participants names (i.e. Backpack, water bottle, extra clothing, Bagged Lunch with 4 additional snacks for Camp participants, sunscreen)

Please keep all personal items (toys/games/electronic devices/etc.) at home. The Boys and Girls Club is not responsible for lost/stolen or damaged items.

Participants should bring their own sun protection and this should not be shared. Where possible, participants should apply their own sun protection. Staff may provide assistance to apply sunscreen to any child requiring it and should exercise proper hand hygiene when doing so (e.g. washing hands before and after application).

In the case of Satellite Zones Programs and Ontario After School Programs, all personal belongings and clothing items should be removed from the program location, with the exception of those children who attend the school location for regular schooling, and pending school expectations.

## **2.6 Administering of over-the-counter products**

Qualified Employees are permitted to administer the following over-the-counter products to children with a single “blanket” authorization without documentation of administration (except where the item is a drug, as defined in the

*Drug and Pharmacies Regulation Act*): sunscreen, moisturizing skin lotion, lip balm, insect repellent, hand sanitizer and diaper cream.

Licensees/Managers/Supervisors must ensure that these over-the-counter products are labelled with the child's name, stored in accordance with the instructions for storage on the label, and administered in accordance with the instructions on the label and the parent's authorization. The parent authorization will be found on the acknowledgement and authorization sign off for the Parent Handbook.

## 2.7 Registration

Registration for the above listed programs may change throughout our program delivery year. To find out more about our current registration processes, please contact the above provided location or Supervisor phone numbers, or visit our website at [www.bgcni.ca](http://www.bgcni.ca). Upon enrollment, parents/guardians must provide completed registration forms, provide applicable supplemental documentation where needed, and sign and Acknowledgement of Rules and Regulations. Families are encouraged to utilize these programs as their child(ren) express interest or as they need to, and no minimum requirement in participation is upheld by Boys and Girls Club of Niagara.

As our Zones, Satellites, and Ontario After School Programs are designed to be accessible to the widest possible community across the Niagara region, there is no fee for regular access to these programs. A one-time-per-year, per child/youth Membership fee is charged at the time of registration, the cost of which is set annually by the Board of Directors – please inquire at the location of your choice as to our current Membership fees. These low-cost programming options are made possible by the numerous funding partners that support these programs. Purchase of Boys and Girls Club of Niagara Membership additionally entitles children and youth to attend other non-fee based programs, such as open public swims, at their leisure. Contact us for current information on other non-fee based programs.

## 2.8 Departure/Pick up

Parents/Guardians must provide and update staff with participant arrival and departure times to ensure participants are dismissed in a safe and timely manner. Prior to child/youth arrival at program, Parents/Guardians are to complete a self-assessment for their participant using COVID-19 school and child care screening tool, or a screening tool designated by the local public health unit.

If you do not pick up your child(ren) by program end a flat fee of \$5.00 will be applied for the first fifteen minutes past time. After fifteen minutes an additional charge of \$1.00/minute will be applied. This fee will apply even if you do call to inform us that you're running late; though the courtesy would be appreciated. Parents/guardians who are late will sign a slip acknowledging the time of arrival. The amount owing will be presented to the parent/guardians in writing, and payment is due within two (2) days.

If a participant does not pass the daily self-assessment they will not be permitted into the facility and advised to follow updated Ministry of Health guidelines regarding symptoms.

## 2.9 Severe Weather Policy

In cases of severe weather, programs may be cancelled or the facility closed all together. In these instances, Kids Zone/Teen Zone Programs, Satellite Kids Zone Programs, and Ontario After School Programs will respond in line with local



school district closings. These announcements can be reviewed by checking the following sources after 6:30am on the day in question:

- CKTB 610
- Posted on our Website and Social Media platforms

If children are at the Club or program location with severe weather pending that would warrant closing the facility; Parents/guardians will be notified of our imminent closure and advised to make arrangements to have their child(ren) picked up as soon as possible.

