



# KINDERGARTEN DAY CAMP PROGRAM

Camp Cicadas

July/August 2023  
PARENT HANDBOOK



#### **VISION**

All children and youth discover and achieve their dreams and grow up to be healthy, successful and active participants in society.

#### **MISSION**

The Boys & Girls Club of Brantford provides a safe, supportive place where children and youth can experience new opportunities, overcome barriers, build positive relationships and develop confidence and skills for life.

#### **MANDATE**

The Boys & Girls club of Brantford is a leading provider of afterschool and critical hours programs, recognized for significantly contributing to the healthy development of young people – especially those who need us most. With families and others in the community, we help children to grow up to be:

- Healthy
- Confident
- Responsible
- Successful in life

#### **CORE VALUES**

##### **Belonging**

We welcome everyone in a safe, accepting environment based on belonging and positive relationships.

##### **Respect**

We ensure that everyone – children, youth, families, volunteers and staff – is heard, respected, valued and treated fairly.

##### **Encouragement & Support**

We encourage and support every child and youth to play, learn and grow to achieve their dreams.

##### **Working Together**

We work together with young people, families, volunteers, our communities and government.

##### **Speaking Out**

We speak out with children, youth and their families so that we can make our world better.



# PROGRAM STATEMENT

For 50 years the Boys and Girls Club has been helping young people to discover, develop and achieve their best potential by engaging them in activities that challenge and help them develop healthy minds and bodies. Our programs promote positive outcomes in education, active living, nutrition and mental health. Our leaders act as positive role models and take an individualized and strength-based approach to every child's potential.

## *Achieving ...*

### **EDUCATION**

The Boys and Girls Club of Brantford keeps young people on track for a successful future with academic support and fun, hands-on learning experiences.

In our early years programs we use the *Pedagogy* framework (*method and practice of teaching*) when designing program and content (*How Does Learning Happen?*), that is specific to creating goals for children that support self-regulation, identity, social inclusion, health and well-being, language & thinking skills and physical literacy.

During the middle years our after-school programs help young people see themselves as learners in an informal, hands-on environment. We enhance existing skills and provide after-school homework help, mentoring, and access to technology in environments that promote a love of learning and encourage young people to set and achieve academic goals.

## *Ensuring...*

### **SAFETY**

Leaders promote the health, safety, nutrition and well-being of each child by providing a clean and safe environment, nutrition is based on the Canada's Food Guide, access to drinking water, safe transitions, addressing environmental issues, and reducing hazards that may cause injury. Leaders are aware of information relating to medical conditions, allergies, food restrictions, medication requirements, and parental preferences in respect to diet, exercise and rest time.

## *Promoting...*

### **PHYSICAL LITERACY & NUTRITION**

Children participate daily in indoor and/or outdoor physical literacy, active living & play activities such as parachute games, cooperative games, basketball, soccer, baseball and obstacle courses.

Our active living programs and activities instill healthy habits and attitudes and support the unique needs of the children in our care. When warranted quiet/rest time opportunities are also provided for children, which include but are not limited to reading, puzzles, computers and creative arts. With opportunities to increase daily physical activity, engagement in nutritional awareness and healthy eating habits, young people through structured and informal play, learn about physical health and well-being enabling them to



make healthy and balanced choices.

***Fostering...***

**CREATIVITY**

Leaders foster children's need for exploration, adventure, play and inquiry by providing a variety of activities in an environment that encourage choices and active play. Leaders provide child-initiated and adult supported experiences and introduce new ideas, concepts, and opportunities that expand children's knowledges and experiences. Leaders observe children's interactions and engagement, using that information to plan and create positive learning environments that are based on the interests of the child.

***Encouraging...***

**POSITIVE COMMUNICATION**

Children are encouraged to interact and communicate in a positive fashion. Leaders support their ability to self-regulate, acknowledging that children are competent, capable, curious and rich in potential. Leaders provide opportunities, support and encouragement that assist young children learn to self-regulate. Leaders encourage and model a calm and focused environment that supports the ability for children to regulate their emotions and the impact these can have on others engaged in the program.

Regular and ongoing communication with parents is an important component of each day. Leaders support positive and responsive interactions among the children, parents, and child care providers. Communication may be in person, by phone, e-mail or through written and posted communication tools. Parents will be advised of community resources outside of the centre such as Ontario Early Years Centres, Lansdowne Children's Centre, City Child Care services, Brant County Health Unit, etc., as it is an integral part of supporting our children and their families.

