



TODDLER AND PRESCHOOL CARE PROGRAMS

Banbury Child Care Centre (Preschool)
Kiddy Korner Daycare (Toddler & Preschool)

JULY 2024 - JUNE 2025

**PARENT HANDBOOK
AND
REGISTRATION PACKAGE**

WELCOME to BGC Brantford

Thank you for taking the time to consider enrolling your child/ren in our licensed Toddler and/or Preschool Care Program(s). The following parent/guardian handbook outlines a variety of areas which are pertinent to providing quality child care and developing positive relationships with the staff and agency your child is involved in.

BGC Brantford is a community organization committed to providing quality recreational programs which are accessible and affordable to children and youth. Over the years, BGC Brantford has grown to become a valued and contributory agency within our community. We are extremely pleased that you have considered us to address your family's needs.

BGC Brantford sponsors licensed Child Care Programs, with over 30 years experience serving children 18 months to 12 years of age and their families. The three programs are; Banbury Child Care Centre (including Kindergarten & School Age After School Care), Kiddy Korner Daycare (including Kindergarten After School Care), and Boys and Girls Club School Age After School Care Program.

The Club operates under a Provincial Charter and is governed by a Board of Directors made up of citizens who are community minded and are responsible for its' operation. The Club is a member of Boys & Girls Clubs of Canada, a cooperative encompassing almost 100 Clubs. We are also a Brantford United Way member agency.

VISION

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

MISSION

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.

MANDATE

The Boys and 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 AND 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 families so that we can make our world better.

PROGRAM STATEMENT

For almost 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.

SECTION A - GENERAL INFORMATION

We are very pleased to welcome you to the Child Care Division of BGC Brantford. We feel privileged to share in the responsibilities and joys 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.

Activities include games, sports, crafts, clubs, and special events. All activities encompass gross motor, creative, group time, and cognitive skills, as required by the Ministry of Education.

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

Ours is an 'Open Door' policy. You are more than welcome 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 program. Please read this handbook carefully and keep it for future reference. If you have any questions, please feel free to contact the program Supervisor.

Note: BGC Brantford **Before/After School Care Programs** have a separate **Parent Handbook/Registration Package**.

AGES

Children ages 18 months – 30 months can be registered in the Toddler Program
(Kiddy Korner program only)

Children ages 2.5 – 5 years can be registered in the Preschool Program
(All programs)

RATIOS/GROUP SIZE

Our programs are licensed by the Ministry of Education to a capacity of;
42 children per day – Kiddy Korner Daycare (32 PS/10 Tod)

16 preschool children per day – Banbury Child Care.

Dependent on resources available (ie. staffing, etc.) we may limit a program to a manageable capacity of children per day.

According to the Child Care and Early Years Act, staff to children ratio is;

1 staff per 5 children (toddler)

1 staff per 8 children (preschool)

LEADERS, STUDENTS, VOLUNTEERS

Our leaders are committed to the provision of high quality care.

All Early Childhood Educators are registered with the Ontario College of Early Childhood Educators.

All leaders are encouraged to become members of the Early On Child and Family Centre. Workshops, information groups and resources on issues related to the child care field are available for employees at the Early On Child and Family Centre. All leaders within our programs maintain current First Aid and CPR Certification.

Students from community educational institutions often take part in our program as part of their learning. Volunteers may also assist in our program. All leaders, students, and volunteers are interviewed and must have an approved Criminal Background check prior to joining the program.

PROGRAM DEVELOPMENT

BGC Brantford Child Care Division offer diverse programs that strive to meet the needs of all children entrusted in our care.

Programs are evaluated regularly using an environmental rating tool to assist leaders with providing care of the highest quality.

When required, each program has access to support from a Resource Teacher from Lansdowne Children's Centre. The resource teacher assists the childcare teachers with providing an inclusive environment that assist children with special needs in achieving identified goals.

CHILD'S DEVELOPMENT

BGC Brantford's Child Care Division strives to meet the needs of all children entrusted in our care. A record of each child's development is kept and opportunities provide to parent's to review and discuss with staff members as desired or required.

DAYS/HOURS OF OPERATION

Banbury Child Care Centre

Operates 12 months of the year

Monday through Friday

Preschool Program – 7:30am – 5:30pm

Kiddy Korner Daycare

Operates 12 months of the year

Monday through Friday

Toddler Program – 7:15am – 5:00pm

Preschool Program – 7:15am – 5:15pm

HOLIDAYS

All programs are Closed on the following holidays;

1. New Year's Day
2. Family Day
3. Good Friday
4. Victoria Day
5. Canada Day
6. Civic Holiday
7. Labour Day
8. Thanksgiving
9. Christmas Day
10. Boxing Day

Parent/guardians will be notified of any additional days of closure through notices posted on the sign in/out sheet. During the winter months please keep tuned to CKPC Radio for indication of closures due to weather conditions.

There will be no refunds for unpreventable closures due to bad weather.

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 unless you are entitled to do so. Please be respectful of our 'no-idling' zone and help us help the environment.

PERSONAL BELONGINGS

The programs are not responsible for any lost items or belongings. It is recommended that your child/ren leave any valuable items at home. 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.

WHAT TO BRING

- Extra Set of Clothes
- Water bottle (stays at the centre)
- Diapers/Diaper Cream/Wipes (if required)
- Blanket for sleep time (stays at the centre)
- Weather appropriate clothing (mitts, hats, boots etc)

FUNDRAISING

Fundraising initiatives are usually held two times a year. Once in the fall and another in the spring. All monies raised within an individual program are kept within that program and are utilized to purchase equipment.

