Licensed Childcare and Non-Licensed Recreational Programs, Camps and PD Day Parent Handbook

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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 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 health 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 Educators, Child and Youth Care, Recreation and Leisure, Bachelor od Education and/or equivalent in similar field 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 stive 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 GIVE Accreditation establishes benchmarks for excellence in children's recreation and sport programming, based on 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 childcare 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 they belong, is a valuable contributor to their 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 experiences and 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

BGC Niagara Licensed Childcare Program Statement

Guiding Principles for Licensed Childcare Programs

a. Promote the health, safety, nutrition, and well-being of the children.	• Provide nutritious meals and snacks in accordance with Canada's Food Guide, with at least two options at each snack and meal time. • Be sensitive to and accommodating for children's food restrictions and allergies. • Support mental health wellness through encouraging self-regulation, resiliency and a rich emotional vocabulary. • Provide daily opportunities for sleep, rest, or engagement in quiet activities depending on each child's needs.
b. Support positive interactions among the children, parents, child care providers and staff.	• Welcome and greet children and families at arrival and departure to promote inclusion. • Honor children's ideas and contributions by responding respectfully and authentically. • Actively listen to children and give them the time and space to express themselves. • Establish professional and positive relationships among colleagues and families.
c. Encourage the children to interact and communicate in a positive way and support their ability to self-regulate.	• Model resiliency and problem-solving skills with children. • Nurture children's social skills by supporting authentic problem-solving and conflict resolution. • Guide children to express empathy and understand the impact of their actions on others.
d. Foster the children's exploration, play, and inquiry.	• Use inquiry-based program planning. • Respect and support the children's curiosity and wonder. • Create engaging, uncluttered environments. • Document and review learning experiences with the children.
e. Provide child-initiated and adult-supported experiences.	• Encourage imagination and offer choice in planned activities. • Expand learning through teachable moments during indoor and outdoor play. • Make transitions safe, positive learning experiences.
f. Plan for and create positive learning environments.	• Provide provocations and invitations that meet all children's developmental needs. • Allow children to move freely and explore materials meaningfully. • Incorporate 'How Does Learning Happen? Ontario's Pedagogy for Early Years.'
g. Incorporate indoor and outdoor play, as well as active play, rest and quiet time.	• Encourage outdoor exploration with meaningful provocations. • Offer alternate activities during inclement weather.
h. Foster the engagement of and ongoing communication with parents.	• Offer open, respectful communication with families. • Encourage families to share their perspectives. • Communicate updates through newsletters and daily interactions.
i. Involve local community partners and encourage their support.	• Partner with consultants to support children, families, and staff. • Involve community partners in programming. • Mentor peer staff and placement students.
j. Support staff and providers in continuous professional learning.	• Provide yearly ECCDC memberships. • Encourage participation in professional workshops. • Utilize the ECCDC lending library for resources.
k. Document and review program impact.	• Supervisors observe and document daily. • Hold meetings and workshops to discuss program goals. • Conduct annual parent surveys for feedback.

Updated October 2025

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

Recognizing the uniqueness of every child, BGC Niagara in conjunction with the family will work to ensure that placement in a group setting is the best choice for your child. In concurrence with our Program Statement, the BGC promotes positive behaviour management strategies, encouraging children to develop a healthy sense of their own rights while still respecting the rights of their peers and those adults who care for them. When guidance or intervention is needed it will;

- Be related to the circumstance of the incident
- Be appropriate to the age and developmental level of the child
- Be used in a positive and consistent manner
- Be designed to assist the child to develop strategies towards appropriate behaviour

Through the Child Care and Early Years Act, specific practices for behaviour 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 highchair, car seat etc. for discipline or in lieu of supervision unless for the purposes descried 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 childcare 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 bodily harm on children including making children ear or drink against their will.
g.) Engaging in or permitting sexual abuse, sexual misconduct, or prescribed sexual acts involving a child, as defined under applicable legislation including the Early Childhood Educators Act, 2007.