### **2.10 Statutory Holidays**

The childcare center will be closed on the public holidays. (New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, Labour Day, Thanksgiving, Christmas Day, Boxing Day) Note: The Club may designate other days in place of the holidays when it falls on a weekend.

### **2.11 Attendance Safety**

Attendance taking is conducted at time of participants arrival to program and at departure each day of operation, along with individual groups attendances set in place to ensure the safety of all children.

### **2.12 Dismissal Policy**

When undesirable behaviors have been occurring with a particular child, the following steps are taken:

- Intervention Strategy
- Quiet Time Activity/Redirection
- Discussion with Parent/guardians

We will contact appropriate Supervisors and Managers to make every effort to find strategies that will assist your child to be successful in our programs. If all strategies and options have been exhausted and the behavior still continues the centre has the authority to have a child dismissed from the centre for the safety of that child, the other program participants, our staff and/or equipment

### **3.0 Developmental Approach**

The Boys and Girls Club will provide and allow for a balance of activities:

- Structured / Independent;
- Indoor / Outdoor;
- Observing / Participating;
- Informative / Creative;
- Active / Passive;
- Individual / Group.





The Boys and Girls Club plans and facilitates meaningful experiences based on sound knowledge of child and youth development and on daily observations of the interests, needs and abilities of children and youth. All programming strives for positive developmental growth in a variety of areas:

### 3.1 Outcomes

#### Social Activity:

- Self-regulation including behavioural, social and emotional
- Cooperation
- Perspective-taking
- Fostering positive relationships

#### Healthy Minds/Healthy Bodies:

- Development of physical health through exercise and nutrition
- Awareness and positive development of mental health including one's self esteem, positive self-image and resiliency

#### Homework/Lifelong Learning/ Next Steps:

- The development of life skills including everyday skills such as cooking, cleaning, organization
- Development of critical thinking skills
- Focus on decision-making
- Development of interpersonal and communication skills

#### Mentoring/Goal-Setting:

- Developing leadership and management skills
- Providing guidance and support to others
- The definition of what makes a positive role model
- Goal-defining/mapping
- Self-reflection

### 4.0 Security Policy

The Boys and Girls Club of Niagara believes that safety and security are paramount. In order to assist us, please observe the following:

#### Up-to-date Contact Information

Please alert us immediately to any changes to your contact information including home address, phone numbers, and emergency contacts and authorized pick-ups. All children enrolled in BGCN programs must have up to date, complete registration and contact information, as well as applicable sign offs submitted yearly.

#### Authorized Pick-Ups

Parent/Guardians are asked to provide the names and contact information of anyone who has their permission to remove their child(ren) from the center. These names will be recorded as emergency contacts on their child(ren)'s personal file(s). Please advise your authorized pick-up's to have their government issued photo identification with them.

Prior written authorization/notification to the Front Desk or Program Supervisor is essential if someone who is not on your regular authorized pick-ups list will be removing your child from the center. Without this authorization the child(ren) will not be released into their custody

ALL persons picking up a child from our program may be asked to present government issued photo identification – including parents/guardians if they are not recognized by the staff. Please always enter the center prepared for this possibility.

PLEASE NOTE: If attempts to reach the parents and/or emergency people listed on the membership form fails within a reasonable time, Police and or Family and Children Services will be contacted. Continued failure to pick up your child during regular operating hours, could result in loss of space.

For the safety of our members, parents and guardians are not permitted to enter program space without express permission/accompaniment by a staff member.

### **Transportation**

At this time, the Boys and Girls Club of Niagara will not be offering transportation services for the Zone programs.

### **Emergency Evacuation**

In the event of a fire or other incident that requires evacuation of the building, the children will be removed according to our emergency procedures. They will be taken to a secure location until the situation is remedied and it is safe to return. All parents will be notified and asked to pick up their children as soon as possible. The children will be supervised at the evacuation location until all children are picked up.

