



**WHAT OUR CLUB DOES**

- PHYSICAL FITNESS & SPORTS
- HEALTHY SNACKS & MEALS
- BREAKFAST PROGRAMS
- NUTRITION & FOOD EDUCATION
- GARDENING
- SUMMER CAMPS
- MUSIC DANCE THEATRE ARTS
- VIRTUAL PROGRAMMING
- AFTER SCHOOL PROGRAMS
- HOMework HELP
- STEM EDUCATION
- FINANCIAL EDUCATION
- DIGITAL LITERACY
- MENTORING YOUTH LEADERSHIP VOLUNTEERING SCHOLARSHIPS
- JOB READINESS
- TRANSPORTATION
- CHILD CARE PARENTING EDUCATION & SUPPORT
- MENTAL HEALTH & WELLNESS
- SUBSTANCE ABUSE & PREVENTION
- CRIME PREVENTION
- YOUTH SHELTERS & HOUSING

# 2023-2024 BGC Niagara Licensed Child Care and Non-Licensed Recreational and Holiday Camps Parent Handbook

August 2023

## Table Of Contents

<b>1.0 Welcome to BGC Niagara.....</b>	<b>3</b>
1.1 Meet the Team	
<b>2.0 Program Statement Philosophy.....</b>	<b>4</b>
2.1 Monitoring, Compliance and Contravention of Licensed Child Care Program Standards	
<b>3.0 Programs.....</b>	<b>7</b>
3.1 Licensed Care, Non-Licensed Holiday Camps, Non-Licensed Recreational School Age Programs	
3.2 Centre Addresses	
3.3 Daily Schedules	
3.4 Clothing and Belongings	
3.5 Registration	
3.6 Attendance Safety	
3.7 Transportation	
<b>4.0 Program Development and Professional Development Program Development.....</b>	<b>13</b>
4.1 Professional Development	
4.2 Supervision of Students and Volunteers	
4.3 Visitors/Volunteers/Special Performers in Programs	
<b>5.0 Incident and Occurrence Reporting.....</b>	<b>15</b>
<b>6.0 Health and Wellness Policies.....</b>	<b>17</b>
6.1 Illness	
6.2 Sign in and Screening Protocols	
6.3 Symptoms and Exclusion	
6.4 Management of Possible COVID-19 case	
6.5 Returning to Program after an illness that is COVID-19	
6.6 Face Coverings	
6.7 Medication Policy	
6.8 Nutrition	
6.9 Suspected Child Abuse	
<b>7.0 Operations.....</b>	<b>20</b>
7.1 Enhanced Cleaning	
7.2 Activities and Equipment Use	
7.3 Security Policy	
7.4 Emergency Response	
<b>8.0 Administration.....</b>	<b>21</b>
8.1 Compliant and Concerns Process	
8.2 Privacy Policy	
8.3 Practices and Procedures in Regards to Confidentiality	
8.4 Licensed Child Care COVID-19 Policy	
<b>Appendices.....</b>	<b>24</b>

## 1.0 Welcome to BGC Niagara!

### **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 and 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 and 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 center of everything we do. Through adventure, play and discovery, we encourage and empower them to develop health 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.

#### **Speak 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 BGC Niagara 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, Child and Youth Support, Recreation and Leisure 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, and High Five. Program Staff working in Toddler and Preschool programs are required to obtain QCCN Training when offered by Quality Childcare Niagara.

The BGC 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 4-12 in recreation and sports programs. HIGH FIVE Accreditation establishes benchmarks for excellence in children's recreation and sport programming, based upon child focused, research based quality framework.

## 2.0 Program Statement Philosophy

The BGC Niagara believes that learning and development happens within the context of relationships among children, families, educators and their environments. Belonging, Wellbeing, Engagement and Expression are the four foundations that ensure optimal learning and development. These foundations inform the goals for children and expectations for our programs. How Does Learning Happen? Ontario's Pedagogy for the Early Years, provides our programs with guidance and direction when implementing quality child care programs.

**Children:** We believe that children are competent, capable of complex thinking, curious and rich in potential. They grow up in families with diverse social, cultural and linguistic perspectives. We believe that every child should feel that he or she belongs, is a valuable contributor to his or her surroundings, and deserves the opportunity to succeed.

**Families:** We recognize that Parents/Guardians are the first and best teachers of their own children. We assist families in their roles through the provision of resources, training and support. We believe that families should feel that they belong, are valuable contributors to their child's learning and deserve to be engaged in a meaningful way.

**Community:** We have relationships with many community service organizations and agencies to support and enhance our services. In addition, staff representatives sit on many advisory committees and organizations that support early childhood development. Opportunities to engage with people, places, and the natural world in the local environment help children, families, educators, and communities build connections, learn and discover, and make contributions to the world around them.

**Educators:** The best educators, first and foremost, use a warm, responsive, and inclusive approach, building positive relationships with children, families, colleagues and communities. Educators participate as co-learners with families and children. Knowledgeable educators are involved in play with children to support development, challenge thinking and extend learning. They engage in reciprocal relationships with families and caregivers, learning about, with, and from them. Educators share their professional knowledge and experience and also seek out the knowledge and perspectives of families.

**Please find below The BGC Niagara's Program Statement. This Program Statement is a working document that is specific to each program and is reviewed as well as revised annually.**