SNACKS/LUNCHES

Each full day program offers 2 healthy snacks and a nutritious lunch daily. All menus are posted for families to view. Please be mindful of participant food allergies and please inform leaders if you would like to bring in special treats for special days (ie. Birthdays).

PLEASE NOTE: The program CANNOT accept treats that are homemade. Any treats brought into the program must be purchased from an establishment which has been regulated and approved by the Brant County Health Unit.

Special arrangements

BGC Brantford will ensure that where special dietary and feeding arrangements have been made with the parent/guardian with respect to a child receiving child care at the centre it operates, the arrangements are carried out in accordance with the written instructions of a parent of the child.

FIELD TRIPS

A notice, including all information of your child's excursion will be sent home prior to a trip. We ask that you review the information and submit the signed form back to the program asap.

RELIGION

We recognize that there are many different religions and cultures within our community and we attempt to be aware of their practices. We invite families to share information with us regarding their cultural backgrounds so we can be understanding and sensitive to their needs. In our program we follow activities as scheduled, however, we can provide separate activities for those who choose not to join in due to religious or cultural beliefs.

It is your choice as a parent/guardian, whether or not to send your child to the program on special holidays or occasions. Absolutely no segregation of children will occur for any reason. There will be no refunds for days in which you choose not to send your child to the program.

TOYS AND CANDY

We request that no guns, violent toys, or other toys which may be of a destructive nature be brought into the program. If toys are brought in which may be deemed of this nature, your child will be asked to keep it in their cubby/gym bag.

Candy is not permitted unless it is stored in your child's school bag.

Gum is not permitted in the program. If your child arrives with gum they will be requested to dispose of it.

VIDEOS

Videos are considered an enhancement to the program when used in the proper context (ie. to provide the opportunity to see or learn about a topic of interest.)

During extended periods of weather that prohibits outdoor play, videos may be viewed in conjunction with a rainy day gross motor plan. As videos are not part of regular planning, they are used only as previously stated, staff will consult with their supervisor prior to use.

The types of videos permitted:

- < rating - general or family
- < age appropriate
- < follows interest of child
- < transmits culture - exposes children to other cultures
- < supports music, dance or art
- < thirty (30) minutes maximum

The name of the video, length, rationale and rating will be recorded in the daily log.

ORIENTATION/**P**LAY VISIT

The Orientation process enables new children and families to get their bearings in a new situation, to adapt to the environment prior to beginning in the program and become familiar with leaders.

It familiarizes new families with the philosophy and the policies of the organization.

All new program registrants will have at minimum, one play visit scheduled prior to official entry into the program. Additional visits may be scheduled at either the request of the Program Supervisor or parent, until all parties are comfortable

PARENT/**G**UARDIAN FEEDBACK

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

Monthly newsletters are created and distributed throughout the programs, containing topics of interest, special dates and child care news.

PARENT/**I**SSUES 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 confidentially 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/childrensaidthereportingabuse/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>Program Room-Related</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"> - the classroom leader directly <p>or</p> <ul style="list-style-type: none"> - the supervisor or licensee. 	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised <p>or</p> <ul style="list-style-type: none"> - arrange for a meeting with the parent/guardian within 2 business days. <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
<p>General, Centre- or Operations-Related</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"> - the supervisor or licensee. 	
<p>Leader-, Duty parent-, Supervisor-, and/or Licensee-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the individual directly <p>or</p> <ul style="list-style-type: none"> - the supervisor or licensee. <p>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.</p>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>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.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>
<p>Student- / Volunteer-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the leader responsible for supervising the volunteer or student <p>or</p> <ul style="list-style-type: none"> - the supervisor and/or licensee. <p>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.</p>	

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 (Kiddy Korner) – 519 752 2964 ext 121

Child Care Supervisor (Banbury) - 519 732-7633

Director Programs and Services – 519 752 2964 ext 133

Executive Director – 519 752 2964 ext 128

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or childcare_ontario@ontario.ca

SECTION B- FINANCE/ADMINISTRATION

CANADA -WIDE EARLY LEARNING & CHILD CARE SYSTEM

In 2022, Ontario signed the Canada-Wide Early Learning and Child Care Agreement (CWELCC) with the Government of Canada. Significant new federal investments through this agreement will support: fee reductions, increasing the number of licensed child care spaces, addressing barriers to providing inclusive child care, and supporting the early childhood workforce.

Funding under the CWELCC Agreement will be used to build and leverage the success of Ontario's existing early learning and child care system by increasing quality, accessibility, affordability and inclusivity in early learning and child care, towards achieving the objectives of: a. Providing a 25% fee reduction (for eligible children) retroactive to April 1, 2022 building to a 50% reduction in average parent costs for licensed early learning and child care and reaching an average parent fee of \$10 a day by 2025-26 for licensed child care spaces; b. Creating 86,000 new high-quality, affordable licensed child care spaces (relative to 2019 levels), predominantly through not-for-profit licensed child care; c. Addressing barriers to provide inclusive child care; and d. Valuing the early childhood workforce and providing them with training and development opportunities.

"Eligible Children" means any Child under six years old; and up until June 30 in a calendar year, any Child who (a) turns six years old between January 1 and June 30 in that calendar year, and (b) is enrolled in a licensed infant, toddler, preschool or kindergarten group, a licensed family age group, or home child care, as defined in the Child Care and Early Years Act, 2014.