### **Lockdown**

In the event of a perceived internal or external threat to the safety of our members, the Club will go into lockdown in accordance with our emergency procedures. It may not be possible to remove your child from the premises until the lockdown has concluded.

### **Visitors/Volunteers/Students/Special Performers in Programs**

All Visitors/Volunteers/Special performers will be signed in/out as per policy. The BGCN will not permit Visitors/Volunteers/Special performers who do not pass self-assessment to attend programs. If Visitors/Volunteers/Special performers begin to show symptoms of COVID-19 while in program they will need to go home.

All Visitors/Volunteers/Special performers will be supervised by club personal at all times while in program spaces and will not be left alone with participants.

Ministry staff and other public officials (e.g. Fire marshal, public health inspectors, Ministry of Education advisors) are permitted to enter and inspect a Club facility or program location at any reasonable time.

The provision of in-person special needs services in program settings will continue where appropriate. Maximum capacity rules do not apply to Special Needs Resource staff, however they must still complete all necessary screenings prior to building entry.

## **5.0 Privacy Policy**

**Purpose:**

The purpose of this policy statement is to outline the framework within which the Club can provide services to our members, staff and volunteers, paying particular attention to their right to privacy.

**Definition:**

Confidentiality is the safeguarding of information by the Club and by everyone involved in its operation. Confidentiality is a basic right of the individual, and an ethical obligation of the Club. When information is shared with other professional or persons within the Club, this obligation binds them equally.

**PRACTICES AND PROCEDURES IN REGARDS TO CONFIDENTIALITY**

The policy statement on confidentiality gives all people who come in contact with the Club the right to be respected by all persons associated with the organization. All information about an individual within the confines of our Club programs must be treated as confidential.

All staff and volunteers shall sign a declaration of confidentiality at the time of becoming involved with the Club ensuring that they have a clear understanding of the professional manner in which confidentiality is handled within the Boys and Girls Club of Niagara. It is expected that volunteers and staff outside the Boys and Girls Club of Niagara keep agency issues and internal conflicts confidential.

Meetings and conversations concerning any person involved in the Club shall be held in an office, not in program rooms or hallways. During the Pandemic period, meetings will be scheduled via phone or video conferencing where possible.

All files and records are the property of the Boys and Girls Club of Niagara and must be maintained in a secure place at all times: children's files are locked in the Supervisor's office.

All open files regarding members assigned to a staff remain in that person's possession in a secure place at all times. The file on any member is primarily the responsibility of the staff person assigned. However, because teamwork often improves the quality of our work, it will at times be appropriate that designated volunteers have access to the files and information.

When requesting reports or information from other agencies, they should be aware of the use to which the information will be put. If the information is to be used for any other purpose, the consent of those parties is required again.

Information concerning members may only be given to other community agencies and professionals with written consent or a signed Form 14. Information concerning volunteers or staff will be given only if a reference check is being made by another source of information.

There shall be, at all times, a special respect in regard to the sensitivity of information and materials when dealing with members who are relatives or friends of employees, Board Members or volunteers associated with the Boys and Girls Club of Niagara.

Release of liability on the membership application must be received before a picture is taken for publication or advertisement.

The Executive Director or his/her designate shall be the spokesperson on behalf of the Club in any matter regarding the Club, members, staff or volunteers.

Employee's and Board Member's phone numbers will not be released outside this agency, without their authorization. A phone message should be taken and passed along, if someone should call requesting a home phone number. The same consideration should be taken about cell phones.

Families are welcome to speak with coordinators and Managers, but are required to set up a meeting in advance. Concerns cannot be discussed in the rooms with the staff while they are attending to the children.

## 6.0 Behaviour Management Policy

In accordance with the Child Care Early Years Act all staff, students and volunteers must read and sign the Behaviour Management Policy when they begin their employment/placement and annually thereafter.