## Program Statement

Goals		Approaches
Promote the health, safety, nutrition, and well-being of the children.	A	<ul style="list-style-type: none"> <li>• Provide at least two options at each snack and meal time to always give opportunity for choices.</li> <li>• Promote nutrition in children through allowing children to make choices in our daily snacks and meals.</li> <li>• Attendance and Health Checks completed daily</li> </ul>
Support positive and responsive interactions among the children, parents, child care providers and staff.	B	<ul style="list-style-type: none"> <li>• Greet everyone as they enter your program to promote inclusion and a sense of belonging.</li> <li>• Communicate with the Parent/Guardian about the participants day</li> <li>• Promote positive interactions and a healthy parent-staff relationship.</li> </ul>
Encourage the children to interact and communicate in a positive way and support their ability to self-regulate.	C	<ul style="list-style-type: none"> <li>• Give children the proper language and vocabulary to positively interact with one another. Reminding of manners, giving compliments and saying thank you.</li> <li>• Positive communication among child-child and child-staff interactions.</li> </ul>
Foster the children's exploration, play, and inquiry.	D	<ul style="list-style-type: none"> <li>• Use inquiry-based program planning</li> <li>• Record the children's interests on program plans to foster and enhance play and exploration.</li> </ul>
Provide child-initiated and adult-supported experiences.	E	<ul style="list-style-type: none"> <li>• Encourage participants to choose which planned activity interest them.</li> <li>• Encourage imagination/interests as well as providing other ideas to enhance their imagination and game play.</li> <li>• Rotational routine that allows them free choice throughout the planned programming activities.</li> </ul>
Plan for and create positive learning environments and experiences in which each child's learning and development will be supported and which is inclusive of all children with individualized plans.	F	<ul style="list-style-type: none"> <li>• Participants explore and move freely throughout the environment with materials that are set out to extend children's learning and development in meaningful ways.</li> <li>• Creating activities and experiences for children to investigate, imagine, problem solve.</li> <li>• Group discussions to observe and investigate the participant's interest and experiences.</li> </ul>
Incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day, and give consideration to the individual needs of the children receiving care.	G	<ul style="list-style-type: none"> <li>• Provide alternate activities to foster children's Gross Motor Development outdoors such as soccer, scoops etc.</li> <li>• Provide variety of activities in the gymnasium such as relays, parachute play and non-contact games.</li> <li>• Provide alternate activities when weather conditions affect playing outdoors.</li> </ul>

Foster the engagement of and ongoing communication with parents about the program and their children.	H	<ul style="list-style-type: none"> <li>• Offer open communication with staff to create a tension-free environment.</li> <li>• Ensures Guardians feel able to voice their opinions, concerns and advice freely.</li> <li>• Strive to verbally communicate with each individual Guardian daily giving them an update on the participant's day.</li> </ul>
Involve local community partners and allow those partners to support the children, their families, and the staff.	I	<ul style="list-style-type: none"> <li>• Partner with a resource consultant who will come into the program to support the children, their families, and staff.</li> <li>• Strive to involve community partners in programming to <i>support all members of our centre</i>.</li> <li>• Yearly memberships to the Early Childhood Community Development Centre is provided</li> <li>• Encourage employees to attend developmental workshops</li> </ul>
Support staff, home childcare providers, or others who interact with the children at a childcare centre in relation to continuous professional learning.	J	<ul style="list-style-type: none"> <li>• Yearly memberships to the Early Childhood Community Development Centre</li> <li>• Developmental workshops</li> <li>• Employees are encouraged to utilize the ECCDC lending library to enhance the learning opportunities for the children.</li> </ul>
Document and review the impact of the strategies set out in clauses (a) to (j) on the children and their families.	K	<ul style="list-style-type: none"> <li>• Supervisor will observe program and document observations daily</li> <li>• Review the components of the program statement every 6 months at program staff meeting</li> <li>• Document all discussions of new ways to foster children's well-being, expression, engagement, and sense of belonging.</li> </ul>

## 2.1 Monitoring, Compliance and Contravention of Licensed Child Care Program Standards

The BGC Niagara Childcare promotes positive behavior management strategies. Through the Child Care and Early Years Act, specific practices for behavior management are prohibited. These practices include:

- a) Corporal punishment (which may include but is not limited to, hitting, spanking, slapping, pinching);
- b) Physical restraint of children, including but not limited to confining to high chair, car seat etc. for discipline or in lieu of supervision unless for the purposes described in the regulation (to prevent self-harm, harm to others and only until risk of harm/injury is no longer imminent);
- c) Locking the exits of the child care centre for the purpose of confining the child, or confining the area or room without adult supervision, unless such confinement occurs during an emergency;
- d) Use of harsh, degrading, measures or threats or derogatory language directed at or used in the presence of a child that would humiliate, scare or frighten the child or undermine their self-respect, dignity or self-worth;
- e) Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- f) Inflicting any bodily harm on children including making children eat or drink against their will.

The BGC Niagara Childcare refrains from using these practices.

Some strategies to promote positive behavior include:

- a) Participants will be guided in a positive manner that is appropriate for their age;
- b) Encourage positive behaviors through praise and encouraging comments, remind participants of acceptable behaviors regularly;
- c) Use soft supportive voices and model appropriate behavior and problem solving;
- d) Not discuss participants behavior with others in front of them; and
- e) Seek assistance if beginning to feel frustrated or losing patience.

The BGC Niagara Childcare will document and review the impact of our program statement strategies on a regular basis regarding children and their families to ensure our program is at its fullest potential. If you have any questions or concerns regarding our Program Statement please contact the Childcare Manager.

### 3.0 Programs

#### 3.1 Licensed Child Care, Non-Licensed Holiday Camps, Non-Licensed Recreational School Age Programs

The BGC Niagara will provide and allow for a balance of activities supporting “How does Learning Happen”. Our caregivers plan and facilitate meaningful learning experiences based on sound knowledge of children’s development and on daily observations of the child’s interests, needs and abilities. All programming strives for positive developmental growth in a variety of areas while promoting physical distancing where possible. The BGC Niagara offers a wide variety of child care programs located throughout the Niagara region. The BGCN has toddler, preschool, kinder and school age programs licensed through the Ministry of Education, as well as Non-Licensed Holiday Camps and Recreational School Age Programs.

Holiday Camp Programs are provided for Kinder and School Age children when regular school is not in session. Holiday Camps include Winter Camp (January and December), March Break Camp, Summer Camp and PD/ER Days. Where time and budget permit, off site and recreational activities may be planned as approved by the Program Manager. Program staff are required to have with them a club issued cell phone, PPE (example: safety vest), first aid kit, attendance rosters and all participant contact information for offsite and recreational activities. In the event of an offsite emergency, Parents/Guardians will be notified by the program supervisor as per BGCN emergency procedures.

The program provides experiences that enrich and enhance each child’s development. Meal programs provide nutritious snacks, breakfasts, lunches, and dinners. Transportation is provided to and from specific schools in Niagara Falls, Fort Erie, and St. Catharine’s Centers. Families have the options of enrolling in 3-day, 4-day and 5-day programs weekly.