Please note, BGC Brantford was successfully approved to participate in CWELCC as of November 17, 2022. For more information on CWELCC, please see below

REGISTRATION PROCEDURES

Once the decision has been made to register a child in our program, a Registration Package must be completed. Registration must occur in person or submitted via email to the appropriate supervisor.

Incomplete registration packages will not be accepted or processed.

Once the package is completed in full and submitted to the appropriate location, accompanied with COMPLETE payment for dates desired, the child's registration will be secured in the program.

Registration is limited and is on a first come, first served basis.

Fees

Fees for the Programs are as follows:

BGC Brantford Child Care BASE Fees	
Base Fees	January 2024
Toddler (Full Day)	\$19.61
Preschool (Full Day)	\$18.43

BGC Brantford Child Care NON-BASE Fees		
Non-Base Fees	Cost	More Information in Parent Handbook
Late Fees	\$1/minute	See 'Late Fee Penalty Payment'
Income Tax Receipt - Replacement Fee	\$25/receipt	See 'Income Tax Receipts'
NFS Fee	\$30/NFS	See 'Fee Payment Procedures'
Field Trip & Outings Fee	Cost will vary per outing	See 'Field Trip'

BGC Brantford Before/After School BASE Fees	
	Base Fees
Kindergarten Before School	\$9.00/day
Kindergarten After School	\$10.00/day
Kindergarten Before & After School	\$12.00/day
School-Aged Before School	\$9.00/day
School-Aged After School	\$10.00/day
School -Aged Before & After	\$19.00/day
Kindergarten PA Day	\$21.74/day
School – Aged PA Day	\$40.50/day
School-Aged PA Day Program – Early Supervision (7:30-8am)	\$5.50/day *Can only choose early OR late.
School-Aged PA Day Program - Late Supervision (5:45pm)	\$5.50/day *Can only choose early OR late.

BGC Brantford Before/After School Program/PA Day NON-BASE Fees		
Non-Base Fees	Cost	More Information in Parent Handbook
Late Fees	\$1/minute	See 'Late Fee Penalty Payment'
Income Tax Receipt -Replacement Fee	\$25/receipt	See 'Income Tax Receipts'
NFS Fee	\$30/NFS	See 'Fee Payment Procedures'
Field Trip & Outings Fee	Cost will vary per outing	See 'Field Trip'
Snack Bar	Cost will vary per student	See 'Snack Bar'

FEE PAYMENT PROCEDURES

Fee's for services are invoiced on a monthly basis. All fees are to be paid online through BGC Brantford Rec Desk.

IMPORTANT INFORMATION

Although the agency recognizes there are times when payment for services may be made by another individual other than that who has signed the registration package, it is important to note that the agency's contract is with the individual who has signed the registration package. Should accounts be in arrears the agency will expect payment in full from the individual who has signed the registration package. Should payment not be received this is the individual who's information will be forwarded to our collection company.

INCOME TAX RECEIPTS

Income tax receipts are available on your Rec Desk account.

REFUNDS

There are no refunds for statutory/public holidays or days missed by a child, due to illness or in the event the program is closed for reasons beyond our control (ie. long disruption in essential services, bad weather).

There are no refunds given unless a child is TOTALLY withdrawing from the program and adequate notice is given (2 weeks written).

In extreme circumstances, refunds may be considered when a doctor's note is produced by the parent/guardian.

LATE FEE PENALTY PAYMENT

Parent/guardians who pick up their child after the program's closing hours (by the program's clock) are subject to a late fee penalty.

The late fee is as follows:

\$1.00 per minute per child that the parent/guardian 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.

This fee is not included in the parent/guardian's receipt/tax receipt.

ENROLLMENT AND WITHDRAWAL

An interview is arranged with families prior to their child's enrolment to familiarize themselves and their child with the program and leader.

Leaders are available to answer any questions or assist the parent/guardian in completing the enrolment forms. Packages can be picked up at program locations.

Written notice of 2 weeks must be received in order for a parent/guardian to withdraw their child from the program. If the required 2 weeks written notice is not given, the parent/guardian will be invoiced for the 2 week time period.

TERMINATION OF SERVICES

Our program is operated in the best interest of the children and leaders 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 centre and its staff are not able to meet the needs of a child
- behaviours of parent/guardian are deemed detrimental to the programs and services
- established fees have not been paid in advance of service

To implement the Termination of Services Policy, the following steps must first be taken;

- Program Supervisor will notify parent/guardian, in verbal and written form, with their concerns and explain the steps being taken by the agency as they attempt to resolve the behaviours in question. The agency will note the steps they have taken and the outside resources which have been contacted. These resources should include such agencies as Brant Family and Children's Services, Family Counselling Centre, Lansdowne Children's Centre, Woodview Children's Centre and/or the Ministry of Education.
- A meeting with parent/guardian and Program Supervisor will be arranged at a convenient time for both parties. It will be at this time when outside professionals may be approached for further assistance with written permission from the parent/guardian. A plan will be developed and appropriate time lines negotiated.

NOTE: In extreme cases where the safety of the participants and/or staff is in jeopardy, the child may be asked to leave the program until a plan of care can be determined

- When the agreed upon time line has passed and the program feels the concern's have not been resolved, written notice will be provided noting the termination of services for the child in question at the end of a two week period *or immediately if deemed necessary.*

Throughout this process written documentation will be maintained and made available to the child's parent/guardian upon request.