The BGC Niagara Childcare strictly prohibits all practices listed above and is committed to maintaining a safe, respectful and supportive environment for all children.

Some strategies to promote positive behaviour include:

a.) Participants will be guided in a positive manner that is appropriate for their age;
b.) Encourage positive behaviours through praise and encourage comments, remind participants of acceptable behaviours regularly;
c.) Use soft supportive voices and model appropriate behaviour and problem solving;
d.) Not discuss participants behaviour 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 Director.

3.0 Programs

3.1 Licensed Childcare, Non-Licensed Recreational Programs, Camps and PD Days

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 childcare 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 Recreational Breakfast and After School Programs, Camps and PD Day care.

March Break and Summer Camp and PD Day programs are provided for Kinder and School Age children when regular school is not in session. 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: high visibility safety vest), first aid kit, attendance rosters and all participants contact information for offsite and recreational activities. In the vent of an offsite emergency, Parents/Guardians will be notified by the program supervisor as per BGC 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 Catharines Centers.

Important Program Update for the 2026–2027 School Year for Before & After School Care.

Beginning September 2026, BGC Niagara **Before and After School Programs will transition to a minimum five-day enrollment model within at least one selected program**. Families registering for care will be required to enroll in either:

- Before School care five days per week, or

- After School care five days per week.

Families may continue to access the alternate program on a variable or part-time basis, subject to availability and program scheduling. This change is intended to support consistent attendance patterns, improve program stability, and ensure the long-term sustainability of childcare services across our school age programs.

Important Program Update for the 2026–2027 Daycare (Toddler and Preschool Programs).

Please note the following minimum enrollment requirements for our childcare program:

- Families who are currently enrolled (grandfathered into the program) in the program are required to maintain a minimum registration of 3 days per week.

- All new enrollments with a start date of May 2026 or later will be required to register for 5 days per week.

These requirements help support consistent staffing, program planning, and continuity of care for all children in the program.

Toddler Programs (18mths- 2.5years) and Preschool Programs (2.5years- 4years) Offered year-round; Full Day 6am/7am-6pm, site dependant

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 rations are one program staff to 8 participants. Children in the Toddler Programs 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 12yrs).

Offered; September to June 7:00am to 9:00am (Centre's open at 6am) and 3:00pm to 6:00pm (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 4-12 years of age, promotes physical activity, health and wellness, educational developments, 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 one program staff. School Age children will be grouped at no more than 15 participants to one program staff.

Kinder and School Age Camps

Offered; March Break and Summer Camp= 8:30am-5:00pm (5 Days Mandatory Scheduled).
Extended AM care offerings from 7:00am-8:30am available at registration.
PD Days= 6:00am-6:00pm **(McLeod, STC and EJ Freeland ONLY)**

Participants must be currently enrolled or completed JK to enroll for camps.
Participants must be currently enrolled or completed Grade 1 to enroll for School Age camps.

Camp 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 Kinder Age and School Age programs is an extension and promotion 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. 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/Designate. 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. 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 staff.

Age Groups

Toddlers, 18mths- 2.5 yrs

Preschoolers, 2.5yrs- 4yrs.

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- Riverview Child Care Centre
3300 Cattell Drive, Niagara Falls
(905) 246-9304

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 Avenue, 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- Breakfast and After School Program
550 Allanburg Road, Thorold
(289) 697-2476

DeWitt Carter Public School- Breakfast and After School Program
435 Fares Street, Port Colborne
(905) 380-8554

Hours of Operation

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

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

Hours of Operation for Satellite Programs

BGC Niagara St Gabriel Lalemant Child Care Centre
BGC Niagara Riverview 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
Ontario Public School- Breakfast and After School Program
DeWitt Carter Public School- Breakfast and After School Program

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

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 BGC Niagara has set Child Care Ratios as follows:

1 Staff to 5 Toddler Children;
1 Staff to 8 Preschool 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 pay 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 (ex. washing hands before and after application)

3.5 Administering 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 repellant, 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 in the acknowledgement and authorization sign off for the Parent Handbook.