As appropriate, communication will come from all levels of the organization; the Board of Directors, the Executive Director, Supervisors and Program Leaders.

***Respecting...***

**MENTAL HEALTH**

Respectful, inclusive and engaging environments where young people feel welcomed, accepted, valued and respected are provided. Programs cultivate caring relationships and connections with peers, family members and community. Leaders nurture young people's confidence and provide them with opportunities to develop and grow their skills. Programs enable children to sustain meaningful relationships, develop positive self-image, and be respectful of themselves and others. Resilience is fostered by working with young people, their families and our community.

***Reflecting...***

**PRACTICES**

Leaders are reflective practitioners who learn about children through listening, observation, documentation, and discussion with others, families in particular, to understand children as unique individuals. They observe and listen to learn how children make meaning through their experiences in the



world around them, and use this to have meaningful interactions, and engage children on a daily basis.

***Building...***

**RELATIONSHIPS**

The Club builds on the strength of families by supporting parents/guardians in their role of raising and educating their children. Parents/guardians are respected as their child's first teachers and a strong partnership between home and the Club is essential.

As a community based organization it is imperative that the Club has positive and well established relationships and partnerships with other community agencies such as Woodview Mental Health & Autism Services, City of Brantford Child Care, Lansdowne Children's Centre, Family & Children's Services, Brant County Health Unit, etc., in order to meet the needs of our families effectively.

The Boys and Girls Club of Brantford is committed to the UN Convention on the Rights of the Child, the principles of the Ontario Human Rights Code and the Child Care and Early Years Act.

***Supporting...***

**PROFESSIONAL DEVELOPMENT**

Ongoing opportunities for Leaders and other individuals who interact with our children, which will enhance professional capacity, engage in reflection and discussions with others about Pedagogy and related practices. Supporting ongoing professional development occurs through a variety of ways including online learning, workshops, conferences, etc., Leaders build a climate of trust, support, honesty, collaboration, mentorship and respect, building on healthy professional relationships that encourage continuous growth & development.

Leaders continually review and reflect on the Program Statement, documenting the impact it has on children and their families.

**The Developmental Assets® Framework**

Time spent with caring adults outside of the home and classroom can have a profound impact on how children and youth see themselves and the world around them. We know that out-of-school programs ranging from mentorship, sports, creative arts, technology, leadership or academic support, have the potential to build social and emotional skills that are critical to young people's success.

Search Institute has identified 40 positive supports and strengths that young people need to succeed. Half of the assets focus on the relationships and opportunities they need in their families, schools, and communities (external assets). The remaining assets focus on the social-emotional strengths, values, and commitments that are nurtured within young people (internal assets).

The Club believes that with a focused and intentional approach when working with our children and youth we can provide opportunities, experiences and relationships that build upon and strengthen their assets. We employ trained Search Institute Developmental Asset trainers who provide workshops, resources, guidance and supports to our employees working with school-age children and youth



### **Summer Camp Program Philosophy**

To provide an educational and recreational experience in which campers can express themselves, learn to cooperatively play with others and function within a group

### **Summer Camp Program Goals**

To provide each camper with the opportunity for fun and adventure in a safe and supervised program; encouraging the development of the camper's physical, mental and emotional skills which contribute to a positive leisure attitude; and, aspiring a sense of social understanding and responsibility in the campers within a peer group.

### **SECTION A - GENERAL INFORMATION**

We are very pleased to welcome you to the Kindergarten Summer Day Camp Program of BGC Brantford. We feel privileged to share in the responsibilities of seeing your child develop socially, emotionally, intellectually and physically.

Safe reliable care is provided by our trained staff to small groups of children in a warm, stimulating and positive environment.

Our interest is in establishing children's personal values, developing physical, social, intellectual, emotion and language skills. There are a variety of activities offered to enable each child to further himself/herself during their time spent with us.

We are an 'Open Door' policy. You are always welcomed to come in and see your child in his/her setting of imaginative, creative and interactive play with other children.

The purpose of this handbook is to make you aware of our policies and procedures and all other pertinent information about the programs. Please read this handbook carefully and keep it for future reference. If you have any questions, please feel free to contact the program supervisor.

### **CAMP**

The Boys and Girls Club of Brantford will be providing two kindergarten camp programs this summer, one located out of our Kiddy Korner Daycare location (2 Edge St.), and the second from our Banbury Child Care Centre location (141 Banbury Road).

