



# PARENT HANDBOOK

Before & Afterschool Programs – Kindergarten and  
School Age

BGC Banbury Child Care  
BGC Kiddy Korner Child Care  
BGC Brantford Edge St.  
BGC Brantford Agnes Hodge  
BGC Brantford Graham Bell  
BGC Brantford Blanche E. Williams  
BGC Brantford Cedarland

## **Welcome to BGC Brantford**

Thank you for taking the time to consider enrolling your child/ren in our licensed Before / After School / PA Day Care Program(s). The following parent/guardian handbook outlines a variety of areas that are important to providing quality 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 that 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 programs, with over 30 years of experience serving children 18 months to 12 years of age and their families.

The Club is governed by a Board of Directors made up of community-minded citizens who are responsible for its operation. The Club is a member of BGC Canada, a cooperative encompassing over 100 Clubs. The Club is also a Brant United Way member agency.

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## **VISION**

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

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## **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.

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## **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.

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## **PROGRAM STATEMENT**

For almost 50 years, the Boys and Girls Club has been helping young people discover, develop and achieve their best potential by engaging them in activities that challenge them 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.

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## **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 content (How Does Learning Happen?). This framework supports creating goals for children that encourage:

- Self-regulation
- Identity
- Social inclusion
- Health and well-being
- Language & thinking skills
- 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
- Access to technology

These environments promote a love of learning and encourage young people to set and achieve academic goals.

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## **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 Canada's Food Guide, and children have access to drinking water and safe transitions throughout the program.

Leaders also address environmental issues and reduce hazards that may cause injury.

Staff remain aware of information relating to:

- Medical conditions
  - Allergies
  - Food restrictions
  - Medication requirements
  - Parental preferences regarding diet, exercise and rest time
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## **Promoting...**

### **PHYSICAL LITERACY & NUTRITION**

Children participate daily in indoor and/or outdoor physical literacy, active living and play activities, such as:

- Parachute games
- Cooperative games
- Basketball
- Soccer
- Baseball
- Obstacle courses

Our active living programs and activities help instill healthy habits and attitudes while supporting the unique needs of the children in our care.

When appropriate, quiet/rest time opportunities are also provided for children. These activities may include:

- Reading
- Puzzles
- Computers
- Creative arts

With opportunities to increase daily physical activity, develop nutritional awareness, and build healthy eating habits, young people learn about physical health and well-being through both structured and informal play, helping them make healthy and balanced choices.

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## **Fostering...**

### **CREATIVITY**

Leaders foster children's need for exploration, adventure, play and inquiry by providing a variety of activities in environments that encourage choice and active play.

Leaders provide child-initiated and adult-supported experiences and introduce new ideas, concepts and opportunities that expand children's knowledge and experiences.

Leaders observe children's interactions and engagement and use that information to plan and create positive learning environments based on the interests of the child.

## **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 the 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 a positive self-image and be respectful of themselves and others. Resilience is fostered by working with young people, their families and our community.

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## **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 knowledge to create meaningful interactions and engage children on a daily basis.

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## **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, Grand Erie Family & Children's Services, Brant County Health Unit, etc., in order to meet the needs of our families effectively.

BGC 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.

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## **Supporting...**

### **PROFESSIONAL DEVELOPMENT**

Ongoing opportunities are provided for Leaders and other individuals who interact with our children to enhance professional capacity and engage in reflection and discussions about pedagogy and related practices.

Supporting ongoing professional development occurs in a variety of ways including:

- Online learning
- Workshops
- Conferences

Leaders build a climate of trust, support, honesty, collaboration, mentorship and respect, creating healthy professional relationships that encourage continuous growth and development.

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

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## **SECTION A – GENERAL INFORMATION**

We are very pleased to welcome you to the Before/After School/PA Day Programs 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.

All activities encompass physical activity, nutrition and asset building (personal growth and development), as required by the Club's 'Step It Up' philosophy and the Ministry of Education.

Our focus is on establishing children's personal values and developing their physical, social, intellectual and emotional skills. A variety of activities are offered to enable each child to grow during their time with us.