3.6 Registration

As part of the BGC Niagara purchase of service agreement with the Niagara Region, we utilize the Niagara OneList in regard 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 Acknowledgment of Rules and Regulations. The Child Care and Early Years Act stipulate 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 must enroll in 5-day mandatory enrollment for Preschool and Toddler programs for families enrolling as of May 2026. Families who registered before May 2026 (grandfathered in), may enroll in a 3-day, 4-day or 5-day enrollment.

Before and After School Programs will transition to a minimum five-day enrollment model within at least one selected program as of September 2026. Families registering for care will be required to enroll in either:

- Before School care five days per week, or
- After School care five days per week.

Families may continue to access the alternate program on a variable or part-time basis, subject to availability and program scheduling. This change is intended to support consistent attendance patterns, improve program stability, and ensure the long-term sustainability of childcare services across our school age programs.

HOLIDAY CAMPS WILL REQUIRE 5 DAYS/WEEK MANDATORY ENROLLMENT.

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; additional fees may apply for some programs.

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

Fee reduction through the CWELCC is for children under six years old. A further reduction to base fees was set for January 2025 as shown below.

Age Groups and Daily Base Fees as of January 1st, 2025

Toddlers, 18mths- 2.5yrs. $22.00 full day

Preschool, 2.5- 4yrs. $22.00 full day

Kinder, 4-6yrs. $12.00 before, $12.00 after, $12 for before AND after school

Transportation Centres- School Age, 6-12 yrs. $15.00 before and $15.00 after

Satellite Centres- School Age, 6-12yrs. $13.50 before and $13.50 after school

Evening Care, 4-6yrs. $17.53 (less than 6hrs) McLeod Road Only

Evening Care, 4-6yrs. $22.00 (over 6hrs) McLeod Road Only

Evening Care, 6-12yrs. $37.10 (McLeod Road Only)

PD Days/Camps- $45/days

Extended AM Camp Care- $5/day (must pre-register)

3.7 Payments

Licensed Care fees totalling 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 for tax purposed. In the even tax receipts are needed to be reissued there is a $20.00 charge.

Payments can be made during administration hours via cash, debit, credit (in person or over the phone), cheque or online through your child's Active Net account which can be set up through administration. BGC Niagara utilizes a third-party service to track registrations and take payments, as such certain programs may be subject to transaction fees.

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. 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 or payment plan is not established, continuation of care is not guaranteed;
B) If payment is not received at the end of the week and without confirmed payment plan, Parents/Guardians will receive a 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's agency. Payment plans will only be considered provided that current fees remain up to date throughout the agreement.

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.

Refunds/credits will only be provided when sufficient notice of change of schedule or withdrawal

of care is given. Extenuating circumstances will be decided at the discretion of site Management. Parents/guardians will be notified of credit's on account to determine if they wish to use credit towards future programs or request reimbursement via cheque.

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 (for daycare) or per school year (kinder/school age programs) from time of enrollment. March Break and Summer Camp will not accept vacation days.

Membership: Participants in BGC Niagara Licensed Care (excluding CWELCC participants) and Recreational School Age programs will be required to register as members annually. The annual membership fee grants access to open public swims, open gym at EJ Freeland Community Center and Club Kid's Zone programs for children 6-12 years of age, and eligibility to enroll in various offerings of sports, recreation and aquatics programs.

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 (unless pre-booked as vacation days), Sick days, Suspensions, Inclement Weather days and Transportation Cancellation days.**

Non-Base Fees

Late Fee: 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 per child. After fifteen minutes an additional charge of $1.00/minute will be applied per child. 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.

Change of Schedule/Withdrawal

The Boys and Girls Club of Niagara requires 2 weeks notice in writing to be given for any change of schedule or withdrawal. Failure to give appropriate notice will require full fee payment without adjustments, extenuating circumstances as approved by a Director or Officer.