### Child Guidance Techniques

- Children will be guided in a positive manner that is appropriate to their age and developmental level;
- Guidance will assist the children to learn self-discipline and appropriate behaviours;
- Limits or rules of any activity or play area will be clearly outlined to all children. They will be repeated if necessary;
- Regular staff intervention will be in the form of praise, encouraging comments and reminders to children of acceptable behaviour. Where possible, intervention will permit logical consequences;
- All staff will use soft, supportive voices, model acceptable behaviour and will not discuss children's behaviours in front of them;
- All staff will have visual contact of all children at all times and be within proximity to intervene for safety purposes;
- Children in attendance will be supervised by an adult at all times. Student and Volunteer participants in the program are never allowed to be alone with a child or group of children;
- Snacks and meals – Children will be encouraged to feed themselves and to at least taste all foods. Force feeding or the withholding of any food or drink is not allowed;
- Hands must be washed after going to the washroom and before handling food;

## 7.0 Incident and Occurrence Reporting

### Reason for Policy

Maintaining and sharing accurate records can result in improved safety and security for all children and youth.

### Definitions

Incident/Occurrence: an issue or event in which warrants specific documentation as a means of preserving information that may be needed at a later date.

### Occurrence Protocols:

### Responsibilities and Procedures

1. Responsibility of the Employee:
  - a. Report and document all occurrences as soon as practically possible using site specific forms;
  - b. Ensure occurrence reports are kept confidential within the limits of the Club's confidentiality policy.



2. Responsibility of the Program Manager/Centre Supervisor:

- a. Ensure employees are trained in occurrence reporting and procedures;
- b. Ensure utilized logs, checklists and occurrence reports are available to all employees;
- c. Ensure received occurrence reports are reviewed for completeness and follow up is conducted as required as soon as practically possible.
- d. Ensure all received occurrence reports are forwarded to the appropriate Director overseeing that area of concern within 24 hours of receipt. A second copy is to be forwarded to the Operations Director (Risk Manager) as soon as practically possible. The appropriate Director can be determined by consulting the following chart:

Director	Area of Concern
Operations Director	Issues related to facility operations and club assets
Programs Director	Issues related to programming and youth
Development Director	Issues related to funding, communications and branding
Human Resource Director (Executive Director)	Issues relating to the media, employment and employees

- e. Report “health and safety” occurrences to the on-site certified members,
- f. Report “staff injuries” to the Executive Assistant (WSIB) immediately;
- g. Report “property damage or visitor injury” to the Operations Director;
- h. Ensure occurrence reports are filed confidentially as appropriate;

3. Responsibility of the Director:

- a. Ensure direct reports (Program Managers/Centre Supervisors) are trained in occurrence reporting and procedures;
- b. Assist direct reports during occurrences through support and by ensuring that the occurrence policy is followed;
- c. Review occurrence reports upon receipt and follow up if applicable;
- d. Monitor received occurrence reports for patterns and trends;
- e. Report necessary occurrences to the Executive Director as soon as possible;
- f. In consultation with the Executive Director, complete Ministry on-line reporting if required;
- g. Confidentially file occurrence reports in master electronic file.
- h. Consult with other Directors when receiving an occurrence reports outside their area of concern and ensure that the appropriate Director is given a copy of the occurrence report as soon as practicably possible.

4. Record Keeping

- a. All Managers will ensure occurrence reports are filed in secure and locked locations at Club centres for a period of no less than four years;
- b. All Directors will ensure that all forwarded occurrence reports are filed in a secure and locked location for a period of no less than seven years;
- a. The Operations Director (Risk Manager) will be responsible to:
  - Catalogue and keep a summary log of all received occurrences;
  - Ensure that an updated summary is made available to Directors at regular intervals

**8.0 Health and Wellness**

**8.1 Illness**

In order to safeguard the health of all staff/children at the Boys and Girls Club, we require that staff/children who are ill to stay home. If staff sees that a child shows any symptoms as outlined below, the parents/guardians will be notified and asked to pick up the child immediately.



If you are experiencing any of the following **new or worsening** symptoms you must stay home.