We maintain an Open Door Policy. You are welcome to come in and see your child engaging in imaginative, creative, and interactive play with other children.

The purpose of this handbook is to make you aware of our policies, procedures, and other important program information. Please read this handbook carefully and keep it for future reference. If you have any questions, contact the Program Supervisor.

## AGES

Children ages 3.5–12 years can be registered in the Before and/or After School Programs, depending on program location.

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## RATIOS / GROUP SIZE

Our programs are licensed by the Ministry of Education with the following capacities:

- **Edge Street** – 120 school-age children per day
- **Agnes Hodge Public School** – 30 school-age children, 52 kindergarten children per day
- **Banbury Child Care** – 30 school-age children, 20 kindergarten children per day
- **Graham Bell** – 30 school-age children, 26 kindergarten children per day
- **Cedarland** – 30 school-age children, 26 kindergarten children per day
- **Blanche E. Williams** - TBD

*Dependent on resources (e.g., staffing), we may limit a program to a manageable capacity of children per day.*

Staff-to-child ratios according to the Child Care and Early Years Act:

- **Kindergarten:** 1 staff per 13 children
- **School-age:** 1 staff per 15 children

As numbers require and staffing permits, programs are divided into age groups:

- 3.5–5 years
- 6–9 years
- 10–12 years

*Groups may be combined for larger activities when appropriate.*

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## LEADERS, STUDENTS, VOLUNTEERS

Our leaders are committed to providing high-quality care.

- Students from community educational institutions often take part in our program as part of their learning.
- Volunteers may also assist in our programs.

All leaders, students, and volunteers are interviewed and must have an approved Criminal Background Check before joining the program.

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## DAYS / HOURS OF OPERATION

Before/After School Care Programs operate September to June, based on the Grand Erie District School Board calendar.

*The program does not follow the Separate School Board calendar.*

### Program hours by location:

1. **Kindergarten & School-Age Before School**  
*Before School Program only services Agnes Hodge School*
  - **Edge Street:** 7:15 am – 8:45 am
2. **School-Age After School**
  - **Edge Street:** 3:05 pm – 5:45 pm
3. **Kindergarten After School**
  - **Agnes Hodge Public School:** 3:05 pm – 5:45 pm
4. **Kindergarten & School-Age Before/After School Program**
  - **Banbury Location:** 7:00 am – 8:45 am & 3:05 pm – 5:45 pm
5. **Kindergarten & School-Age After School Program**
  - **Graham Bell Location:** 2:40 pm – 5:45 pm
6. **Kindergarten & School-Age Before/After School Program**
  - **Cedarland Location:** 7:00 am – 8:45 am & 3:05 pm – 5:45 pm
7. **Before/After School Program**
  - **Blanche E. Williams:** TBD

## SPECIAL NOTICE TO EDGE STREET SCHOOL-AGE REGISTRANTS

Participants must be picked up by 5:45 p.m..

If participants have Memberships in our Evening Drop-in program, they must first be picked up for dinner and may then return to the Club.

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## HOLIDAYS

All programs are closed on the following holidays which fall within the school year:

1. New Year's Day
2. Family Day
3. Good Friday
4. Easter Monday

5. Victoria Day
6. July 24th, 2026 (*Edge Street only*)
7. Thanksgiving
8. Christmas Day
9. Boxing Day
10. December 28th, 2026
11. December 29th, 2026
12. December 30<sup>th</sup>, 2026
13. December 31<sup>st</sup>, 2026

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 tune in to CKPC Radio for information on closures due to weather conditions.

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

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## **TRANSPORTATION / CATCHMENT AREA**

*(Applicable to Edge Street location only)*

- Transportation services are limited and provided from pre-determined school locations.
- Consideration for new locations is made on an individual basis and depends on the Club's ability to service the location.
- All children registered in the Kindergarten/School-Age After School Program are transported from school unless other arrangements have been previously determined.
- On rare occasions, if the Club's vehicles or driver cannot transport, a local taxi company may be used. Authorization for this is included in the policy acknowledgement sign-off form in the registration package.

Contact the Club for a listing of pre-determined school locations.