Note: If termination is due to overdue accounts, the above process does not apply and termination procedures would be determined at the discretion of the Program Supervisor and/or Executive Director.

ARRIVAL AND DEPARTURE

Young children depend on regular routines for their own security. It is recommended to families that they establish fixed hours to drop off and pick up their child.

When a child arrives it is the parent's responsibility to ensure a leader is notified of their presence. Similarly, when a parent is picking up their child it is their responsibility to ensure a leader is informed they are leaving with their child.

The programs have sign-in/out forms which parent/guardians are required to utilize. The parent/guardian or authorized adult who picks the child up must complete the sign 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.

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 photo identification issued by the Province of Ontario or the Government of Canada for verification purposes.

WAITLIST

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

This policy and the procedures within provide for waiting lists to be administered in a transparent manner. It supports the availability of information about the waiting list for prospective parents in a way that maintains the privacy and confidentiality of children.

The procedures provide steps that will be followed to place children on the waiting list, offer admission, and provide parents with information about their child's position on the waiting list.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for a child care centre that maintains a waiting list to have related policies and procedures.

General

- BGC Brantford will strive to accommodate all requests for the registration of a child at the child care centre.
- Where the maximum capacity of a program has been reached and spaces are unavailable for new children to be enrolled, the waiting list procedures set out below will be followed.
- No fee will be charged to parents for placing a child on the waiting list.
- Child Care supervisors manage all waitlists (0 -12 years)

Procedures

Receiving a Request to Place a Child on the Waiting List

The licensee or designate will receive parental requests to place children on a waiting list via Brant Onelist

Placing a child on the Waiting List

1. The licensee or designate will place a child on the waiting list in chronological order, based on the date and time that the request was received.

Once a child has been placed on the waiting list, the licensee or designate will inform

parents of their child's position on the list if requested by parent.

Determining Placement Priority when a Space Becomes Available

When space becomes available in the program, priority will be given to

- 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.
- Families waiting to transfer from one program to another
- 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.

Once these children have been placed, other children on the waiting list will be prioritized based on program room availability and the chronology in which the child was placed on the waiting list.

Offering an Available Space

1. Parents of children on the waiting list will be notified via email that a space has become available in their requested program.

Parents will be provided a timeframe of one week (7 days) in which a response is required before the next child on the waiting list will be offered the space.

Where a parent has not responded within the given timeframe, the licensee or designate will contact the parent of the next child on the waiting list to offer them the space.

Responding to Parents who inquire about their Child's Placement on the Waiting List

1. The Child Care Supervisor will be the contact person for parents who wish to inquire about the status of their child's place on the waiting list.

The Child Care Supervisor will respond to parent inquiries and provide the child's current

position on the list and an estimated likelihood of the child being offered a space in the program.

Maintaining Privacy and Confidentiality

1. The waiting list will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list and therefore only the child's position on the waiting list will be provided to parents.

Names of other children or families and/or their placement on the waiting list will not be shared with other individuals.

Additional Procedures

If a parent does not respond within the timeline, they are removed from our waitlist as noted in the email notification. If they call after the timeline has passed they can be reactivated with a note of the original date they went on the list.

SECTION C - BEHAVIOUR MANAGEMENT

Child Behaviour and Guidance Techniques

- Participants will be guided in a positive manner that is appropriate to their age and developmental level
- Guidance will assist participants to understand and learn self discipline and appropriate behaviours
- All rules and guidelines will be clearly outlined to all participants - they will be repeated and reviewed as necessary
- Regular leader intervention will be in the form of praise, encouraging comments, recognition, and reminders to participants of acceptable behaviour - where possible, intervention will permit logical consequences; physical contact with participant will be discouraged
- Leaders, students, and volunteers will use positive, supportive voices and vocabulary, model acceptable behaviour and not discuss the child's misbehaviour in front of them
- Snacks - participants will be encouraged to feed themselves and to at least taste all foods - force feeding or the withholding of any food or drink is not allowed
- Participants will be encouraged to work both independently and cooperatively with other participants and staff
- If a leader feels her/himself losing patience with a participant or situation, they will seek assistance. This is not viewed as a weakness but rather as professionalism, it happens to everyone occasionally but will never be a reason to penalize a child
Leaders and volunteers who are having difficulties with any aspect of their position are encouraged to seek guidance or assistance the program supervisor

Strategies for Challenging Behaviours

In the event that any participant misbehaves, one or more of the following techniques will be employed;

1. Leaders will watch for potential problems and intervene before problems arise. Example: change activity, separate participants
2. Wherever misbehaviour is considered attention seeking, it will be ignored, unless it poses a potential danger
3. Participants will be given clear direction by staff regarding the limits of the program/activities
4. Leaders will observe the undesirable behaviour or obtain as much information as possible prior to forming judgements
5. Leaders will bring the inappropriate behaviour to the participant's attention, explaining why it is inappropriate. Engage in a problem-solving process with the participant to determine behaviour

- modification and consequences if the behaviour re-occurs
6. If the behaviour re-occurs, the participant and leaders will review the problem-solving process and follow the pre-determined consequences. Consequences may include:
 - redirection to another activity
 - time out: Time outs will be seen as an acceptable. Following the time out, staff will review the problem with the participant and determine how the problem can be solved/prevented in the future. Length of time out is based on the readiness of the participant to return to the program (i.e. de-escalation has occurred).
 7. Continuous poor behaviour will result in removal from all activities and a report will be made to the parent/guardian
 9. Leaders will acknowledge the child's feelings
 10. Leaders response to misbehaviour will be in a supportive voice-focus on the intervention not the child

Prohibited Practices

No leader or student or volunteer shall permit/use;

- a) Corporal punishment
- b) Physical restraint, such as confining a child to a high chair, car seat, stroller or another device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent
- c) Locking the exits of the centre for the purpose of confining a child, or confining a child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of emergency management policies and procedures
- d) Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten a child or undermine his or her self-respect, dignity or self-worth
- e) Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- f) Inflicting any bodily harm on a child including making a child eat or drink against their will

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.