Fever and/or chills (temperature of 37.8 degrees C or greater)
New or Worsening Cough or barking cough (croup) (more than usual if chronic cough)
Shortness of Breath – Out of Breath, unable to breathe deeply (not related to asthma/known conditions)
Decrease or loss of smell or taste

***If yes and if you are fully vaccinated or aged 11 or younger you must stay home for 5 days and until your symptoms have been improving for at least 24 hours returning no earlier than 6 days. The 5 days start from the first day after symptoms began. If you are partially vaccinated, unvaccinated, or immunocompromised: stay home for 10 days. The 10 days start from the day after your symptoms began.***

If you are experiencing any of the following **new or worsening** symptoms you must stay home.

Runny Nose/Nasal Congestion-Not related to allergies, being outside or other chronic conditions
Headache- Unusual, long-lasting, not related to tension-type headaches, chronic migraines or other chronic conditions. If you received a COVID-19 and/or flu vaccination in the last 48 hours and is experiencing a mild headache that only began after vaccination, select “No”
Extreme Fatigue
Sore Throat-Not related to allergies, being outside or other chronic conditions
Muscle Aches/Joint Pain (ADULTS ONLY) Unexplained, unusual, or long-lasting (not related to sudden injury, fibromyalgia, or other known causes or conditions)
Gastrointestinal Symptoms (Nausea, vomiting or Diarrhea)-Not related to known causes such as irritable bowel syndrome, anxiety, menstrual cramps., or other known causes or conditions you already have

If only one of these symptoms you must go/stay home. You can return to if it has been at least 24 hours since your symptoms started improving (48 hours for nausea, vomiting, and/or diarrhea) and as long as you do not develop any additional symptoms. ***If you have two or more*** of the following new or worsening symptoms- *If fully vaccinated or age 11 or younger you must stay home for 5 days returning on the 6<sup>th</sup> day to the program centre at the earliest if your symptoms have been improving for at least 24 hours. The 5 days start from the first day after symptoms began. If you are partially vaccinated, unvaccinated, or immunocompromised: stay home for 10 days. The 10 days start from the day after your symptoms began.*

**If testing is available, you should get tested by taking either:1 PCR test or 1 rapid antigen test, waiting 24 to 48 hours, and then taking 1 more rapid antigen test. If you had a negative result for the PCR test or for both rapid antigen tests, you can return to school/child care if it has been at least 24 hours since your symptoms started improving (or 48 hours if you had nausea, vomiting, and/or diarrhea).**

**Masking Requirements:**

1. If returning back to the program on day 6 post-infection: You must continue to mask until day 11.
2. If returning back from International travel: You must wear a mask for 14 days after travel.
3. If you are a close contact of a confirmed case of COVID-19 (household or non-household), you must wear a mask for the self monitoring period of 10 days post exposure.

**See section- Face Coverings for more detail.**



## 8.2 COVID-19

COVID-19 is a disease caused by a novel coronavirus that can result in acute respiratory illness. In general, these viruses are spread when a person who is ill coughs or sneezes. It may also be possible for a person to contract COVID-19 by touching contaminated surfaces and then touching their own mouth, nose, or possibly their eyes. The majority of people with COVID-19 develop a mild illness, which may include but is not limited to fever, cough, aches of pain, running nose, shortness of breath, loss of smell or taste, sore throat, and/or headaches. Participants may have milder or asymptomatic infections of COVID-19. ([www.Toronto.ca/COVID-19](http://www.Toronto.ca/COVID-19)) The BGCN strongly encourage all eligible staff and participants to receive COVID-19 vaccination as soon as possible, and at the earliest opportunity.