Transportation is based on registration, and the Club reserves the right to make changes as necessary. Requests for new locations should be directed to the Program Supervisor.

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## **PARKING**

- Please be aware of small children and take extra care when driving on the premises.
  - Do not park in spots marked for those with disabilities unless entitled to do so.
  - Respect the 'no-idling' zone to help protect the environment.
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## **PERSONAL BELONGINGS**

- The programs are not responsible for lost items or belongings.
  - Children are encouraged to leave valuables at home.
  - Children prone to accidents should bring an extra set of clothing.
  - Indoor shoes must be provided to reduce dirt and mud in the facilities.
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## **SNACKS**

- The Before/After School Programs provide a nutritious snack.
- Inform the leader if you wish to bring special treats for birthdays or special occasions.

Important: The program cannot accept homemade treats. All treats must be purchased from an establishment regulated and approved by the Brant County Health Unit.

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## **RELIGION**

- The Club recognizes the diversity of religions and cultures in our community and respects their practices.
- Activities follow the program schedule, but separate activities can be provided for those who choose not to participate due to religious or cultural beliefs.
- It is the parent/guardian's choice whether their child attends the program on special holidays or occasions.
- No segregation of children will occur for any reason.

## **VIDEOS**

Videos are considered an opportunity to see or learn about a topic of interest.

During extended periods of weather that prohibit 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.

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
- Duration: Thirty (30) minutes maximum

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

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## **PARENT/GUARDIAN FEEDBACK**

Ours is an Open Door Policy. We encourage you to speak with your Program Supervisor at any time regarding your child's care and participation.

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## **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 promote positive and responsive interactions among children, parents/guardians, child care providers, and leaders. 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 and will be addressed promptly. Every effort will be made to resolve issues to the satisfaction of all parties.

- Submission: Issues/concerns may be brought forward verbally or in writing.
  - Response: Responses and outcomes will be provided verbally or in writing upon request.
  - Confidentiality: The level of detail provided will respect and maintain the privacy of all parties involved.
  - Timeline: An initial response will be provided within 2 business days, and the person who raised the concern will be kept informed throughout the resolution process.
  - Review: Reviews of issues and concerns will be fair, impartial, and respectful to all parties.
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## **CONFIDENTIALITY**

Every issue and concern will be treated confidentially. Efforts will be made to protect the privacy of parents/guardians, children, leaders, students, and volunteers, except when disclosure is required by law (e.g., Ministry of Education, College of Early Childhood Educators, law enforcement, or Brantford Family and Children Services).

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## **CONDUCT**

Our organization maintains high standards for positive interaction, communication, and role-modeling for children.

- Harassment and discrimination will not be tolerated from any party.
  - If a parent/guardian, provider, or leader feels uncomfortable, threatened, abused, or belittled, they may end the conversation immediately and report the situation to the supervisor and/or licensee.
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## **CONCERNS ABOUT SUSPECTED ABUSE OR NEGLECT OF A CHILD**

Everyone, including the public and professionals working 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, they will be advised to contact Brantford Family and Children Services directly.
- Persons who become aware of such concerns are also responsible for reporting this information as per the “Duty to Report” requirement under the Child and Family Services Act.

**Procedures**

<b>Nature of Issue or Concern</b>	<b>Steps for Parent and/or Guardian to Report Issue/Concern:</b>	<b>Steps for Leader and/or Licensee in responding to issue/concern:</b>
<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 or</li> <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> <li>- the name of the person who received the issue/concern;</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 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 referral.</li> </ul> <p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p>
<p><b>Leader-, Duty parent-, Supervisor-, and/or Licensee-Related</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the individual directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the supervisor or licensee.</li> </ul> <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>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><b>Student- / Volunteer- Related</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the leader responsible for supervising the volunteer or student</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the supervisor and/or licensee.</li> </ul> <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:**

School age Supervisor – 519-752-2964 ext 111

Child Care Supervisor (Kiddy Korner) – 519-752-2964 ext 121

Child Care Supervisor (Banbury) - 519-759-7907

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](mailto:childcare_ontario@ontario.ca)