THE AGENCY WILL REMAIN NEUTRAL AND REFRAIN FROM OFFERING ADVICE AND/OR PROVIDING WRITTEN DOCUMENTATION IN REGARDS TO THE STATUS AND/OR WELL BEING OF A CHILD IN OUR CARE.

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 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 parents (ie. Primary care parent) has exclusive decision-making responsibility with regard to care responsibilities, then it is permissible for that for that parent alone to register the child(ren) in care, in accordance with the court Order.

Where there is any particular, 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 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.

SUPERVISION

To help support the safety and well-being of children within our programs, the Club will ensure that every

child who is in attendance in one of our licensed programs is supervised by an adult at all times. No child will be supervised by a person under 18 years of age. Only employees will have direct unsupervised access to children and volunteers or students will not have sole supervision responsibilities for children at any time. Additionally, volunteers and students may not be counted in the staffing ratio.

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 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 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.

EMERGENCIES

We ask that all CHANGES of address, telephone number, employment, doctor's etc., be reported to the Program Supervisor immediately. It is the parent's responsibility to notify the Supervisor 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/DOCTOR'S LABEL. ONLY THE EXACT AMOUNT LISTED WILL BE GIVEN.

There may be extenuating circumstances when a medical physician, as part of a life-threatening emergency protocol, also incorporates an 'over the counter' medication into the child's EMERGENCY RESPONSE PLAN. ONLY when the physician includes this information and instructions in the Emergency Response Plan and it is accompanied with the physician's signature, will non-prescription medication be administered.

IMMUNIZATIONS

Immunizations are required **BEFORE admission** into the program and they are to include;

- < Diphtheria
- < Measles

- < Pertussis
- < Mumps
- < Tetanus
- < Rubella
- < Polio

Dates are to be included with immunizations on all forms.

IF A CHILD HAS NOT RECEIVED IMMUNIZATION, A STATEMENT OF CONSCIENCE OR RELIGIOUS BELIEF MUST BE OBTAINED FROM THE HEALTH UNIT PRIOR TO REGISTRATION.

ILLNESS

All children attending our program are informally assessed for symptoms of ill health daily, before admission into the program. Children will be excluded if they show symptoms of a contagious nature or infections. These symptoms may be;

- green/yellow runny nose if accompanied by any one or combination of the following;
- acute cold
- runny eyes
- sore throat
- undiagnosed rash
- vomiting
- diarrhea
- fever of 101F or higher
- infected hair or skin
- open sores

The child cannot return to the program until they are symptom free for 24 hours, with few exceptions. When a child develops symptoms while in the program, all symptoms will be recorded in a Symptoms of Ill Health Form located inside each child's file.

The child's parent/guardians or emergency contact will be notified immediately of the child's condition and will be asked to come and pick the child up.

OUTBREAK POLICY

When an outbreak is suspected (the Brant County Health Unit considers two or more cases of an illness to be an outbreak), 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 daily 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 school while sores are still visible.

It is our policy, that in order to protect the 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 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 be contacted by the center and be provided educational materials

ANAPHYLAXIS (Allergies)

Anaphylaxis is a serious allergic reaction that can be life-threatening. It requires avoidance strategies and immediate response in the event of an emergency. These policies and procedures are intended to help meet the needs and save the lives of children with severe allergies and provide relevant and important information on anaphylaxis to parents, staff, students, volunteers and visitors at the child care centre. This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for an anaphylactic policy for child care centres. The requirements set out in this policy align with Sabrina's Law, 2005.

Note: definitions for terms used throughout this policy are provided in a Glossary at the end of the document.

Ensuring the safety of anaphylactic children or youth within the Boys & 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.

Individualized Plans and Emergency Procedures for Children with Life-Threatening/Anaphylactic Allergies

- Before attending the child care centre, the supervisor/designate will meet with the parent of a child to obtain information about any medical conditions, including whether the child is at risk of having or has anaphylaxis.
- Before a child attends the child care centre or upon discovering that a child has an anaphylactic allergy, an individualized plan and emergency procedures will be developed for each child with anaphylaxis in consultation and collaboration with the child's parent, and any regulated health

professional who is involved in the child's care that the parent believes should be included in the consultation.

- All individualized plans and emergency procedures will include a description of symptoms of an anaphylactic reaction that are specific to the child and the procedures to be followed in the event of an allergic reaction or other medical emergency based on the severity of the child's symptoms.
- The individualized plan and emergency procedures for each child will include information for those who are in direct contact with the child on a regular basis about the type of allergy, monitoring and avoidance strategies and appropriate treatment.
- All individualized plans and emergency procedures will be made readily accessible at all times to all staff, students and volunteers at the child care centre and will be posted in all program spaces/rooms, the participants file and in all program binders
- All individualized plans and emergency procedures will be reviewed with a parent of the child 6 months to ensure the information is current and up to date.
- Every child's epinephrine auto-injector must be carried everywhere the child goes.