### **AGES**

Children ages 4 & 5 years can be registered in the Kindergarten Summer Day Camp program.



### **RATIOS/GROUP SIZE**

We maintain a ratio of 1 Staff to 10 campers.

### **STAFF, STUDENTS, VOLUNTEERS**

Our Staff are committed to the provision of high-quality care. All program staff are trained to work with children and all will have received HIGH FIVE Healthy Child Development Training.

All camp staff have valid First Aid and CPR Certification.

All staff, students, and volunteers are interviewed and must present an approved Criminal Background Check prior to joining the program.

### **HOURS OF OPERATION**

8:00am - 5:15pm

Note: Additional supervision can be provided from 7:30am – 8:00am **OR** 5:15pm – 5:45pm for an additional fee (booking this service must be completed and paid for at time of registration and is non-refundable)

### **DATES OF OPERATION**

Week #1	Monday July 4 <sup>th</sup> – July 7 <sup>th</sup> (Canada day holiday week)
Week #2	Monday July 10 <sup>th</sup> – July 14 <sup>th</sup>
Week #3	Monday July 17 <sup>th</sup> – July 21 <sup>st</sup>
Week #4	Monday July 24 <sup>th</sup> – July 28 <sup>th</sup>
Week #5	Monday July 31 <sup>st</sup> – August 4 <sup>th</sup>
Week #6	Tuesday August 8 <sup>th</sup> – August 11 <sup>th</sup> (Civic holiday week)
Week #7	Monday August 14 <sup>th</sup> – August 18 <sup>th</sup>
Week #8	Monday August 21 <sup>st</sup> – August 25 <sup>th</sup>
Week #9	Monday August 28 <sup>th</sup> – September 1 <sup>st</sup>

### **BAGGED LUNCHES**

Participants in Summer Camp Program are required to bring their own labelled lunch and morning snack.

Please:

- do not send lunches that require refrigeration or heating, use ice packs to keep cold lunches cold and a thermos to keep food items warm
- Be respectful of the agency anaphylaxis policy and expectations

The Ministry of Education encourages families to use guidelines provided in Canada’s Food Guide when preparing lunches and snacks, such as (but not limited to):

- Roasted turkey wrap, cheese slices, yogurt mixed with fruit, vegetables and dip, oatmeal cereal bar, white milk
- Whole grain crackers, cheese string, celery and cucumber sticks, hard boiled eggs, milk pudding cup, 100% fruit juice



- Bran muffins, left over pasta or rice, or a [Whole wheat scone](#) with apple butter
- Using grains where the first ingredient is “whole grain whole wheat flour”
- Look for partly skim milk cheeses with 20% M.F or less.
- Choose canned fruit packed in juice or light syrup.
- Look for lower fat yogurt. Or choose a low-fat plain yogurt and add sliced fresh strawberries
- Choose white milk (2% MF or less), chocolate milk (1% MF) or fortified soy beverage (plain or flavoured).
- Choose low fat dips, tzatziki, hummus or salsa

#### **PARKING**

Please be aware of small children and take extra care when driving on the premises. Please do not park in the spots marked for those with disabilities or staff designated areas unless you are entitled to do so.

#### **PERSONAL BELONGINGS**

The program is not responsible for any lost items or belongings.

It is recommended that your child/ren leave any valuable items at home including electronics

If your child is prone to accidents, we ask that he/she is sent to the program with an extra set of clothing in case of accidents or emergencies.

Indoor shoes must be provided. This helps to eliminate the amount of dirt/mud being brought into the facilities.

#### **SNACKS & LUNCH**

The Kindergarten Summer Day Camp Program offers a nutritious afternoon snack. If your child chooses not to eat the snack offered, he/she is welcome to eat a snack from his/her own lunch.

Please inform staff if you would like to bring in special treats for special days (ie. Birthdays). We can only accept those items which have been purchased from an establishment which receives regular inspections from the Brant County Health Unit.

Participants are required to bring their own lunches including a snack for the morning. We ask that parents do not send snacks or lunches that require refrigeration or heating.

#### **ALLERGY ALERT**

Due to participants in the program who may have allergic reactions to peanuts and/or peanut by-products, we request that you take special care when preparing your child’s lunch/snack and provide items that do not have peanuts or peanut by-products in them. **WE ARE NOT A PEANUT FREE FACILITY**, but we encourage our families to be sensitive to those who may have peanut allergies and support our attempts in reducing the risks.