#### **Toddler Programs (18mths- 2.5 years) and Preschool Programs (2.5 years – 4 years)**

Offered year round; Full Day 6:00am-6:00pm

The early years of a child’s life are crucial for cognitive, social and emotional development. Curriculum is designed to promote literacy and early reading and writing, art and music, numeracy, language and imagination, and social interaction.

A daily schedule is established to provide a framework for planning play based learning activities that enrich and enhance each child’s development. Upon registration the Manager will ensure children are divided into groups following the Ministry of Education Requirements. Toddler ratios are one program staff to 5 participants. Preschool ratios are one program staff to 8 participants. Children in the Toddler Program 2.5yrs of age must register for the Preschool Program once spaces are available. Please meet with the Manager to arrange this process.

## **Before School Programs/Breakfast Programs and After School Programs/ Evening Care Programs (4yrs to 12 yrs.)**

Offered; September to June 7:00 am to 9:00 am (Centre's open at 6am) and 3:00 pm to 6:00 pm (Evening Care at McLeod Road location only from 6:00pm-8:15pm)

As an added support for families the Before-School/ Breakfast Program and After-School Program provides children with opportunities to interact with peers and positive role models, experience new opportunities, overcome barriers, build positive relationships and develop confidence and skills for life.

The curriculum, designed for children 6–12 years of age, promotes physical activity, health and wellness, educational development, arts and culture, leadership and character. Daily program plans are available to provide a template which can be reviewed and revised by program staff weekly and if appropriate approved by childcare supervisors. Special programs, clubs and events that take place throughout the year encourage the exploration of a variety of interests and disciplines. Snacks and transportation to and from specific schools are provided at all centers and satellites.

Upon registration the Manager will ensure children are divided into developmentally appropriate groups. Kinder Age (JK/SK) will be grouped at no more than 13 participants to a program worker. School age children will be grouped at no more than 15 participants to one program worker.

### **Kinder Camps**

Offered; PD Days, Winter Break, March Break, and Summer Camp 6:00 am-6:00pm. Participants must be currently enrolled or completed JK to enroll for camps.

The curriculum, designed for "Kinder Age" 4 - 5 years of age, is an extension of How Does Learning Happen? Programming based on the children's interests with opportunities to promote physical activity, health and wellness, educational development, arts and culture, leadership and character. A daily schedule is established to provide a framework for planning play based learning activities that enrich and enhance each child's development.

Upon registration the Manager will ensure children are divided into developmentally appropriate groups. Kinder Age (JK/SK) will be grouped at no more than 13 participants to a program worker.

### **School Age Camp**

Offered; PD Days, Winter Break, March Break and Summer Camp 6:00am-6:00pm. Participants must be currently enrolled or completed Grade 1 to enroll for School Age camps.

School Age programs provide children with opportunities to interact with peers and positive role models, experience new opportunities, overcome barriers, build positive relationships and develop confidence and skills for life.

The curriculum designed for children 6–12 years of age, promotes How Does Learning Happen? Programming based on the children's interests in physical activity, health and wellness, educational development, arts and culture, leadership and character. Daily program plans are available to provide a template which can be reviewed and revised by program staff weekly and approved by the Unit Manager. Upon registration the Manager will ensure children are divided into developmentally appropriate groups. School age children will be grouped a no more than 15 participants to one program worker.

### **Age Groups**

Toddlers, 18mths – 2.5 yrs.  
Preschoolers, 2.5 yrs. – 4 yrs.  
Kinder, 4- 6 yrs.  
School Age, 6-12 yrs.



### 3.2 Centre/Satellite Addresses

BGC Niagara Child Care Centre  
8800 McLeod Road, Niagara Falls  
(905) 357-2444

BGC Niagara- St Gabriel Lalemant Child Care Centre  
6121 Vine Street, Niagara Falls  
(905) 354-0333

BGC Niagara- St Catharines Child Care Centre  
2 Facer Street, St Catharines  
(905) 937-1072

BGC Niagara- Prince of Wales Child Care Centre  
95 Facer Street, St Catharines  
(905) 380-0721

BGC Niagara- Dalewood Child Care Centre  
61 Duncan Drive, St Catharines  
(905) 329-1491

BGC Niagara- Princess Elizabeth Child Care Centre  
330 Schofield Ave, Welland  
(905) 380-3973

BGC Niagara- St George Child Care Centre  
3800 Wellington Road, Crystal Beach (905) 246-7704

BGC Niagara- EJ Freeland Child Care Centre  
1555 Garrison Road, Fort Erie  
(905) 871-2592

Ontario Public School- Before and After School Program  
550 Allanburg Road, Thorold  
(289) 697-2476

Riverview Public School – Before and After School Program  
3300 Cattell Drive, Niagara Falls  
(905) 246-9304

### Hours of Operation

BGC Niagara Child Care Centre  
BGC Niagara St Catharines Child Care Centre  
BGC Niagara EJ Freeland Child Care Centre

Daycare: 6:00 am to 6:00 pm  
Before School: 6:00 am to 9:00 am  
After School: 3:00 pm to 6:00 pm  
Evening Care: 6:00 pm to 8:15 pm **(McLeod Road Only)**

### Hours of Operation for Satellite Programs

BGC Niagara- St Gabriel Lalemant Child Care Centre  
BGC Niagara- Prince of Wales Child Care Centre  
BGC Niagara- Dalewood Child Care Centre  
BGC Niagara- Princess Elizabeth Child Care Centre  
BGC Niagara- St. George Child Care Centre  
Riverview Public School- Breakfast and After School Program  
Ontario Public School- Breakfast and After School Program

Daycare: 7:00 am to 6:00 pm  
Before School: 7:00 am to 9:00 am or school start bell time.  
After School: School end bell time or 3:00 pm to 6:00 pm

### 3.3 Daily Schedules

A daily schedule is established to provide a framework for planning play based learning activities, that enrich and enhance each child's development.

The BGCN has set Child Care Ratios as follows:

- 1 Staff to 5 Toddler Children;
- 1 Staff to 8 Preschooler Children;
- 1 Staff to 13 Kindergarten Children;
- 1 Staff to 15 School Aged Children

### 3.4 Clothing and Belongings

At the BGC Niagara, children are to come prepared to go outside for fresh air and play every day. 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 BGC Niagara is not responsible for lost/stolen or damaged items.**

Participants should bring their own labelled 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).