Summer Camp Cancellation Policy

Full refunds (with a $25 processing fee per camper) will be provided for those adjustments or withdrawals requested on or before June 1st.
Full refunds (with a $50 processing fee per camper/per week) will be provided for those adjustments or withdrawals requested between June 1st and two weeks before the start of camp. Summer Camp will be non-refundable for either schedule changes or withdrawals within 2 weeks of the start of camp and no refunds will be issued (extenuating circumstances as approved by a Director or Officer)

3.8 Safe Arrival/Departure/Pick Up

POLICY
The Boys and Girls Club of Niagara establishes procedures to promote the safe arrival and release of children and participants enrolled in licensed childcare and specific recreation programs.

REASON FOR POLICY

The Boys and Girls Club of Niagara recognizes the importance in promoting safe transition of the arrival and release of child/participant in its care, including what steps are to be taken when a child does not arrive at the childcare center as expected, as well as steps to follow to ensure safe dismissal of children.

DEFINITIONS

For the purpose of this policy “specific programs” include licensed childcare; holiday and summer camp programs, and authorized recreation programs (Ontario After School Program and Kids Zone).

1. ARRIVALS

The Program Manager/Supervisor will ensure that the arrival of children/participants is monitored daily. Specifically, that:

a. The Manager/Supervisor will ensure that attendances show the arrival, departure, absence of each participant and reason for absence/follow up call to caregiver;
b. Program personnel take attendance as children/participants arrive on each program day;
c. Program personnel will greet parent/guardian of child and if any changes in pick-up procedures are conveyed, request authorization in writing and document in daily written record;
d. When transferring a child/participant from one program personnel to another that verbal contact is made to ensure the receiving program personnel confirms that he/she understands they are taking on the supervision of that child/participant;

Child/participant does not arrive as scheduled

In the event that the participant has not arrived as anticipated and no prior notice of their absence has been received, the Program Manager/Supervisor is to be notified. The Program Manager/Supervisor will take the following actions:

a. For full day programs, contact the child’s/participant’s parent/guardian no later than 11:00am (unless later designated drop off time);
b. Staff shall attempt to leave at least 1 voicemail if contact is not made and/or text message if preferred communication method;
c. If staff are unable to confirm child’s absence from care for full day programs, Supervisor/Manager may send follow up email requesting contact;
d. For before/after school programs and authorized recreation programs; ask the other children/participants in the program if any of them saw the child/participant on the way to the program;
e. Conduct a quick scan of the area immediately around the program location to see if the child/participant is playing or detained for some reason out/inside the facility;

f. Call the child's/participant's home and /or the parent's place of work to determine the child's/participant's location at least once at time of pick-up;
g. Call the emergency contact number(s) in the event that the parents cannot be reached at work or home;
h. Call the child's/participant's school if confirmation of absence is still not received to determine if the child/participant is still there. Example: if the program is scheduled as an after-school program;
i. Call the applicable Program Director to advise him/her of the situation and to seek further direction or assistance if required;
j. In the event that a child/participant cannot be located, and a parent confirms that the child/participant should have reached the program by a certain time, the parent should be advised to alert police to the situation;
k. In the event that a child/participant cannot be located, and the parent or emergency contacts cannot be reached the "missing child participant" policy will be followed;
l. Program Staff shall document confirmed absence on the attendance record and any additional information about the child's absence in the daily written record if required;
m. Managers/Supervisors are responsible to ensure adherence to the policy.

2. Release of Participants- Authorized Recreation Programs

The Program Manager/Supervisor will ensure that children attending authorized recreation programs are released as authorized by the parent/guardian;

- Upon registration in any authorized recreation program (Ontario After School Program, Kid Zone), the parent/guardian must identify in writing acceptable release practices specific to the child participant;
- For those children who may only be released to authorized adults only; the parent must provide; emergency contacts, individuals whom their child participant can be released to and telephone numbers where all persons can be reached during program hours. Information will include child custody arrangements and follow the procedures for release of children – childcare.