## FINANCE / ADMINISTRATION

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### CANADA-WIDE EARLY LEARNING & CHILD CARE SYSTEM (CWELCC)

In 2022, Ontario signed the Canada-Wide Early Learning and Child Care Agreement (CWELCC) with the Government of Canada. Significant federal investments through this agreement support:

- Fee reductions
- Increasing the number of licensed child care spaces
- Addressing barriers to providing inclusive child care
- Supporting the early childhood workforce

Objectives of CWELCC funding:

1. Fee Reductions: Provide a 25% 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, reaching an average fee of \$10/day by 2025–26.
2. Increase Access: Create 86,000 new high-quality, affordable licensed child care spaces (relative to 2019), predominantly in not-for-profit licensed child care.
3. Inclusivity: Address barriers to providing inclusive child care.
4. Early Childhood Workforce: Value and support the workforce with training and development opportunities.

#### Eligible Children:

- Any child under six years old, and up until June 30 in a calendar year, any child who:
  1. Turns six years old between January 1 and June 30, and
  2. Is enrolled in a licensed infant, toddler, preschool, kindergarten, family age group, or home child care as defined in the Child Care and Early Years Act, 2014.

BGC Brantford was approved to participate in CWELCC as of November 17, 2022.

For more information on CWELCC, please see the official CWELCC documentation.

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## ENROLLMENT POLICY FOR NEW FAMILIES

### Purpose:

To ensure a fair and transparent enrollment process for new families seeking childcare and/or Before/After School care with BGC Brantford.

### Policy Statement:

BGC Brantford uses the OneList system for all new family applications. Enrollment is based on availability and the order of children on the waitlist.

## Procedure:

1. **Non-Discrimination:** No child or family will be discriminated against based on race, language, culture, sex, or sexual orientation.
2. **No Waitlist Fees:** Families on the waitlist will not be charged to hold their spot.
3. **Application Process:**
  - Families apply through the Brantford/Brant OneList system.
  - Applications are reviewed based on date submitted and space availability within the appropriate age group.
4. **Subsidized Enrollment:**
  - Per City of Brantford guidelines (January 2025), BGC Brantford prioritizes 20% of spaces in both Childcare and School-Age programs for children receiving Child Care Fee Subsidy.
  - Exceptions to first-come, first-served and the 20% policy may occur if:
    1. The child is a sibling of a child already receiving child care services
    2. The child is the child of a staff member
    3. As agreed or requested by the City
  - When a space becomes available, if the 20% minimum has not been met, the Club selects the next child on the OneList who requires fee subsidy.
  - Once contacted, families have 5 business days to complete enrollment, including confirmation of subsidy, facility tour, immunization records, and all forms.
  - If not completed or declined, the Club moves to the next eligible child requiring fee subsidy.
5. **General Enrollment:**
  - After meeting the 20% subsidized requirement, the Club selects the next child on the OneList as spaces become available.
  - Families have 5 business days to complete enrollment (subsidy confirmation, tour, records, forms).
  - If incomplete or declined, the next eligible child is offered the space.
6. **OneList Process:**
  - Families who do not secure a space remain on the OneList until another opportunity arises.
  - Program Supervisor(s) are the contact persons for parent inquiries about the waiting list.
  - Supervisors provide the child's current position and an estimated likelihood of being offered a space.
7. **Maintaining Privacy and Confidentiality:**
  - The waiting list is maintained to protect privacy. Only the child's position is shared with parents.
  - Names of other children/families and their placement will not be shared.

## REGISTRATION PROCEDURES

Once the decision has been made to register a child in our program, online registration must be completed at [www.bgcbrant.ca](http://www.bgcbrant.ca).

- Incomplete registration packages will not be accepted or processed.
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## FEES

### BGC Brantford Before/After School / BASE Fees

Program	
Kindergarten Before School	\$9.00/day
Kindergarten After School	\$10.00/day
Kindergarten Before AND After	\$12.00/day
School-Aged Before School	\$11.00/day
School-Aged After School	\$13.00/day
School-Aged Before and After School	\$21.25/day

### BGC Brantford Before/After School Program NON-BASE Fees

Fee Type	Cost	Reference
Late Fees	\$1/minute	See <b>Late Fee Penalty Payment</b>
Field Trip & Outings Fee	Varies per outing	See <b>Field Trip</b>
Snack Bar	Varies per student	See <b>Snack Bar</b>

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## FEE PAYMENT PROCEDURES

- Fees for service are required monthly, in advance of services being provided.
- Payments are made online via Rec Desk.