### Administering of Over-The-Counter Products

Licensees/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 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.

### 3.5 Registration

As part of the BGC Niagara purchase of service agreement with the Niagara Region, we utilize the Niagara OneList in regards to available program spaces. Families may access this list via the Niagara Region website. Upon enrollment Parents/Guardians must provide completed registration forms, provide applicable immunization records (Daycare Only) and sign an Acknowledgement of Rules and Regulations. The Child Care and Early Years Act stipulates that prior to admission, each child not already enrolled in school must be immunized as recommended by the local officer of health, unless otherwise objected in writing on appropriate forms.

Families may enroll children in 3, 4 or 5-day programs (**a minimum of three days in at least one program** is required- Example: 3 days in before school, 2 days in after school) **Variable Schedules must be submitted 2 weeks in advance.**

The Board of Directors sets the program fees annually. Childcare fee subsidy may be available for qualified families through the Regional Municipality of Niagara. Parent/Guardian contributions for subsidized families are set by the Region. Parents/Guardians are responsible for applicable fees until subsidy forms are granted and confirmed by the Centre Supervisor/Manager. Program Fees are subject to change; and additional fees may apply.

In October 2022 the BGC Niagara signed an agreement with the Niagara Region and is participating in the Canada-Wide Early Learning and Child Care (CWELCC) System between the Province of Ontario and the Government of Canada to support the reduction of fees within Licensed Child Care centers.

Fee reduction through the CWELCC is for children under six years old (and any child who turns six years old between January 1 and June 30 in that calendar year), retroactive to April 1, 2022. New fees were set as of October 1st 2022 as shown below.

#### Age Groups and Daily Fees as of September 5<sup>th</sup> 2023

Toddlers, 18mths – 2.5 yrs. \$27.96 full day  
Preschoolers, 2.5 – 4 yrs. \$22.41 full day  
Kinder, 4-6 yrs. \$12.00 before and \$12.00 after  
Transportation Centres- School Age, 6-12 yrs. \$15.00 before or \$15.00 after  
Satellite Centres- School Age, 6-12 Years. \$13.50 before or \$13.50 after  
Evening Care, 4-6 yrs. \$17.53 (McLeod Road Only)  
PD Days/Camps - \$45/day

#### Payments

Licensed Care fees totaling two weeks of care are due upon registration. Fees are to be paid prior to the 1st and 16th of each month. It is the responsibility of the Client to retain receipts in the event of discrepancies of payments made and for Tax purposes. In the event Tax Receipts are needed to be reissued there is a \$20.00 charge.

Payments can be made during administration hours or online through your child's Active Net account which can be set up with administration. All families are required to complete a Financial Agreement and Acknowledgement of Rules and

Regulations and make payment for two weeks care at time of registration. Please contact the club to set up an account to make payments online or to make a payment over the phone. Failure to make full payment will result in the following;

- a) Upon failure to pay as per schedule, Parents/Guardians will receive an invoice and indication that if payment is not received by the end of the week continuation of care is not guaranteed;
- b) If payment is not received at the end of the week Parents/Guardians will receive notification that care may be discontinued in two weeks' time and that the arrears will be sent to a collection's agency;
- c) Payment plans for arrears may be considered by the corporate office only. Failure to honor payment plan commitments may result in termination of care and arrears will be forwarded to a collection agency.

A \$20.00 administration fee will be charged for each non-sufficient funds (NSF) cheque. Parents/Guardians who have given two NSF will be required to pay fees by cash, credit or debit at the start of the week – cheques will no longer be accepted.

**Vacation:** The BGC Niagara requires two weeks advance written notification if your child(ren) will be away on vacation. All children will be allotted 10 vacations day per calendar year from time of enrollment.

**Membership:** Participants in BGC Niagara Licensed Care and Recreational School Age programs will be required to register as members on an annual basis. The annual membership fee entitles children to attend open public swims and Club Kid's Zone programs for children 6-12 years of age.

**Non-Attendance:** Parents/Guardians will be charged for the days booked regardless of attendance. There are no credits given for days children are booked but do not attend. Including Statutory Holidays, Sick days, Suspensions, Inclement Weather days and Transportation Cancellation days.

#### **Safe Arrival/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 arrival 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. Upon arrival/departure, staff and participants will be signed in/out on the main attendance and group attendance. If participants transfer groups, arrival/departure times of their movement will be reflected on that group attendance as per safe arrival/release policies.

If early dismissal is required, please notify a staff member as soon as practically possible.

If you do not pick up your child(ren) by programs 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.

#### **Waitlist**

The BGC Niagara has a Purchase of Service Agreement with the Niagara Region and as such our waitlists are controlled by the Niagara OneHSN list. All Parents/Guardians seeking childcare for our various programs should refer to the Niagara Region website. If seeking assistance with your OneHSN account, please reach out directly to [support@onehsn.com](mailto:support@onehsn.com)

#### **Severe Weather Policy**

In cases of severe weather, programs may be cancelled or the facility closed all together. When there is a weather advisory for a snow storm all centres will not open until 7am as the BGC Niagara follows school protocols and those

announcements do not come until 6am. On those days please check your emails the night prior and after 6:30am you can review announcements by:

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

If participants are at the club 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. Regular child care fees will be charged on these days.

### Statutory Holidays

The childcare centers will be closed on public holidays (New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, Labour Day, Thanksgiving, Christmas Day, Boxing Day). Regular child care fees will be charged on these days: Note: The BGC Niagara may designate other days in place of the holidays when it falls on a weekend.

### 3.6 Attendance Safety

In order to ensure your child's safety, please notify the centre when your child will not be attending program. Attendance taking is conducted at time of arrival, at mid-day (for full day programs) and at departure each day of operation along with individual groups attendances set in place to ensure the safety of all children. A two (2) week written notice must be given to the Program Manager for any child being withdrawn from the program. **Variable Schedules must be submitted 2 weeks in advance.**

### Dismissal Policy

When undesirable behaviours have been occurring with a particular child, the following steps are taken;

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

We will contact our Resource Teacher 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 behaviour still continues the center has the authority to have a child dismissed from the center for the safety of that child, the other program participants, our staff and/or equipment.