3. Release of Children/Participants- Licensed Child Care, Camp

The Program Manager/Supervisor will ensure that children/participants are to be released to authorized adults only. Specifically, that:

- Children/participants not be released into the care of any individual other than a parent or an authorized caregiver. Program personnel receive verbal and written consent from parents in advance each time a child/participant is to be released to an adult other than themselves or their authorized caregiver;
- Written authorization by parents is filed appropriately at the program location and referred to each time a child/participant is released to a non-parent;
- All program personnel ask for personal identification i.e. Drivers licenses of the approved person picking up the child/participant at the time of pick up if they are not readily known to program personnel;
- In the event that a parent calls on the telephone or leaves a message to advise the program that their child/participant will be picked up by a designated adult not on file, a

program leader / operator must phone the parent back directly and verify consent before the child participant will be released. Documentation of the phone call and the name of the individual picking up the child/participant must be recorded in writing and placed in the child's/participant's file;

- In the event that an adult arrives to take a child/participant without prior authorization by a parent/guardian, the assigned program personnel must telephone a parent directly to consult with them around the release of their child participant to the individual. The child/participant must not be left alone with the individual while the phone call is being made. Even if the child/participant is familiar with the individual, under no circumstances is the child/participant to be released until consent is obtained from a parent;
- If consent is granted, documentation of the phone call and the name of the individual picking up the child/participant must be recorded in writing and placed in the child participant's file;
- In the event that the parent/guardian does not provide consent the assigned program personnel will request information from the parent with respect to the level of risk and with the assistance of the Program Manager/ Supervisor inform the individual that they are not authorized and be prepared to call the police if need be;
- All program personnel are trained on child/participant safe release procedures.

4. <u>Where a child has not been picked up as expected (before center closes)</u>

- Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up at least 30 minutes after their designated pick up time, assigned program staff shall attempt to contact the parent/guardian by phone and advise that the child is still in care and has not been picked up;
- Where the staff is unable to reach the parent/guardian, staff will leave a message. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the center;
- Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall contact emergency contacts, wait until program closes and then refer to procedures under "where a child has not been picked up and program is closed".

5. <u>Where a child has not been picked up and the center is closed</u>

- Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 6:00pm for licensed childcare programs (8:30pm for Evening Care) or 8:30pm for authorized recreation programs (unless other designated program closure time), staff shall ensure that the child is given a snack and activity, while they await their pick-up;
- One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall contact the parent/guardian first and then if required, contact the authorized pick up if unable to reach the parent/guardian;

- If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall contact emergency contacts listed in child's file;
- Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 30 minutes after program closure the staff shall proceed with contacting the local Family and Children's Services (905-937-7731) Staff shall follow the FACS's direction with respect to next steps.

RELATED POLICIES
Missing Participant

04-10-01

3.9 Out Trips

Participants in BGC Niagara Camp programs may have the opportunity to participate in out trips. All campers will be supervised by BGC Niagara staff while on trips. BGC Niagara will map out the safest and quickest route for out trips and all travel plans will be approved by Program Manager. Program personnel will ensure head counts are done during onboarding and offboarding, periodically throughout the outing and all transfer spots. **All campers must arrive and be signed in by 9:00am for all out trips** and will return to BGC Niagara at a specified time. A list of scheduled trips will be provided to Parents/Guardians as applicable. Staff will discuss with the children the expectations and outline of the day before departure. BGC Niagara will adhere to the Weather Protection policy.

3.10 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

3.11 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 childcare fees will be charged on these days.

3.12 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 childcare fees will be charged on these days, unless participants request a**

vacation day in advance. Note: The BGC Niagara may designate other days in place of the holidays when it falls on a weekend.