### Important Information:

- While payments may occasionally be made by someone other than the individual who signed the registration package, the contract is with the signatory.
  - If accounts are in arrears, payment is expected from the individual who signed the registration.
  - Non-payment may result in the account being forwarded to a collection company.
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## **INCOME TAX RECEIPTS**

- Receipts are available via Rec Desk using your login information.
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## **REFUNDS**

- No refunds are provided for days missed, including illness or program closures beyond our control (e.g., long disruptions in essential services, bad weather).
  - Refunds are issued only if a child totally withdraws from the program with 2 weeks written notice.
  - In extreme circumstances, refunds may be considered with a doctor's note provided by the parent/guardian.
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## **ABSENCES / SERVICE CHARGES**

- Parent/guardians must notify the program as soon as possible regarding a child's absence.
  - Notification deadlines:
    - Before School Care: prior to 7:00 am
    - After School Care: prior to 2:00 pm
  - Failure to notify the program or unregistered attendance will incur an additional \$5.00 per occurrence.
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## **LATE FEE PENALTY PAYMENT**

- Parent/guardians who pick up their child after program closing hours are subject to a late fee:
  - \$1.00 per minute past the closing time (based on the program's clock)
  - Paid directly to the leader who stays beyond their shift
- Parents/guardians must sign the 'Awareness of Late Fee Penalty' section in the enrollment package.
- This fee is not included in the monthly statement or tax receipt.

## **SCHOOL / PROGRAM CLOSURE**

- School or program closures may occur on severe snowstorm days.
- Listen to your local radio station (CKPC) for announcements.
- The Before and/or After School Programs will not operate when schools are closed or if transporting participants (Edge Street ONLY) could pose a safety risk.
- Parents/guardians will be notified via our social media if the program is closed.

- Credit for lost days will be issued if the program closes at our discretion.
  - No refunds will be given if closure is decided by the school board.
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## ENROLLMENT AND WITHDRAWAL

- Leaders are available to assist parents/guardians with completing enrollment forms.
  - Written notice of 3 weeks is required to withdraw a child from the program.
  - If notice is not provided, the parent/guardian will be invoiced for the full 3-week period.
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## TERMINATION OF SERVICES

Our program prioritizes the well-being of children and leaders. Termination of services may occur if one or more of the following criteria are met:

- The child exhibits behavior that may harm others
- The safety or health of children or leaders is at risk
- The centre cannot meet the needs of the child
- Parent/guardian behavior is detrimental to programs and services
- Fees are unpaid in advance of service

### Termination Process:

1. The Program Supervisor will notify the parent/guardian verbally and in writing, detailing concerns and steps taken. This may include contacting outside resources such as:
  - Brant Family and Children's Services
  - Family Counselling Centre
  - Lansdowne Children's Centre
  - Early Years Centre
  - Woodview Children's Centre
  - Ministry of Education
2. A meeting with the parent/guardian and Program Supervisor will be arranged. Outside professionals may be consulted with written parental permission. A plan and timelines will be developed.

**Note:** In extreme cases where safety is at risk, the child may be asked to leave until a care plan is determined.

3. If concerns are not resolved within the agreed timeline, written notice of termination will be provided, effective either at the end of a three-week period or immediately if necessary.
- **Documentation** will be maintained and made available to parents/guardians upon request.
  - **Exception:** Termination due to overdue accounts does not follow this process; it is at the discretion of the Program Supervisor and/or Executive Director.

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## **ARRIVAL AND DEPARTURE**

- Parents/guardians must notify a leader when a child arrives or is picked up.
- Special permission may be granted for Grade 4+ children to walk home unescorted.