### 3.7 Transportation

The BGC Niagara provides a limited transportation service to and from specific schools and off-site recreational activities. The list of schools to be serviced for each location is at the discretion of the BGC based on resources and travel time. The list of schools is subject to change. Registration for transportation services are located on the Membership Application and Registration Forms.

Parents/Caregivers of children that utilize BGC Niagara's transportation system need to adhere to the following procedures:

- Provide the BGC Niagara with your child's schedule for the school year.
- If your child is not going to be attending the BGC Niagara on a scheduled day, you **MUST CALL YOUR CHILD IN ABSENT** by 8 am for full day care; 8am for Before School Care and by 1pm for After School Care.

Specific Site Club phone number to call in Transportation absences are as listed below:

<b>BGC of Niagara Child Care Centre</b>	<b>(905) 357-2444 ext. 219</b>
<b>BGC of Niagara – St. Gabriel Lalemant Child Care Centre</b>	<b>(905) 354-0333</b>
<b>BGC of Niagara – St. Catharines Child Care Centre</b>	<b>(905) 937-1072</b>

2023-2024 BGC Niagara Licensed Child Care and  
Non-Licensed Recreational and Holiday Camps Parent Handbook  
August 2023

## **BGC of Niagara – EJ-Freeland Child Care Centre**

**(905)-871-2592 ext. 223**

The BGC and serviced schools have made special arrangements with school officials with respect to safe transition. For Kindergarten children, the Club will, upon arrival at schools, be responsible to “hand off” Kindergarten children to school staff and upon departure from schools, accept kindergarten children from school staff.

The BGC, schools and parents/caregivers understand that the transition for children, grades one to eight will be consistent with school practices used for regular bussing. As such, the BGC is responsible to provide supervision up until the time the child leaves the bus upon arrival at the school and upon the child boarding the bus upon departure from the school. The parents/caregivers are responsible to advise their children of which bus to board (daily if the schedule varies). Parents/caregivers are urged to have a “safety plan” in place in the event their child boards the wrong bus.

In the event, that a child is not at the school pick up, the BGC bus will continue on route as planned and will commence efforts to contact parents/caregivers. As always, Parents/caregivers are urged to respond to Club calls and voicemails immediately, especially at end of day bell times.

### **4.0 Program Development and Professional Development Program Development**

The Child Care programs and Summer Camps through the BGC Niagara will be re-evaluated regularly to reflect changes within the *Child Care and Early Years Act* and the *Niagara Region Public Health* direction. Parent/Guardian evaluations are distributed to families regularly via email to offer feedback on the program and services offered as an avenue to enhance programs and engage families. Programing is created through positive learning environments and experiences following “*How Does Learning Happen?*”. Our Program plans are created within the framework of “Quality Childcare Niagara” to ensure the highest quality of childcare is given. Program plans will reflect activities that include child-initiated and adult-supported experiences.

Regulations require daily indoor and outdoor play for every child, as well as rest and quiet time. Outdoor play will be implemented daily unless weather permits otherwise. To ensure the program is running smoothly, a daily schedule for each group of children is provided. This schedule may be modified each day to enhance children’s interests as they are recognized as curious and rich in potential.

Engaging and fostering ongoing communication with Parents/Guardians and caregivers will be implemented through daily verbal communication at time of arrival or departure, as well as individual meetings when needed.

#### **4.1 Professional Development**

The BGC Niagara supplies all staff working directly in Child Care memberships with the Early Child Care Development Centre (ECCDC) to promote and offer workshops, resources and support to enhance professional development as well as to strengthen programming. The Club directly provides supports through training sessions, workshops, daily coaching and training to enhance programming as well as professional development to Staff working within Child Care.

#### **4.2 Supervision of Students and Volunteers**

The BGC of Niagara will set parameters for the supervision of program volunteers which meet the guidelines of governing bodies.

### **Procedures**

#### **1. Assignment**

The Program Manager will be responsible to submit a request to the Childcare Director/designate for a placement of a program volunteer program.

2. Registration
  - a) Students on cooperative placements in childcare and residence programs will be registered as a Club Volunteer;
  - b) One on one workers for those with special needs assigned to a participant with varying abilities and paid by a third party will be registered as a Club Volunteer;
  - c) Youth who have completed the Clubs leadership program assigned in Kids Zone programs will be registered as a Club Volunteer.
  
3. Training Plan
  - a) The training plan must be completed prior to commencement of assignment and will include but may not be exclusive to:
    - Tour of facility and introduction to key staff;
    - Review and sign off of the Employee Handbook;
    - Review and sign off of the Club's Behavior Management Policy and Anaphylaxis/Medical Action Plans;
    - Review and sign off of applicable Club Program Handbooks;
    - Review and sign off of Emergency Response Training 1;
    - Submission of Police reference check with Vulnerable Sector Check (date within the last 6 months, if over 18 years of age);
    - Proof of Immunizations required by the Niagara Region Public health officers.
    - Proof of Standard First Aid CPR Level C with AED
  - b) The Program/Childcare Supervisor or Manager will ensure that the Volunteers and Placement Students:
    - Do not have direct unsupervised access to children/Participants;
    - Are not counted in the staffing ratios in child care within the club programs.

#### **4.3 Visitors/Volunteers/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 illness 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 childcare centre at any reasonable time.

The provision of in-person special needs services in child care 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 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.

**Serious Occurrence (CCEYA):** a serious occurrence as defined by the Child Care and Early Years Act, 2014: Ontario Regulation 137/15 is an event involving the death of a child, abuse/allegation of abuse or neglect, missing or temporarily unsupervised child(ren) or unplanned disruption of normal operations.

**Serious Occurrence (MOL):** a serious occurrence or an incident that requires an employer to “report an incident” as defined by the Ministry of Labour through the Occupational Health and Safety Act.