Strategies to Reduce the Risk of Exposure to Anaphylactic Allergens

The following strategies to reduce the risk of exposure to anaphylactic causative agents must be followed at all times by employees, students and volunteers at the child care centre.

- Do not serve foods where its ingredients are not known.
- Do not serve items with 'may contain' warnings on the label in a room where there is a child who has an individualized plan and emergency procedures specifying those allergens.
- Ask the caterer or cook to provide the known ingredients for all food provided. The ingredients will be reviewed before food is served to children to verify that causative agents are not served to children with anaphylactic allergies.
- In cases where a child has food allergies and the meals and snacks provided by the child care centre cannot meet the child's needs, ask the child's parent to supply snacks/meals for their child. All written instructions for diet provided by a parent will be implemented.
- Where food is provided from home for children, ensure that appropriate supervision of children is maintained so that food is not shared or exchanged.
- Encourage parents who serve foods containing allergens at home to ensure their child has been rid of the allergens prior to attending the child care centre (e.g. by thoroughly washing hands, brushing teeth, etc.)
- Do not use craft/sensory materials and toys that have known allergens on the labels.
- Share information about anaphylaxis, strategies to reduce the risk of exposure to known allergens and treatment with all families enrolled in the child care centre.
- Make sure each child's individual plan and emergency procedure are kept-up-to-date and that all staff, students, and volunteers are trained on the plans.
- Refer to the allergy list and ensure that it is up to date and implemented.
- Update staff, students, and volunteers when changes to a child's allergies, signs and symptoms, and treatment occur and review all updates to individualized plans and emergency procedures.
- Update families when changes to allergies occur while maintaining the confidentiality of children.
- Update or revise and implement the strategies in this policy depending on the allergies of children enrolled at the child care centre.

Rules for Parents Who Send Food with their Child

- Ensure that parents label food brought to the child care centre with the child's full name and if applicable, the date the food arrived at the child care centre.
- Parents must advise the child care centre of all ingredients in food supplied by the parent or any ingredients to which children may be allergic.

Communication Plan

The following is our communication plan for sharing information on life-threatening and anaphylactic allergies with staff, students, volunteers, parents and families.

- Parents will be encouraged not to bring foods that contain ingredients to which children may be allergic.
- Parents and families will be informed about anaphylactic allergies and all known allergens at the child care centre through email.
- A list of all children's allergies including food and other causative agents will be posted in all cooking and serving areas, in each play activity room, and made available in any other area where children may be present.
- Each child with an anaphylactic allergy will have an individualized plan and emergency procedures that detail signs and symptoms specific to the child describing how to identify that they are having an allergic reaction and what to do if they experience a reaction.
- Each child's individualized plan and emergency procedures will be made available and accessible wherever the child may be present while receiving child care.
- The caterer, cook, individuals who collect groceries on behalf of the child care centre and/or other food handling staff, where applicable, will be informed of all the allergies at the child care centre, including those of children, staff, students and volunteers. An updated list of allergies will be provided to the caterer or cook as soon as new allergies are identified. The supervisor or designate will communicate with the caterer/cook about which foods are not to be used in food prepared for the child care centre and will work together on food substitutions to be provided.
- The child care centre will communicate with the Ministry of Education by reporting serious occurrences where an anaphylactic reaction occurs in accordance with the established serious occurrence policy and procedures.
- This communication plan will be continually reviewed to ensure it is meeting the needs of the child care centre and that it is effectively achieving its intended result.

Drug and Medication Requirements

- Where drugs or medications will need to be administered to a child in response to an anaphylactic reaction, the drug and medication administration policy will be followed including the completion of a parental authorization form to administer drugs or medications.
- Emergency allergy medication (e.g. oral allergy medications, puffers and epinephrine auto-injectors) will be allowed to remain unlocked or carried by children with parental authorization so that they can be administered quickly when needed.

Training

- Director of Programs and Services will ensure that the supervisor/designate and/or all staff, students and volunteers receive training from a parent of a child with anaphylaxis on the procedures to follow in the event of a child having an anaphylactic reaction, including how to recognize the signs and symptoms of anaphylaxis and administer emergency allergy medication.
- Where only the supervisor/designate has been trained by a parent, the supervisor/designate will ensure training is provided to all other staff, students and volunteers at the child care centre.
- Training will be repeated annually, and any time there are changes to any child's individualized plan and emergency procedures.
- A written record of training for staff, students and volunteers on procedures to be followed for each child who has an anaphylactic allergy will be kept, including the names of individuals who have not yet been trained. This will ensure that training is tracked and follow-up is completed where an individual has missed or not received training.