## **WEATHER**

We **STRONGLY** encourage and recommend that the following items accompany your child/ren to the program **EACH** day;

Hat & Running shoes

Clothing for active activities and weather appropriate

Sunblock/Sun screen (please provide your own in case of allergic reaction to others)

Reusable water bottle

## **SECTION B – BEHAVIOURAL EXPECTATIONS**

All campers attending camp programs are expected to behave in a manner which ensures their own safety and the safety of other participants, leaders and volunteers in the program. Leaders will be responsible for explaining rules and boundaries for campers, reminding children about appropriate behaviour and to encourage positive behaviour.

Campers are responsible for:

- displaying integrity in their actions, including being truthful and honest with others and being responsible for their actions
- respecting other participants and leaders and caring for the building, equipment, and materials provided
- demonstrating empathy for others and contributing to an environment which cares for everyone
- following instructions given by camp leaders and be open to trying new things and participating

Parents will be notified if campers are not meeting behavioural expectations or following rules.

When a child does not follow the behavioural expectations, we take the following steps:

- Leader directs the child to more appropriate behaviour.
- The child is reminded of the behaviour guidelines and rules and a discussion takes place.
- Leader notifies the Program Supervisor
- If the behaviour persists a discussion will take place between the Program Supervisor and the parent/guardian to discuss a solution that best suits the needs of everyone.
- If a child's behaviour at any time threatens the immediate health or safety of anyone, the parent is notified and instructed to pick up the child immediately and a suspension will be given



- If the behaviour persists after returning to the program, the Boys and Girls Club of Brantford reserves the right to remove the child from the program.

### **TERMINATION OF SERVICES**

Our program is operated in the best interest of the children and staff who take part in the program offered. At least one of the following criteria must be met if the program wishes to terminate the services offered to a child or family;

- the child exhibits behaviour which may be detrimental or bring harm to those around him/her
- the safety and/or health of the children and leaders within the program is in jeopardy
- the camp and its leaders are not able to meet the needs of a child
- the child damages facility/equipment of the Boys and Girls Club of Brantford
- the child is showing disrespect towards self/leaders/peers/facility/equipment
- behaviours of parent/guardian are deemed detrimental to the programs and services
- there are concerns regarding established fees and payment/policy expectations

At Camp Cicadas, safety is of the utmost importance and our goal is to provide a comfortable and supportive environment for every individual, camper and leader alike. Our leaders are trained and experienced in providing high-quality care for our campers.

If a situation arises in which a camper threatens the safety or well-being of another person or themselves, or diminishes the camp experience for others, we will make every effort to correct the behaviour, however we are not equipped to deal with complex behaviours.

Parents/Guardians will be notified and if the behaviour continues the Boys and Girls Club of Brantford reserves the right to suspend the camper from the camp program. Should the behaviour continue upon the camper's return to camp, the Boys and Girls Club of Brantford reserves the right to remove the camper for the remainder of the days that the camper is registered for. Should removal be required **no** refund will be issued.

## **SECTION C - FINANCE/ADMINISTRATION**

### **REGISTRATION PROCEDURES**

Once the decision has been made to register a child, an online Registration form must be completed. Incomplete registration packages will not be accepted or processed. Registration is limited and is on a first come, first served basis.



## REGISTRATION INFORMATION

Registrations will be accepted as of Monday March 20<sup>th</sup> 2023.

Monday registrations **must be completed by 5:15pm the Thursday prior**. There will be no exceptions. Registrations will not be accepted on the morning of the day of the program or on weekends.

## FEES

Fees for the Kindergarten Summer Day Camp Program are as follows:

\$19.14 full day

\$95.70 full week

\$76.56 for holiday week

- These fees are established by the Canada Wide Early Learning and Child Care System
- These fees are only applicable to any child UNDER the age of 6

Note: We do not offer half day programs

**Registrants must register for a minimum of 3 full days per week**

Early and Late Supervision are as follow:

- 7:30m-8:00am
- 5:15pm-5:45pm

Note: This must be arranged for and paid during registration to allow the scheduling of appropriate staff

## FEE PAYMENT PROCEDURES

All fees' are to be paid in accordance with the **PAYMENT SCHEDULE LISTED BELOW**. If the payment schedule date has passed at time of registration, full payment is due upon registration.

Fee's can be paid in cash, debit or visa.