**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/ 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 Chief Operations Officer (Risk Manager) as soon as practically possible. The appropriate Director can be determined by consulting the following chart:

Director	Area of Concern
Chief Operations Officer	Issues related to facility operations and club assets
Childcare/Programs Director	Issues related to programming and youth
Community Engagement Manager	Issues related to funding, communications and branding
Human Resource Manager (Chief Executive Officer)	Issues relating to the media, employment and employees

- e. Report “serious occurrences” to the appropriate Director as soon as practicably possible;
- f. Report “health and safety” occurrences to the on-site certified members,
- g. Report “staff injuries” to the Human Resource Manager (WSIB) immediately;
- h. Report “property damage or visitor injury” to the Chief Operations Officer;
- i. Ensure occurrence reports are filed confidentially as appropriate;

3. Responsibility of the Director:

- a. Ensure direct reports (Program Managers/Supervisors) are trained in occurrence reporting and procedures;
- b. Assist direct reports during serious 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 serious occurrences to the Chief Executive Officer/designate as soon as possible;
- f. In consultation with the Chief Executive Officer/designate, 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. Serious Occurrence Reporting

- a. Serious occurrences involving licensed care programs have additional reporting requirements as per the Child Care and Early Years Act. In such a case as illustrated above, further actions beyond the internal occurrence report must



be taken as outlined in the Child Care and Early Years Act 2014 as per Serious Occurrence Reporting - Licensed Child Care (see policy 04-06-01).

- b. Serious occurrences as defined by the Ministry of Labour involving staff, members, volunteers or visitors at any club site have additional reporting requirements. In such a case illustrated above, further actions beyond the initial occurrence reporting must be taken as is illustrated in the Serious Occurrence Reporting – Ministry of Labour (see policy 04-25-01).

#### 5. 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;
- c. The Chief Operations Officer (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

As currently required, licensees are to report closures related to COVID-19 where they result in an “Unplanned Disruption of Service” to the normal operation of a child care centre or home child care agency in the Child Care Licensing System.

- For licensed child care centres, this represents any closure impacting the entire centre.

## 6.0 Health and Wellness Policies

### 6.1 Illness

In order to safeguard the health of all children at BGC Niagara, we require that children who are ill not be brought to the center. If staff sees that a child shows any symptoms as outlined below the parents will be notified and asked to pick up the child. An ill or contagious child will be isolated from the other children until the parent arrives. Children on antibiotics must be excluded from the BGC Niagara for at least the first 24 hours that they are on the antibiotics. A contagious child must remain home for the period as outlined by the Ministry of Health/local Public Health. At the Supervisor/Manager’s discretion, a doctor’s note may be requested to accompany a child returning to the center who appears to have a highly contagious condition.

The Ministry of Health has set out a list of isolation requirements for a variety of communicable illnesses. If your child is feeling sick or has any new or worsening symptoms of illness, including those not listed below, they should stay home until their symptoms are improving for at least 24 hours (or 48 hours for nausea, vomiting, and/or diarrhea) and they do not have a fever, and seek assessment from their health care provider if needed. The presence of symptoms, particularly respiratory symptoms, increases the risk of transmitting to others. If your child has ONE of the following symptoms, they must stay home and follow the **isolation guidance in the Ontario school and child care screening tool (link provided on the BGC Niagara website)**:

- Fever and/or chills (temperature of 37.8°C/100.0°F or greater)
- Cough or barking cough (croup)
- Shortness of breath
- Decrease or loss of taste or smell

If your child has TWO OR MORE of the following symptoms, they must stay home and follow the **isolation guidance in the Ontario school and child care screening tool**

- Sore throat or difficulty swallowing
- Runny or stuffy nose/congested nose
- Headache
- Extreme tiredness

- Muscle aches or joint pain
- Nausea, vomiting or diarrhea

If your child has ONE of the following symptoms they must stay home and follow the **guidance in the Ontario school and child care screening tool\***:

- Sore throat or difficulty swallowing
- Runny or stuffy nose/congested nose
- Headache
- Extreme tiredness
- Muscle aches or joint pain
- Nausea, vomiting or diarrhea

Please refer to **Self Isolation Guidance for School and Child Care Settings** for a list of symptoms of Novel Coronavirus (COVID-19).

### **Other Symptoms of Illness**

Your child will not be allowed to attend The BGC Niagara if he/she exhibits any of the symptoms listed below within a 24-hour period prior to the child's admittance back to childcare. A participant may return if it has been at least 24 hours since symptoms started improving (48 hours for nausea, vomiting, and/or diarrhea) and as long as there are no developing additional symptoms. If your child is unable to participate in the normal activities of the daily schedule, then your child must stay home. Parents/Guardians may require a doctor's note to reenter the program.

Symptoms for exclusion include (but are not limited to):

- Fever higher than 100°F or 37.8°C
- Diarrhea
- Vomiting during the past 24 hours
- Rash/Irritation (Must provide a doctor's note stating the rash is not contagious for child to return to care)
- Eye Discharge or "Pink-Eye"
- Lice or Nits
- Too tired or ill to participate in normal activities

Each illness will be recorded in daily supervisor logs and daily journals. Serious illnesses will be reported to the Regional Department of Health Services. BGC Niagara is required to report communicable diseases to the local health department.

### **Actions to protect your Health**

- Wash your hands often with soap and water or alcohol-based hand sanitizer;
- Sneezing and cough into 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 any current federal travel requirements are required to be followed upon return from international travel
- Face shields and surgical face masks will be provided for all staff should they choose to wear.

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

## Management of Outbreaks

Outbreaks will be determined within the childcare centre by Niagara Regional Public Health. Supervisors/Managers will keep log of similar symptomatic illnesses within a designated room (ex. Toddler) and consult with NRPH when 2-3 or more individuals with the same symptoms within a 48hour period are detected. BGC Niagara staff will follow all guidelines for detected outbreaks by Niagara Regional Public health.

## 6.6 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 with participant's name 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 Manager/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 or fanny pack work by staff member. 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, unless otherwise requested by parent to be handed off at drop off/pickup. Children who identify as Anaphylaxis or require life saving medication for emergency situations must have their EpiPen, puffer, etc on site for attendance in order to ensure safety of the child. If the Centre does not have the Medical Action Plan and/or Anaphylactic Plan and Epi Pen or life saving medication in place, the child will not be received into program.

## 6.8 Nutrition

### Licensed Childcare and Non-Licensed Recreational Breakfast/After School and Evening Programs

Meals and snacks will be provided only for toddler, preschool before/breakfast and after school/evening care programs by the club or designated catering company adhering to Canada's Food Guide. There should be no food provided by the family/outside of the regular meal provision of the program (except where required and special precautions for handling and serving food must be put in place).