3.13 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. **Approved variable or part-time schedules for eligible programs must be submitted with a minimum of two (2) weeks written notice in advance. This includes grandfathered Toddler and Preschool enrollments (registered prior to May 2026) and alternate Before or After School program schedules where the minimum five-day enrollment requirement is met in the corresponding program.**

3.14 Disruptive Behaviour and Zero Tolerance Policy
Disruptive behaviour is defined as a behaviour that jeopardizes the physical, social or emotional well being of other participants/program personal or themselves which may include but is not limited to threatening, biting, kicking, scratching, hitting, throwing objects, swearing or racism. The BGC Niagara is committed to enforcing Zero Tolerance with respect to physical or verbal abuse, bullying, vandalism and illegal use of drugs and/or alcohol.

Where undesirable behaviours occur in contravention of the BGC Niagara Zero Tolerance Policy, the family may be called in for a meeting to discuss concerns, strategies and next steps.

The Program Manager will follow the Behaviour Management Policy.

For children over the age of 6, and in consultation with the Programs Director, suspensions may occur (see Zero Tolerance Policy attached).

The Program Manager/Supervisor will notify the parent/guardian and where necessary, complete an Individualized Support Plan in consultation with the parent/guardian.

The BGC strives to support every child's development and well-being. However, in cases where a child requires behaviour management strategies or support beyond our current expertise or available resources, the BGC may issue a "pause" to enrollment. This pause allows staff to collaborate with families and external professionals to identify and implement the necessary resources or strategies to ensure that each child can thrive in our program, allowing BGC to provide the best possible environment for their success and safety.

The Program Manager/Supervisor will contact assigned Niagara Region and partner organizations for support when possible 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 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.

3.15 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:

BGC Niagara Child Care Centre	**(905) 357-2444 ext. 219**
BGC Niagara St Gabriel Lalemant Child Care Centre	**(905) 354-0333**
BGC Niagara St Catharines Child Care Centre	**(905) 937-1072**
BGC 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 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

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 childcare 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 childcare 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.

1. **Responsibilities and Procedures**
<u>Responsibility of the Employee:</u>
   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 report 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 childcare centre or home childcare agency in the Child Care Licensing System.

- For licensed childcare 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.

Symptoms of Illness

Your child will not be allowed to attend The BGC Niagara if exhibiting 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.** Parents should be monitoring their children’s health and 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 re-enter the program.

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

- Fever higher than 100ºF or 37.8ºC (24 Hours)
- Diarrhea (48 Hours)
- Vomiting/Nausea/Flu Like Symptoms (48 Hours)
- Rash/Irritation (Must provide a doctor's note stating the rash is not contagious for child to return to care)
- Eye Discharge or "Pinkeye"/Conjunctivitis - must have clear eyes to return and/or doctor's note stating it is not contagious
- Lice/Nits/Eggs – Must be free of all to return
- Headaches/Migraines
- Persistent pain
- Too tired or ill to participate in normal activities

If your child is prescribed antibiotics for a contagious illness, **they may return after completing 24hrs of prescribed dosage**, if feeling well enough to do so. 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.

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. Face shields and surgical face masks will be provided for all staff should they choose to wear. In the event of an outbreak, a screening tool may be required to be followed. For other childhood illnesses and in the event of an outbreak, BGC Niagara will follow all guidelines for detected outbreaks by Niagara Regional Public health.

6.2 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. Nonprescription 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.

Children who require emergency medication will have timely access to their medication while attending the program. This may include asthma medication, allergy medication (including epinephrine auto-injectors), epilepsy medication, diabetes medication, or other medications prescribed by a regulated health professional as requiring immediate access.

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.

6.3 Nutrition

Licensed Childcare and Non-Licensed Recreational Breakfast/After School 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.

PD Day and 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.

6.4 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

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).

7.2 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 childcare 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.

7.3 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);
- 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 who 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 regard 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.

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POLICY

The Boys and Girls Club of Niagara is committed to enforcing "Zero Tolerance" with respect to physical or verbal abuse, bullying, vandalism and illegal use of drugs and/or alcohol.

REASON FOR POLICY

To provide Boys and Girls Club of Niagara personnel with procedures to address illegal and inappropriate behavior deemed dangerous or having negative impact to participants, personnel, and property.