Income Tax Receipts are received at the time of service purchase (receipt issued is tax receipt)

**Replacement copies of tax receipts can be issued with a \$25.00 administrative fee per copy of receipt required**

## REFUNDS/CANCELLATIONS

- All registrations are subject to a \$50 administration fee per week/per child
- A refund (minus the administration fee) will only be processed if the payment date (see below) has not passed at time of cancellation request and at least 10 business days written notice has been provided to BGC Brantford
- Any cancellation requests received after the payment due dates will **NOT** be subject to a refund
- There are no refunds for days missed by a child, including those due to illness. In extreme



circumstances, refunds may be considered when a doctor’s note is produced by the parent.

- Should a child be asked to leave the summer day camp program due to behavioural and/or safety concerns, a refund will not be issued.
- Refunds/transfers will NOT be given for individuals who have registered and paid for additional supervision but do not utilize the service.

**PAYMENT SCHEDULE 2023**

CAMP WEEKS & DATES	PAYMENT DUE DATE
Week 1 & Week 2 July 4 <sup>th</sup> – July 14 <sup>th</sup>	May 12 <sup>th</sup> 2023
Week 3 & Week 4 July 17 <sup>th</sup> – July 28 <sup>th</sup>	May 26 <sup>th</sup> 2023
Week 5 & Week 6 July 31 <sup>st</sup> – August 11 <sup>th</sup>	June 9 <sup>th</sup> 2023
Week 7 & Week 8 August 14 <sup>th</sup> – August 25 <sup>th</sup>	June 23 <sup>rd</sup> 2023
Week 9 August 28 <sup>th</sup> – September 1 <sup>st</sup>	July 7 <sup>th</sup> 2023

**Failure to receive payment by the payment due date will result in immediate loss of the secured camp space for your child(ren).**

**ABSENCES**

Parents must notify the program supervisor or designate as soon as possible regarding their child’s absence in the program.

**LATE FEE PAYMENT**

Parents who pick up their child after the program’s closing hours (by the agency's clock) are subject to a late fee.

The late fee is as follows: **\$1.00 per minute *per child*** that the parent is late

The late fee is paid directly to the staff member who has been required to stay past their shift to supervise the child.

Parents are required to sign the 'Awareness of Late Fee Policy' form located in the Enrolment Package. Failure to adhere to the policy will result in termination of services.

**This fee is not included in the parent’s monthly statement or their tax receipt.**

**ARRIVAL AND DEPARTURE**

When a child arrives, it is the parent's responsibility to ensure a staff member is notified of their presence. Similarly, when a parent is picking up their child, it is their responsibility to ensure a staff member is



informed they are leaving with their child.

Children are not permitted to arrive at the program or depart from the program unattended.

The program has sign-in/out forms which parents are required to utilize. The parent or authorized adult who accompanies the child to the program and/or picks the child up must complete the sign in/out sheet. This gives an accurate record of attendance in the case of an emergency and indicates a handing over of responsibility for the care of the child. If a parent has difficulty accompanying their child to and from the program or arranging for a suitable adult to accompany their child, the program supervisor should be notified.

Unless otherwise arranged, children will not to be released to any other person than those who are specified on the child's enrolment forms.

Please make all authorized individuals for pick up aware that if a particular staff member is not familiar with them, that they will be required to produce identification for verification purpose.

#### **WAITLIST**

The Boys and Girls Club develops and maintains a waitlist for each of its MEDU licensed programs.

#### **Priorities**

- 1) Siblings of current participants - Parent/Caregiver must provide the program with a written request for a child to be placed on a program waitlist – this must include name, age, requested program and number of days required.
- 2) Families waiting to transfer from one program to another
- 3) Returning families - Parent/Caregiver must provide the program with a written request for a child to be placed on a program waitlist – this must include name, age, requested program and number of days required. The time span between the withdrawal of a family and their new waitlist request must not exceed 2 years.

Special Consideration: Special consideration may be given to families on the waitlist who risk losing fee subsidy if they are not able to secure a child care space within a specific time frame, and to children referred to the Club by support organizations with which the Club has a partnership.

#### **NOTE:**

Waitlist priorities render the waitlist dynamic, which means that a first place on the waitlist may be pushed down by a new waitlist family with a higher priority.