## 8.3 Symptoms and Exclusion

**Symptoms and exclusion indicators and direction can be found on COVID-19 school and child care screening tool, or a screening tool designated by the local public health unit. Appendix A outlines what to do if you have tested positive for COVID 19 or if you are a close contact of someone who has tested positive for COVID-19**

### Actions to protect your Health

- Wash your hands often with soap and water or alcohol-based hand sanitizer;
- Sneezing and cough a tissue where possible, into your sleeve as a last resort to assist in prevention of transmission;
- Avoid touching your eyes, nose or mouth;
- Avoid contact with people who are sick;
- Stay home if you are sick;
- Remind parents that they should be monitoring their children's health and keeping children who are unwell at home;
- A reminder that under [current federal travel requirements](#), upon return from international travel, individuals must, wear a mask at all times when in public spaces (including schools and child care), maintain a list of all close contacts for your first 14 days in Canada, and monitor yourself for signs and symptoms of COVID-19.
- Face shields and surgical face masks will be provided for all staff should they choose to wear.

### End of Program Procedures:

- When early dismissal is required, parent/guardians must call the program to report changes.

### \*Thermometers

Each centre program will be outfitted with infrared non-contact thermometers. 1 for Mid-day checks for full day programs and 1 for isolation rooms. Thermometers must be disinfected after each use. Proper cleaning and disinfecting standards must be followed.

## 8.4 Management of Possible COVID-19 Case

The BGCN will not permit participants, staff, volunteers or students who are ill to attend programs. If participants begin to show symptoms of COVID-19 while in program the parent/guardian will be contacted for immediate pick up. In the interim:

- Participants and/or staff who are showing symptoms of illness must be isolated in the supervisor's office as a designated isolation room/space away from all other staff and participants. Note: Siblings or participants from the same home of a participant showing symptoms will be isolated and sent home;



- Staff need to contact their immediate Supervisor as soon as a participant or staff have displayed any symptoms of the virus for evaluation against the screening tools;
  - Staff who are monitoring the participant/staff will try to remain physically distanced, while wearing proper PPE assigned (face shield and surgical face masks);
  - Staff must clean and disinfect isolation area then wash hands immediately after taking off gloves and leaving the isolation space;
  - The participant/staff temperature needs to be taken by a staff member and all symptoms and temperature readings must be documented on an occurrence form;
  - Staff need to contact the parent/ guardian/emergency contact of the participant and advise to pick up immediately (within 1 hour);
  - If a parent/guardian/emergency contact does not arrive in a timely fashion, staff must contact their immediate supervisor for further direction;
  - In the event of a staff illness, if well enough they can drive or walk home themselves or call a parent/friend;
  - In the event of serious illness and staff cannot get in touch with the parents/guardians (E.g. Participant is disoriented or slips into unconsciousness), call 911 and follow appropriate emergency procedures. Refer to the Emergency Response Plan Policy, and follow the appropriate reporting procedures;
  - Parents/Guardians are to be referred to updated screening guidelines by MOH and follow direction regarding monitoring of symptoms.
  - PCR tests or RATs (contingent on provincial testing supply), may be used when a child/student or staff member is exhibiting the following symptoms:
    - Fever and/or chills; OR
    - Cough; OR
    - Shortness of breath; OR
    - Decrease or loss of taste or smell; OR
- Two or more of:
- Runny nose/nasal congestion;
  - Headache;
  - Extreme fatigue;
  - Sore throat;
  - Muscle aches/joint pain;
  - Gastrointestinal symptoms (i.e. Nausea, vomiting or diarrhea).

Once the participant is picked up the staff will conduct environmental cleaning and disinfection of the spaces and items used by the participant. Items that cannot be cleaned and disinfected (e.g. paper, books, cardboard puzzles) should be removed from program and stored in a sealed container for a minimum of 7 days (MOH, *COVID-19 Guidance- Emergency Childcare Centre's*, June 1<sup>st</sup>, 2020).

### Management of Outbreaks

A COVID outbreak is considered to be if the centre experiences 30% of absenteeism. If the program experiences a sharp increase in the level of absenteeism (by approximately 30%), parents/staff will in this case receive a notification from the Child Care Director/designate, signed by the local medical officer of health, with information on public health measures for individuals to follow (e.g., monitoring of COVID-19 symptoms).