Confidentiality

- Information about a child's allergies and medical needs will be treated confidentially and every effort will be made to protect the privacy of the child, except when information must be disclosed for the purpose of implementing the procedures in this policy and for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

Procedures to be followed in the circumstances described below:

Circumstance	Roles and Responsibilities
<p>A) A child exhibits an anaphylactic reaction to an allergen</p>	<p>The person who becomes aware of the child’s anaphylactic reaction must immediately:</p> <ul style="list-style-type: none"> implement the child’s individualized plan and emergency procedures; contact emergency services and a parent/guardian of the child, or have another person do so where possible; and ensure that where an epinephrine auto-injector has been used, it is properly discarded (i.e. given to emergency services, or in accordance with the drug and medication administration policy). <p>Once the child’s condition has stabilized or the child has been taken to hospital, staff must:</p> <ul style="list-style-type: none"> i. follow the child care centre’s serious occurrence policies and procedures; <p>document the incident in the daily written record; and</p> <p>document the child’s symptoms of ill health in the child’s records.</p>
<p>B) A child is authorized to carry his/her own emergency allergy medication.</p>	<p>1. Staff must:</p> <ul style="list-style-type: none"> i. ensure that written parental authorization is obtained to allow the child to carry their own emergency allergy medication; <p>ensure that the medication remains on the child (e.g., fanny pack, holster) and is not kept or left unattended (e.g. in the child’s cubby or backpack);</p> <p>ensure that appropriate supervision is maintained of the child while carrying the medication and of children in their close proximity so that other children do not have access to the medication; and</p> <p>Where there are safety concerns relating to the child carrying his/her own medication (e.g. exposure to other children), notify the centre supervisor/designate and the child’s parent of these concerns, and discuss and implement mitigating strategies. Document the concerns and resulting actions in the daily written record.</p>

Glossary

Anaphylaxis: a severe systemic allergic reaction which can be fatal, resulting in circulatory collapse or shock. Symptoms can vary for different people, and can be different from one reaction to the next,

including:

- Skin: hives, swelling, itching, warmth, redness, rash
 - Breathing (respiratory): coughing, wheezing, shortness of breath, chest pain/tightness, throat tightness/swelling, hoarse voice, nasal congestion or hay fever-like symptoms (runny nose and watery eyes, sneezing), trouble swallowing
 - Stomach (gastrointestinal): nausea, pain/cramps, vomiting, diarrhea
 - Heart (cardiovascular): pale/blue colour, weak pulse, passing out, dizzy/lightheaded, shock
 - Other: anxiety, feeling of “impending doom”, headache, uterine cramps, metallic taste in mouth
- (Source: <http://foodallergy canada.ca/about-allergies/anaphylaxis/>)

Causative Agent (allergen/trigger): a substance that causes an allergic reaction. Common allergens include, but are not limited to:

- eggs
- milk
- mustard
- peanuts
- seafood including fish, shellfish, and crustaceans
- sesame
- soy
- sulphites which are food additives
- tree nuts
- wheat
- latex
- insect stings

Epinephrine: A drug used to treat allergic reactions, particularly anaphylaxis. This drug is often delivered through an auto-injector (e.g. EpiPen or Allerject).

Staff (Employee): Individual employed by the licensee (e.g. program room staff).

Licensee: The individual or corporation named on the licence issued by the Ministry of Education responsible for the operation and management of the child care centre.

Parent: A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family (all references to parent include legal guardians, but will be referred to as “parent” in the policy).

WEST NILE VIRUS (*seasonal*)

Ensuring the safety of leaders, children and youth within the Boys & Girls Club program 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. Leaders will apply and/or supervise the application of insect repellent to all participants who have a signed waiver from their parent/guardian before all outdoor exposure.

Emergency Management Best Practices

Purpose

The purpose of this protocol is to provide clear direction for leaders and licensees to follow to deal with emergency situations. The procedures set out steps for leaders to follow to support the safety and well-being of everyone involved.

Clear practices will support all individuals to manage responses and responsibilities during an emergency, resulting in the safest outcomes possible.

Definitions

All-Clear: A notification from an authority that a threat and/or disaster no longer pose a danger and it is deemed safe to return to the child care premises and/or resume normal operations.

Authority: A person or entity responsible for providing direction during an emergency situation (e.g. emergency services personnel, the licensee).

Emergency: An urgent or pressing situation where immediate action is required to ensure the safety of children and adults in attendance. These include situations that may not affect the whole child care centre (e.g. child-specific incidents) and where 911 is called.

Emergency Services Personnel: persons responsible for ensuring public safety and mitigating activities in an emergency (e.g. law enforcement, fire departments, emergency medical services, rescue services).

Evacuation Site: the designated off-site location where shelter is obtained during an emergency. The evacuation site is used when it is deemed unsafe to be at or return to the child care centre.

Licensee: The individual or agency licensed by the Ministry of Education responsible for the operation and management of each child care centre it operates (i.e. the operator).

Meeting Place: the designated safe place near the child care centre where everyone is to initially gather before proceeding to the evacuation site, or returning to the child care centre if evacuation is not necessary.

Leaders: Individual employed by the licensee (e.g. program leaders, supervisor).

Unsafe to Return: A notification from an authority that a threat and/or disaster continue to pose a danger and it is unsafe to return to the child care premises.

Best Practice

Leaders will follow the emergency response procedures outlined in this document by following these three phases:

1. Immediate Emergency Response;
2. Next Steps during an Emergency; and
3. Recovery.

Leaders will ensure that children are kept safe, are accounted for and are supervised at all times during an emergency situation.

FINAL

For situations that require evacuation of a child care centre, the **meeting place** to gather immediately will be located at;

Banbury Child Care Centre:

In the front yard of Banbury Heights School beside the large information sign

Kiddy Korner Daycare:

In the round circle in front of the building

BGC After School Program:

In the round circle in front of the building

Agnes Hodge Public School Afterschool Program:

Brooklyn Park (Park beside school)

If it is deemed 'unsafe to return' to the child care centre, the **evacuation site** to proceed to is located at;

Banbury Child Care Centre:

YMCA Three Bears Child Care Centre – 160 Brantwood Park Road, Brantford

Kiddy Korner Daycare:

Lions Park Arena – 20 Edge Street, Brantford

BGC After School Program:

Lions Park Arena – 20 Edge Street, Brantford

Agnes Hodge Public School Afterschool Program:

BGC Brantford – 2 Edge Street, Brantford

Note: all directions given by emergency services personnel will be followed under all circumstances, including directions to evacuate to locations different than those listed above.