#### **Waitlist Management**

To ensure that families gain access to Club programs in the shortest time possible, the following practices are put in place:

- The date of registration on the waitlist will reflect the date the registration form was received by the supervisor

- A family who refuses a space the first time offered or fails to return a first call within one week will retain its priority on the waitlist
- A family who refuses a space when offered a second time or fails to return a second call within one week will be placed at the end of the waitlist
- A family who refuses a third offer for a space or fails to return a third call within one week will be withdrawn from the waitlist. Once withdrawn from the waitlist, a family must forward a new written request to be placed on the waitlist
- It is the parent/caregiver's responsibility to call or email the specific program supervisor to bring changes to their contact information

When a space becomes available, the family at the top of the waitlist will be contacted, whether the space is full-time or part-time. Once a child is registered, it becomes possible to eventually accommodate for more specific needs, for example, going from a part-time to a full-time space or changing program locations.

## **SECTION D - HEALTH & SAFETY**

### **CUSTODY POLICY**

It is the function of Club personnel to take care of the children. Club personnel are not lawyers or judges, and are not trained to interpret Court Orders, or mediate disputes between parents. Therefore, it is incumbent on sole and joint custody parents, to cooperate fully with Club personnel, and one another, in regard to this policy, in order to advance the best interests of the children.

#### **Sole Custody**

Upon enrolment, the program requires a photocopy of the court Order stating that it is a sole custody arrangement.

A copy of the court Order is to be retained in the child's file.

This is extremely important documentation for the program to have - without a Court Order showing proof that one parent does not have access, or has specific or limited access to a child, the agency and/or police department cannot stop a parent from taking a child.

#### **Joint Custody**

Upon enrolment, the program requires a photocopy of the Court Order stating that it is a joint custody arrangement.

Because both parents in a joint custody arrangement have shared rights and responsibilities, and because a variety of joint custody arrangements are possible, it is recommended that both custody parents register the child(ren) in the program.

If one of the two joint parents (ie. Primary care parent) has exclusive decision-making responsibility with regard to child care responsibilities, then it is permissible for that parent alone to register the child(ren) for



care, in accordance with the Court Order.

Where there is any particular or special child care, or emergency notification requirements, the parents or primary care parent have a responsibility to advise the program of any such requirements in writing upon registration of the child(ren). For instance, if one or both joint parents are to be notified or contacted in case of emergency or other important situations arise, then it should be specifically mentioned in the application for care.

A copy of the Court Order is to be retained in the child's file.

### **Custody Changes**

If a parent has recently changed their custody arrangements, it is the parent's responsibility to provide the program Supervisor with the necessary copies of the court Order.

### **EMERGENCIES**

We ask that all CHANGES of address, telephone number, employment, doctor etc., be reported to the program supervisor immediately. It is the parent's responsibility to notify the program of any changes. Current information is kept on file in case of emergencies and consent forms must be signed in the event that the parent or guardian cannot be reached.

### **MEDICATION AND ADMINISTRATION OF DRUGS**

A medication authorization form must be completed by the child's parent or guardian before any drugs can be administered to a child.

ALL MEDICATION MUST BE BROUGHT TO THE PROGRAM IN THE ORIGINAL CONTAINER THAT IT WAS PRESCRIBED IN, WITH THE NAME OF THE CHILD AND THE DOSAGE REQUIRED ON A PHARMACY/DOCTORS LABEL. ONLY THE EXACT AMOUNT LISTED WILL BE GIVEN.

### **SERIOUS OCCURRENCES**

All licensed child care programs are responsible for delivering services that promote the health, safety and well-being of children. Serious occurrence reporting is one of the many tools that provide licensed programs with an effective means of monitoring the appropriateness and quality of service delivery. Parents also benefit from information about accidents that occur in licensed child care programs, the immediate actions taken to respond to incidents and any longer-term actions the operator has taken to minimize the recurrence of the incident.

Following submission of the Serious Occurrence Initial Notification Report to the ministry, the centre will complete a Serious Occurrence Notification Form to communicate information to parents about serious occurrences that have occurred. The exception is in the case of allegations of abuse or unverified complaints, which will be posted at the completion of follow up/investigation. The SONF will be posted near the child care license and licensing summary chart. This form will be updated as additional actions or investigations are completed. The SONF will be posted for a minimum of 10 business days. If the form is updated with additional information such as additional actions taken by the operator, the form



remains posted for 10 days from the date of the update

### **OUTBREAK POLICY**

When an outbreak is suspected, the program supervisor will contact the Health Unit and inform them of the symptoms and the number of children involved. The Health Unit will determine whether the seriousness and number of cases determines an outbreak. During an outbreak, all toys will be disinfected on a daily basis and children will be excluded from the program until the Medical Officer of Health judges them well enough to resume attendance.