### 8.5 Returning to Program after an Illness that is COVID-19

“COVID-19: Interim Guidance for Schools and Child Care: Omicron Surge  
Version 1.0 – January 10, 2022”

Please see Appendix A for direction.

### 8.6 Face Coverings

All Staff are provided with proper PPE.

**Face covering requirements in regards to the updated guidance for close contacts in the community and in households:**

- Asymptomatic individuals who are close contacts of a case or a symptomatic individual in the community are no longer required to isolate but must self-monitor for 10 days following last exposure. **During the self-monitoring period, close contacts must wear a well-fitted mask in all public settings and avoid activities where they need to take off their mask.**

**For children under 2 a well-fitted mask is not required. However, parents must monitor for symptoms for 10 days following last exposure.**

- Asymptomatic household contacts of a case or a symptomatic individual are also not required to isolate if they are 17 or younger and fully vaccinated; 18 and older and have already received their COVID-19 booster; or tested positive for COVID-19 in the last 90 days and have completed their isolation period. Asymptomatic household contacts who are not required to isolate are also required to self-monitor for 10 days following the last exposure. **During the self-monitoring period, close contacts must wear a well-fitted mask in all public settings and avoid activities where they need to take off their mask.**

**Children under 5 who are asymptomatic household contacts are required to stay home for 5 days.**

Under current federal travel requirements, upon return from international travel, individuals must, **wear a mask at all times when in public spaces (including schools and child care), maintain a list of all close contacts for your first 14 days in Canada, and monitor yourself for signs and symptoms of COVID-19.**

### 8.7 Medication Policy

All participants are required to complete registration forms including a Special Requirements Form. Special Requirements Forms will alert staff to allergies and special requirements with respect to medicines in order to ensure appropriate care.

Medication may be administered to your child only when your child’s physician has prescribed it. Non-prescription drugs will not be administered. All over the counter medications such as Tylenol and cough syrups must have a prescription label. Parent/Guardians are asked to inform your child’s physician and complete a medication authorization form (available at the front office). The medication must be in its original container and the prescription label must be on the container. The label must have the prescribing doctor’s name, the date of issue, instructions for dosage and frequency. Only the Supervisor will be responsible for administering the medication, unless absent, where the centre designates will be responsible.



Medication will be stored in designated locked boxes. No medication should be left in the child's bags. All prescribed EpiPen's for Children with Anaphylaxis are required to be stored and remain at the Centre. Children who identify as Anaphylaxis require their EpiPen in order to ensure safety of the child. If the Centre does not have the Anaphylactic Plan and EpiPen in place the child will not be received into program.

### 8.8 Suspected Child Abuse

**CASES OF SUSPECTED CHILD ABUSE WILL BE DOCUMENTED AND REPORTED AS REQUIRED BY LAW. All records shall be kept in the strictest of confidence.**

## 9.0 Operations

### 9.1 Enhanced Cleaning Protocols

All employees will ensure they are doing their part in minimizing the spread of COVID-19. New enhanced cleaning protocols have been put in place to existing cleaning logs and will be implemented in an ongoing effort to keep employees, participant and essential visitors safe while in our facility.

In ensuring that all hard surfaces and toys are being disinfected regularly, it is crucial that at this time high touch areas such as door handles at all entrances and exiting doors of the building and program rooms are cleaned and disinfected at least twice per. The chart below reflects routine cleaning and disinfecting guidelines during periods of outbreak from the Niagara Region Child Care Manual. Regarding sensory there needs to be a strong emphasis on handwashing before and after play.