Food temperatures and logs will continue to be maintained by the onsite supervisor/designate. Food sampling will be completed by the catering company prior to delivery. Food Premises Inspection will be completed weekly by assigned Manager/Supervisor or designate.

### Camp Programs/Bagged Lunches

Meals and snacks will not be provided by the BGC Niagara for Camp programs. Participants are required to adhere to the Clubs bagged lunch protocol with the understanding that the Club is a nut aware facility. **All lunches/snacks must be nut free.** The participants and staff must perform proper hand hygiene before and after eating. Ensure each participant has their own labelled water bottle kept with them during the day and is not shared.

## 6.9 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 and follow direction of BGC Niagara policies and procedures.**

## 7.0 Operations

### 7.1 Enhanced Cleaning Protocols

All employees will ensure they are doing their part in minimizing the spread of COVID-19. Enhanced cleaning protocols are implemented in an ongoing effort to keep employees, participants and essential visitors safe while in our facilities. In ensuring that all hard surfaces and toys are being disinfected regularly, it is crucial that 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 day.

Managers/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.

All toys and equipment used are to be made of material that is easily cleaned and disinfected or single use and disposed of at the end of the day (i.e. Craft supplies).

### 7.3 Security Policy

The BGC 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, emergency contacts and authorized pickups.

#### 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 centre. These names will be recorded as emergency contacts on their child(ren)'s personal file(s). Please advise your authorized pick-ups to have their **government issued photo identification** with them.

Prior written authorization/notification to the Manager/Supervisor or Reception is essential if someone who is not on your regular authorized pick up 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 licensed and non-licensed child care programs will be asked to present a government issues photo identification- including Parents/Guardians if they are not recognized by the attendance staff. **Please always arrive prepared.**

**PLEASE NOTE:** If attempts to reach the Parent/Guardians 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 the express permission/accompaniment by a staff member.

#### 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 Parent/Guardians 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.

## 7.4 Emergency Response

Copies of these plans have been provided and/or distributed to all staff members. Staff are trained in the Emergency Response Plan on an annual basis. The document is reviewed and updated by the Chief Operations Officer on an annual basis.

All units have been outfitted with a quick reference guide to allow for quick reaction to specific emergencies. This tool can be used as a refresher to the information that was just discussed at the time of an emergency. The tool has all emergencies covered throughout this emergency response guide as well as the full emergency response plan and building supervisor handbook.

In the event of an emergency as all staff are to address the emergency at hand with the safety of those involved as its primary focus. Following an emergency event, building supervisors (with the support of managers) will ensure those directly involved (including the Parent/Guardians of youth members involved) are notified and debriefed of the event that has taken place. This debrief will include but is not limited to;

- A summary of the events that took place;
- Particulars of how/when the location in questions will resume its normal operations;
- Information regarding crisis/distress supports that are available to those involved including how to access those supports. This will include but is not limited to directing involved parties to victim services through the Niagara Regional Police.

## 8.0 Administration

### 8.1 Complaint and Concerns Process

#### Reason for Policy

The BGC Niagara is committed to providing a process to accept and address complaints and concerns in a professional manner.

The BGC 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.

### Procedures for Employees/ Volunteers/Students

#### PROCEDURES

##### 1. Concern Reporting

- a. Concern reporting will involve reporting through already established means including but not limited to:
  - monthly health and safety inspection sheets;
  - pool inspection logs;
  - playground inspection checklists/logs;
  - preventative maintenance checklists/logs;
  - opening and closing checklists;
  - daily program logs;
  - supervisor logs;
  - in writing through the concerns e-mail ([concerns@bgcn.ca](mailto:concerns@bgcn.ca));

- in writing/verbally through the health and safety representative;
  - in writing/verbally through the direct supervisor.
- b. Supervisors/Managers/Directors/Health and Safety Representatives or anyone else in a leadership position will ensure that items brought forward by staff as concerns which are of a more serious nature (ones that require further documentation such as an occurrence report/serious occurrence report) are redirected to the proper reporting method;
- c. Concerns as expressed verbally or in writing are to be addressed appropriately by the person receiving the concern. Individuals whom are not confident in their ability to address the concern brought forward should seek the advice of their immediate supervisor;
- d. All records involving concerns brought forward should be kept for a period no less than four years;
- e. Records maintenance is the responsibility of the manager overseeing the program/program space it involves.

## Parent Concerns

### PROCEDURES:

1. Complaint Concern Email Account  
The Chief Executive Officer/Designate will:
  - Ensure that a separate email account is created to address complaints- concerns@bgcn.ca
  - Assign a designate to manage complaints and concerns;
  - Apprise the internal and external stakeholders of the process.
2. Filing a Complaint/Concern  
Individuals/Groups who wish to express a concern or issue a complaint may bring the concern or complaint to employees assigned as facility/program supervisors or reception;
  - All employees will make every effort to assist the individual/group, however in the event, the concern/complaint cannot be addressed to the Individual's/Group's satisfaction the Club employee can email the customer complaint to concerns@bgcn.ca; or:
  - Ask the Individual/Group if they would prefer to file the complaint themselves to the same email address posted on the Club website.
3. Addressing a Complaint/Concern  
Directors/Managers/Officers addressing complaints will:
  - Address the complaint/concern in writing within 48hours. Correspondence will indicate next steps if the issuer is unsatisfied with the response;
  - In the event the individual/group does not feel that their concern was resolved or if they do not feel comfortable discussing the issue with the Director/Manager assigned, the issue would then be forwarded to the Chief Executive Officer;
  - Where a complaint is related to the Chief Executive Officer, the complaint would be directed to the Board President, who will work to resolve the concern;
  - If the person who put forward a complaint still feels that their concern was not resolved, then the complaint can be taken to the BGC of Canada.
4. Documenting Complaints  
The Chief Executive Officer/designate will ensure that:
  - A summary of complaints is completed and reviewed monthly;
  - Documentation about concerns/complaints, including the summaries of concerns/complaints and emails, is kept in a confidential filing system with all other complaints and not with any other file related to the individual/group filing the complaint;
  - Documentation is kept for a minimum of 3 years from the date of the initial complaint.