### **COMMUNICABLE DISEASE - Chicken Pox**

Previously the Health Unit has stated and advised, that children with chicken pox have a seven-day incubation period or until their scabs have formed. A revision from the Health Unit now states that children are contagious prior to the break out of sores, therefore can return to programs while sores are still visible. It is our policy, that in order to protect their child from further infection and disease, that the child stays at home until scabs have formed. This precaution will ensure continued protection against further complications to the child's health.

Although we adhere to the Health Unit's standards and use universal precautions, it is always necessary to cover open sores of any type. By the very nature of child care and children's developmental levels, germs and disease can be passed on through contact. In order to protect a child from untold complications to open sores and also protect the majority, it is much safer to use extra precautions and preventative measures of the seven-day time period.

### **Pediculosis (Head Lice)**

Children who show any evidence of head lice will not be permitted in the Summer Day Camp. It is the responsibility of parents/guardians to ensure their children are properly and thoroughly treated before returning to the program(s).

### **ANAPHYLAXIS (Allergies)**

Anaphylaxis is an instant allergic reaction in all the major body-organ systems. Unless there is a medical intervention, the victim may suffer a drop in blood pressure, loss of consciousness, and death. This can occur within minutes of exposure to the triggering substance. Even a small amount of the allergen can be fatal.

In addition to peanuts, the foods most frequently implicated in anaphylaxis are tree nuts (ie. Hazelnuts, walnuts, almonds, cashews), cow milk and eggs. Fish, shellfish, wheat and soy are potentially lethal allergens as well, and anaphylaxis is occasionally induced by fruits and other foods. Non-food triggers of anaphylactic reactions include insect venom (especially bees), medications, latex, and rarely, vigorous exercise. Most individuals lose their sensitivity to milk, soy, egg and wheat by school age, but reactions to peanuts, tree nuts, fish and shellfish tend to persist throughout life.

Ensuring the safety of anaphylactic children or youth within the Boys and Girls Club programs is a shared responsibility that necessitates the cooperation of all. The Club strives to provide a safe environment for





children and youth, but it is not possible to reduce the risk to zero. The Club will take reasonable efforts to restrict the presence of known life-threatening allergens in our programs when participant's lives may be threatened by the presence of those allergens.

#### Responsibilities of the Parent/Guardian of an Anaphylactic Child

- \* inform the program in writing of the child's allergies including updated information on the latest testing and latest anaphylactic response
- \* provide a medic alert bracelet for the child
- \* provide the program with written medical documentation that clearly outlines a physician prescribed protocol for the administration of medication
- \* if required by physician instructions, provide the program with an additional up-to-date injection kit and keep it current
- \* provide support to club personnel as requested
- \* provide a body pouch for transport of the EpiPen
- \* provide training to the child in use of the EpiPen (age appropriate)
- \* provide the program with an auto-injection kit if such is indicated in the doctor's instructions
- \* verify ambulance service response time to the child's program
- \* Teach their child to (age appropriate)
  - \* recognize the first symptoms of an anaphylactic reaction
  - \* know where medication is kept and who can get it
  - \* communicate quickly to others when they feel a reaction is starting
  - \* always carry their own auto-injector in a body pouch as part of a continued lifestyle
  - \* say no to shared lunches and snacks
  - \* understand the importance of hand washing
  - \* report bullying and/or threats to an adult in authority

#### Responsibilities of All Parents

- \* respond cooperatively to requests from the Club to eliminate allergens from packed lunches, snacks and other special occasions foods
- \* participant in parent information sessions
- \* encourage children to respect an anaphylactic child and all Club procedures in place to protect the affected child
- \* learn to recognize symptoms of anaphylactic children
- \* avoid sharing food with other children
- \* follow Club rules about keeping allergens out of the program

#### **WEST NILE VIRUS**

Ensuring the safety of staff, children and youth within the Boys and Girls Club programs is a shared responsibility that necessitates the cooperation of all. It is important for staff, parents/guardians to understand the facts and take preventative precautions when possible to help reduce the risk.

It is the responsibility of the parent/guardian to supply their child with an insect repellent. The insect repellent container must be labelled with the child's full name. Club staff and volunteers will not apply insect repellent. Campers will be

encouraged to pair up with a friend and help apply to harder to reach areas. Club staff will supervise the application of insect repellent for all participants before all outdoor exposure.