DEFINITIONS

For the purposes of this policy Boys and Girls Club of Niagara personnel are defined as officers, directors, trustees, employees, and volunteers.

PROCEDURES

1. Responsibilities – Boys and Girls Club of Niagara Personnel

   a. Boys and Girls Club of Niagara personnel receiving a report from a participant/visitor will verify that the participant/visitor witnessed the infraction;

   b. Boys and Girls Club of Niagara personnel who witness or are informed of an infraction will document the incident on an Occurrence Report, as per policy and inform the Program Manager/Supervisor immediately;

   c. The Programs 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 Boys and Girls Club of Niagara personnel acting in a manner contrary to the Boys and Girls Club of Niagara "Zero Tolerance" policy.

d. Incidents of contravention to the zero-tolerance policy that are deemed egregious by the Chief Executive Officer may result in immediate withdrawal from any programs and services.

For participants registered in Family Resource or Child and Youth Programs between the ages of 6-12 the Programs Manager/Supervisor will:

- Notify the individual's parent/guardian that the participant was in contravention of the Zero Tolerance Policy.

First offence

- Incident/occurrence report completed by staff and signed by parent/guardian. If parent/guardian refuses to sign, staff will indicate this on the report. Staff will also include next steps re: second offence on the report;
- Zero tolerance policy will be provided to parent/guardian;
- Staff will communicate to parent/guardian that a second offence will result in a 1-day suspension.

Second offence

- Incident/occurrence report completed by staff and signed by parent/guardian; If parent/guardian refuses to sign, staff will indicate this on the report. Staff will also include the next steps re: third offence in their report;
- Zero tolerance policy will be provided again to parent/guardian;
- 1-day suspension will occur beginning the following day;
- Staff will communicate to parent/guardian that a third offence will result in a 3-day suspension.

Third offence

- Incident/occurrence report completed by staff and signed by parent/guardian; If a parent/guardian refuses to sign, staff will indicate this in the report. Staff will also include the next steps re: fourth offence;
- Zero tolerance policy will be provided again to parent/guardian;
- 3-day suspension will occur beginning the following day;
- Staff will communicate to the parent/guardian that a fourth offence will result in a 5-day suspension accompanied by a final notice letter re: withdrawal from the program.

Fourth offence

- Incident/occurrence report completed by staff and signed by parent/guardian. If a parent/guardian refuses to sign, staff will indicate this in the report. Staff will also include next steps re: withdrawal from program;
- Zero tolerance policy will be provided again to parent/guardian;
- 5-day suspension will occur beginning the following day.

- Staff will provide a final notice letter outlining that if another offence occurs, the participant will be withdrawn from the program until the next session begins.

Note - Registration of a suspended participant is at the discretion of the Director/Designate

e. The decision for a participant to be withdrawn from a program will be authorized by the Chief Executive Officer/Designate.

For other program participants and visitors/spectators the General Manager/Building Supervisor will:

- Notify the individual that they are suspended from the premises, effective immediately and until further notice;
- Inform the individual that they may contact the Chief Executive Officer 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);
- 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 is necessary;
- In consultation with the General Manager and Chief Executive Officer, the decision to prohibit a program participant and visitor/spectator will be authorized.

2. Appeals

a. The appeal process will consist of the application in writing by the individual/individual's parent/guardian to the Chief Executive Officer within 30 days of the incident;

b. The decision of the Chief Executive Officer is final.

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3. Communication

The Zero Tolerance policy will be included in the Boys and Girls Club of Niagara program guide.

RELATED POLICIES

Occurrence Reporting	04-15-02
Illegal Use or Abuse of Drugs and Alcohol	05-01-01
Illegal Activities	05-02-01

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Suggestions for Bagged Lunches (Camps and PD Days)

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 2026-2027 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 2026-2027 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.

_____ I understand and acknowledge the minimum enrollment requirements for Before and After School Programs and applicable Licensed Childcare Programs as outlined in the Parent Handbook.

Signature: _____

Date: _____