For any emergency situations involving a child with an individualized plan in place, the procedures in the child's individualized plan will be followed.

If any emergency situations happen that are not described in this document, the Executive Director or Director of Programs and Services will provide direction to leaders for the immediate response and next steps. Leaders will follow the direction given.

If any emergency situations result in a serious occurrence, the serious occurrence policy and procedures will also be followed.

All emergency situations will be documented in detail by Program Supervisor or Designate in the daily written record.

Additional Best Practice Statements

E.g. regular drills with leaders for training/practice, emergency bag preparation, etc.

Regular drills with leaders for training/practice will be conducted and each leaders will review Emergency Response best practice before being placed in program
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FINAL

BGC Brantford

Safe Arrival and Dismissal Policy and Procedures

Name of Child Care Centre: BGC Brantford – Kiddy Korner/Banbury Child Care

Name of Before/Afterschool Programs – Edge St Before/After School Program, Graham Bell before and after school program Agnes Hodge Public School After School Program, Banbury Child Care Before/Afterschool Program

Date Policy and Procedures Established: December 14th 2023

Date Policy and Procedures Updated: January 19th 2024

Purpose

This policy and the procedures within help support the safe arrival and dismissal of children receiving care.

This policy will provide staff, students and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the child care centre as expected, as well as steps to follow to ensure the safe dismissal of children.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

Note: definitions for terms used throughout this policy are provided in a Glossary at the end of the document.

Policy

General

- BGC Brantford will ensure that any child receiving childcare at the childcare centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the child care centre may release the child to.
- A parent/guardian may request that a child who is 10 years old or older be released from childcare without supervision. Parents/Guardians must provide written and signed authorization and instructions for the release of the child including the time of dismissal.
- Where a parent/guardian provides written instructions for the release of their child from care without supervision, the parent/guardian is aware that the childcare is no longer responsible for that child upon their dismissal.
- Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

Procedures

Accepting a child into care

1. When accepting a child into care at the time of drop-off, program staff in the room must:
 - greet the parent/guardian and child.

- ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on the authorized pickup list or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email).
- document the change in pick-up procedure in the daily written record.
- sign the child in on the classroom attendance record.

Where a child has not arrived in care as expected

1. Where a child does not arrive at the childcare centre/before school program and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must:
 - inform the supervisor and they must commence contacting the child's parent/guardian no later than 9:00am. Staff shall call parent/guardian and will continue to call every 10 minutes until contact with an adult is made to confirm absence for toddler, preschool and before school programs.

Afterschool Program

- Staff will inform the afterschool supervisor immediately if a child has not arrived at the afterschool program
 - The Afterschool supervisor will then check with the school office or school classroom teacher immediately to see if the child was in attendance at school that day
 - If the child was in attendance that day, the supervisor will continue to communicate with the school office staff to see if the child was picked up/took the bus home/walked home
 - If the school office and the afterschool supervisor cannot locate the child by 3:15pm, the staff shall call parent/guardian and will continue to call every 10 minutes until contact is made to confirm absence for afterschool program
 - If there is no contact made with the parent/guardian by 3:25pm, the afterschool supervisor will then contact the emergency contact
 - If the afterschool supervisor is unable to reach the parent/guardian or emergency contact by 3:25pm, the Program supervisor will be notified
 - If a parent/guardian or emergency contact cannot be reached after 45 minutes of calling, the supervisor will be then notify the Director of Programs and Services/Executive Director and then contact the police.
2. Once the child's absence has been confirmed, staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

Releasing a child from care

1. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the child care may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
 - confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.

- where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.

Where a child has not been picked up as expected (before centre closes)

1. 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 within 30 minutes the program staff shall contact the parent/guardian via a phone call 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 must call again and leave a message for the parent/guardian. 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 centre.
 - Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall wait until program closes and then refer to procedures under "where a child has not been picked up and program is closed".

Where a child has not been picked up and the centre is closed

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 6:00pm, staff shall ensure that the child is given a snack and activity, while they await their pick-up.
2. 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 proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian.
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall start contacting authorized individuals listed on the child's file.
4. 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 6:15pm the staff shall proceed with contacting the local Children's Aid Society (CAS) - Child and Family Services of Grand Erie. – 519 753 8681
5. Staff shall follow the Child and Family Services of Grand Erie direction with respect to next steps.

Dismissing a child from care without supervision procedures

Where a parent/guardian has provided written authorization for their child to be released from care without supervision, one staff in the program must be responsible for dismissing the child from care. Prior to dismissing the child from care, the staff shall review the written instructions for release provided by the parent/guardian and release the child at the time set out in the instructions. The staff shall document the time of departure from care and as well as their initials on the attendance record.

Glossary

Individual authorized to pick-up/authorized individual: a person that the parent/guardian has advised the child care program staff in writing can pick-up their child from care.

Licensee: The individual or corporation named on the licence issued by the Ministry of Education responsible for the operation and management of the child care centre and home child agency.

Parent/guardian: A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family.

FINAL

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