### **SUN EXPOSURE**

Ensuring the safety of staff, children and youth within the Boys and Girls Club programs is a shared responsibility that necessitates the cooperation of all. Many camp programs and activities will take place outdoors, therefore it is important that campers are protected from harmful UV rays.

It is the responsibility of the parent/guardian to supply their child with sunscreen. The sunscreen container must be labelled with the child's full name. Club staff and volunteers will not apply sunscreen. Campers will be encouraged to pair up with a friend and help apply to harder to reach areas. Club staff will supervise the application of sunscreen for all participants before all outdoor exposure.

### **PARENT/GUARDIAN FEEDBACK**

Please remember ours is an 'open door' policy and we encourage you to speak with your program Supervisor at any time regarding the continuous involvement in your child's care.

### **PARENT/ISSUES AND CONCERNS**

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and leaders, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our leaders are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by the Boys and Girls Club of Brantford and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within 2 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

Reviews of issues and concerns will be fair, impartial and respectful to parties involved.

### **Confidentiality**

Every issue and concern will be treated with confidentiality and every effort will be made to protect the privacy of parents/guardians, children, leaders, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or Brantford Family and Children Services).

### **Conduct**

Our organization maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

If at any point a parent/guardian, provider or leaders feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

**Concerns about the Suspected Abuse or Neglect of a child**

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect.

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact Brantford Family and Children Service directly.

Persons who become aware of such concerns are also responsible for reporting this information to Brant Family and Children Services as per the “Duty to Report” requirement under the *Child and Family Services Act*.

For more information, visit <http://www.children.gov.on.ca/htdocs/English/childrensaidd/reportingabuse/index.aspx>

**Procedures**

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Leader and/or Licensee in responding to issue/concern:
<p><b>Program Room-Related</b></p> <p>E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>• the classroom leader directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>• the supervisor or licensee.</li> </ul>	<ul style="list-style-type: none"> <li>• Address the issue/concern at the time it is raised</li> </ul> <p>Or</p> <ul style="list-style-type: none"> <li>• arrange for a meeting with the parent/guardian within 2 business days.</li> </ul> <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> <li>• the date and time the issue/concern was received;</li> </ul>
<p><b>General, Centre- or Operations-Related</b></p> <p>E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>• the supervisor or licensee.</li> </ul>	<ul style="list-style-type: none"> <li>• the name of the person who received the issue/concern;</li> <li>• the name of the person reporting the issue/concern;</li> <li>• the details of the issue/concern; and</li> <li>• any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or</li> </ul>

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Leader and/or Licensee in responding to issue/concern:
<b>Leader-, Duty parent-, Supervisor-, and/or Licensee-Related</b>	Raise the issue or concern to <ul style="list-style-type: none"> <li>• the individual directly</li> </ul> or <ul style="list-style-type: none"> <li>• the supervisor or licensee.</li> </ul> All issues or concerns about the conduct of leaders, duty parents, etc. that puts a child’s health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.	referral.  Provide contact information for the appropriate person if the person being notified is unable to address the matter.  Ensure the investigation of the issue/concern is initiated by the appropriate party within 2 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.
<b>Student- / Volunteer-Related</b>	Raise the issue or concern to <ul style="list-style-type: none"> <li>• the leader responsible for supervising the volunteer or student</li> </ul> or <ul style="list-style-type: none"> <li>• the supervisor and/or licensee.</li> </ul> All issues or concerns about the conduct of students and/or volunteers that puts a child’s health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.	Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.

**Escalation of Issues or Concerns:**

Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to Director of Programs and Services and/or the Executive Director.

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act, 2014* and Ontario Regulation 137/15 should be reported to the Ministry of Education’s Child Care Quality Assurance and Licensing Branch.

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

**Contacts:**

Child Care Supervisor – 519 752 2964 ext 121 (Kiddy Korner) **OR** 519 751 2808 (Banbury)  
 Director Programs and Services – 519 752 2964 ext 133  
 Executive Director – 519 752 2964 ext 114  
 Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or [childcare\\_ontario@ontario.ca](mailto:childcare_ontario@ontario.ca)

**EMERGENCY MANAGEMENT**

Leader will ensure that children are kept safe, are accounted for and are supervised at all times during an emergency situation. The club does have an emergency management best practice. As soon as possible, Program Supervisor or designate will notify parents/guardians of the emergency situation. When safe to do so, parents will be notified via telephone/email/radio/website/voicemail box.