## 8.2 Privacy Policy

### Purpose:

The purpose of this policy statement is to outline the framework within which the BGC Niagara 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 professionals or persons within the Club, this obligation binds them equally.

## 8.3 Practices and Procedures in regards to Confidentiality

The BGC Niagara is committed to providing programs and services paying particular attention to the privacy rights of directors, trustees, employees and volunteers.

Individuals who come in contact with the Club have the right to be respected by all persons associated directly or indirectly with the Club. All information about an individual within the confines of Club programs shall be treated in accordance with the Club Privacy Policy as amended.

## PROCEDURES

1. All board directors, trustees, employees, volunteers and specific service providers 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 Club;
2. It is expected that Club issues and internal conflicts are kept confidential by board directors, trustees, employees, specific service providers and volunteers;
3. Meetings and conversations that should be known as to be private in nature concerning any individuals involved or incidents in connection with the Club shall be held in an office, not in an activity room or hallway;
4. All files and records are the property of the Club and must be maintained in a secure place at all times specifically under lock and key;
5. Information concerning participants and/or their families may only be given to other community agencies or professionals with written consent as per the authorization on the back of the participant registration form, or where provided for by law;
6. Consent and release of liability must be received before a picture is taken for publication or advertisement. The participant registration form shall contain a consent and release of liability;
7. The Chief Executive Officer/designate shall be the spokesperson on behalf of the Club in any public matter;
8. Telephone numbers, addresses, email addresses of employees, board directors, trustees' volunteers, or participants will not be released outside the Club without their authorization in writing. A telephone message should be taken and passed along, if an individual call requesting the above contact information or personal information.

## BOYS AND GIRLS CLUB OF NIAGARA ZERO TOLERANCE POLICY

The Boys and Girls Club of Niagara will enforce a “Zero Tolerance” policy with respect to physical or verbal abuse, vandalism and illegal use or abuse of drugs and or alcohol.

### 1. Responsibilities - Club Personnel

- a. Club personnel receiving a report from a participant/visitor will verify that the participant/visitor actually witnessed the infraction;
- b. Club personnel witnessing an infraction of the zero tolerance policy or you have received a verified report from a participant/visitor of an infraction of the zero tolerance policy will notify the Unit Manager/Supervisor immediately;
- c. The Unit Manager/Supervisor with a second witness, where possible, will;
  - Ask the individual for their name, if it is safe to do so;
  - Inform the individual that they were seen by Club personnel acting in a manner contrary to the Club’s “Zero Tolerance” policy;
  - Notify the individual that they are suspended from the premises, effective immediately and until further notice;
  - Inform the individual that they may contact the Executive Director regarding the matter and appeal at a later date;
  - Tell the individual that they must leave the facility or the police will be contacted to remove them from the facility ;
  - Contact the police, if the individual does not leave the facility immediately using 911 (if there is a threat of violence or property damage) ;
  - Make a police report, by contacting 905-688-4111;
  - Document the incident in an Occurrence Report;
  - Ensure that the individual has adequate means of transportation upon leaving the premises. Adequate means that arrangements are the same as the individual’s “usual method of transportation”;
  - Contact the individual’s parent/guardian (if under 16) if it is deemed the suspension need be for 24 hours only;
  - Contact the Executive Director, if it is deemed the suspension needs to be longer than 24 hours;
  - Ensure suspensions will commence immediately after the infraction and continues at 7 a.m. the following day.
- d. The Executive Director will, where suspensions are for longer than 24 hours but less then 8 days, send the individual/individual’s guardian/parent a letter outlining the offence, length of the suspension and appeal process;
- e. The Executive Director, with the President of the Board will, where suspensions are for longer than 7 days, send the individual/individual’s guardian/parent a letter outlining the offence, length of the suspension and appeal process;
- f. The Executive Director, will enforce an automatic seven day suspension for any infractions involving weapons. Weapon will refer to anything intended to be used or used for causing death or injury or for purposes of threatening or intimidation.

### 2. Appeals

- a. The appeal process will consist of the application in writing by the individual/individual’s parent/guardian to the Board of Directors within 30 days of the incident;
- b. The decision of the Board of Directors is final.

### 3. Communication

The Zero Tolerance policy will be included in the Club program guide twice each year and in registration packages.



## Suggestions for Bagged Lunches

### Main Course Fruits and Veggies

Sandwich  
Meat Rolls  
Tuna Salad & Crackers  
Tortilla Roll Ups  
Pizza Bun  
Salad  
Oranges  
Apples  
Pineapple  
Watermelon  
Bananas  
Carrots  
Cucumbers  
Broccoli  
Celery  
Peppers  
Cauliflower  
Pears  
Strawberries  
Grapes

### A Snack A Drink A Treat

Cheese  
Pretzels  
Boiled Egg  
Rice Cake  
Water  
Fruit Snacks  
Juice  
Brownie  
Milk  
Bear Paws  
Pickles  
Yogurt

### Tips for Success

- ✓ High protein foods will help kids stay fuller longer
- ✓ Choose one item from at least 3 categories
- ✓ Make Substitutions and Additions as desired
- ✓ Follow Canada's Food Guide when meal planning!



**FINANCIAL AGREEMENT AND ACKNOWLEDGEMENT OF RULES AND REGULATIONS**

After reading the 2023-2024 Licensed Child Care and Non-Licensed Recreational and Holiday Camps Camp Parent Handbook, please sign below. Your signature below indicates that you have fully read and understood the 2023-2024 Licensed Child Care and Non-Licensed Recreational and Holiday Camps Parent Handbook and agree to all terms and conditions contained herein.

Child(ren):

**Initial:**

I have provided the BGC Niagara with the most recent information with respect to my child including emergency contacts and special requirements.

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 if ill within 45 minutes of Club contact.

I will call the BGC Niagara Unit if my child will be absent for any reason understanding that I will be charged the daily fee.

I acknowledge Club hours of Operation and will adhere to practices in place and fees attached in the event of late picks ups after programs end.

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

I have read, understand and authorize the administration of over-the-counter products I may send with my child, if my child is unable to self administer.

**Signature:** \_\_\_\_\_

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