Toys						
Play areas	What to do	After each use	Daily	Weekly	Monthly	Notes
All toys	Clean and disinfect			✓		
Items made of absorbent materials (e.g., plush toys, dress-up clothes)	Launder			✓		
Water play toys / table	Clean and disinfect		✓			
Toy / storage areas	Clean and disinfect			✓		
Dry Sensory Play						
Play areas	What to do	After each use	Daily	Weekly	Monthly	Notes
Dry sensory play - food / other	Discard			✓		



Dry sensory play – sand	Discard			✓		
Dry sensory play – table	Clean			✓		
Natural items (e.g., rocks, wood, bird’s nest)	Discard			✓		
<b>Play areas</b>	<b>What to do</b>	<b>After each use</b>	<b>Daily</b>	<b>Weekly</b>	<b>Monthly</b>	<b>Notes</b>
Carpets / upholstered furniture	Vacuum (steam clean every six months)	⊘				removed until further direction
Floor	Sweep and mop		✓			
Washrooms						
<b>Play / sleep areas</b>	<b>What to do</b>	<b>After each use</b>	<b>Daily</b>	<b>Weekly</b>	<b>Monthly</b>	<b>Notes</b>
Cloth towels	Launder	✓				
Hand wash sink / toilets / floors	Clean and disinfect	✓				
Cloth towels	Launder	✓				

Supervisors have worked directly with their supporting management team to create, modify and implement additional cleaning protocols within all program spaces. Adjustments have been made on the “Daily Cleaning Logs” which will be name assigned as per policy and posted in program spaces.

### 9.2 Activities and Equipment Use

All toys and equipment used are to be made of material that is easily cleaned and disinfected (i.e. avoid plush toys, playdough, cloth furniture) or single use and disposed of at the end of the day (i.e. Craft supplies). Sensory or water tables will not be used at this time.

Singing activities will be limited indoors and ensure physical distancing for singing activities outdoors.

Aquatic activities must adhere to regulated requirements as well as to municipal guidance and restrictions at the time of the activity.

Activities that involve participants in preparing food will not be permitted.



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### 9.3 Nutrition

All participants are required to complete registration forms including a Special Requirement Form. Special Requirement Forms will alert staff to allergies and special requirements with respect to medicines in order to ensure appropriate care.

For children and youth participating in the Zone programs, a nutritious dinner will be provided. For children participating in the Satellite Zones Programs or Ontario After School Program, a snack(s) will be provided.

Children's allergies and special dietary needs will be posted in cooking and serving areas, as well as available in program group binders.

Weekly snack and lunch menus will be posted for the current and following week.

No food will be withheld from a child for any reason.

Children are encouraged to try the food, which has been prepared, but are not forced to eat.

Children in Zone programs will be asked to keep any personal food items in their school bags. The Boys and Girls Club of Niagara is a Peanut/Nut aware facility.

### 10.0 Parent Concerns

The Boys and Girls Club of Niagara is committed to:

- Addressing complaints in a timely, fair, respectful and accountable manner;
- Providing an opportunity to explain the problem, prompt action and ongoing follow up until the issue is resolved;
- Making the procedure to express concerns accessible and open.

Please email [concerns@bgcn.ca](mailto:concerns@bgcn.ca) if you have any questions, comments or concerns that cannot be addressed by the Program Supervisor.





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#### ACKNOWLEDGEMENT AND AGREEMENT OF ZONE PROGRAM RULES AND REGULATIONS

Your signature below indicates that you have fully read and understood the 2020-2021 COVID-19 Zone Program Parent Handbook and agree to all terms and conditions contained herein.

Parent/Guardian Name: \_\_\_\_\_

Participant Name: \_\_\_\_\_

I have provided the Boys and Girls Club with the most recent information with respect to my child, including emergency contacts and special requirements.

Initial: \_\_\_\_\_

I agree to keep my child home or make other arrangements if s/he is not well enough to fully participate in daily activities and am prepared to pick up my child within 45 minutes of Club contact if ill.

Initial: \_\_\_\_\_

I have read the Parent Handbook and understand the policies and procedures as it pertains to my child's care at the Boys and Girls Club.

Initial: \_\_\_\_\_

Parent Signature: \_\_\_\_\_

Date: \_\_\_\_\_