### **Sign-In / Sign-Out Procedures:**

- Programs maintain sign-in/out forms for accurate attendance records and responsibility transfer.
- Parents/guardians or authorized adults must complete the sign-out sheet when picking up a child.
- Program leaders will sign children in for After School Programs.
- Initials must be placed next to the child's name each day.

### **Release of Children:**

- Children will only be released to authorized individuals listed on the enrollment forms.
- If a leader is unfamiliar with the individual picking up the child, photo ID issued by the Province of Ontario or Government of Canada will be required for verification.

## **WAITLIST POLICY**

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

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### **Purpose**

This policy ensures that waiting lists are administered transparently, while maintaining privacy and confidentiality of children.

- Provides steps for placing children on the waitlist, offering admission, and informing parents about their child's position.
- Fulfills the obligations under Ontario Regulation 137/15 for licensed child care centres.

Note: Definitions of terms used are provided in the Glossary at the end of this document.

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### **Policy – General**

- BGC Brantford strives to accommodate all registration requests.
- When program capacity is full, waiting list procedures will apply.
- No fee will be charged to place a child on the waitlist.
- Child Care Supervisors manage all waitlists for ages 0–12 years.

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## Procedures

### 1. Receiving a Request

- Requests to place a child on the waitlist are received via Brant OneList by the licensee or designate.

### 2. Placing a Child on the Waitlist

1. Children are placed in chronological order based on the date and time the request is received.
2. Parents may request their child's position on the list; the licensee or designate will provide this information.

### 3. Determining Placement Priority

When a space becomes available, priority is given to:

1. Siblings of current participants – parent/caregiver must provide written request including name, age, requested program, and number of days required.
2. Families transferring from one program to another.
3. Returning families – parent/caregiver must provide a written request as above. Time span between withdrawal and new request must not exceed 2 years.
4. Special Consideration – families at risk of losing fee subsidy or children referred by support organizations partnered with the Club.

**Note:** Waitlist priorities are dynamic; a new family with higher priority may move ahead of others.

Remaining children are prioritized based on program availability and chronology of placement on the list.

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### 4. Offering an Available Space

1. Parents on the waitlist will be notified via email when a space becomes available.
2. Parents have 24 hours to respond.
3. If no response is received, the next child on the waitlist will be contacted.

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### 5. Parent Inquiries

- Child Care Supervisor is the contact for parents inquiring about waitlist status.
- Supervisors will provide:

- Current position on the list
  - Estimated likelihood of being offered a space
- 

## **6. Maintaining Privacy and Confidentiality**

- The waitlist is maintained to protect the privacy of children and families.
  - Only the child’s position is provided to parents.
  - Names of other children/families and their placement are not shared.
- 

## **7. Additional Procedures**

- If a parent does not respond within the given timeframe, their child is removed from the waitlist.
  - Parents can be reactivated if they call later, retaining the original placement date.
- 

## **Glossary**

- Licensee: The individual or corporation named on the licence issued by the Ministry of Education, responsible for operating and managing the child care centre.
- Parent: A person with lawful custody or who treats a child as part of their family. Includes legal guardians, referred to as “parent” in this policy.

## **SECTION C – BEHAVIOUR MANAGEMENT**

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### **Child Behaviour and Guidance Techniques**

- Participants are guided in a positive manner, appropriate to their age and developmental level.
- Guidance helps participants learn self-discipline and appropriate behaviours.
- Rules and guidelines will be clearly outlined, repeated, and reviewed as necessary.
- Leaders provide praise, encouragement, recognition, and reminders of acceptable behaviour. Where possible, logical consequences are applied; physical contact is discouraged.
- Leaders, students, and volunteers will:
  - Use positive, supportive voices and vocabulary
  - Model acceptable behaviour

- Not discuss misbehaviour in front of the child
- Snacks: Participants are encouraged to feed themselves and try all foods; force feeding or withholding food/drink is not allowed.
- Participants are encouraged to work independently and cooperatively with others.
- Leaders who feel they are losing patience should seek assistance; this is a professional approach, not a weakness.
- Leaders and volunteers experiencing challenges are encouraged to seek guidance from the Program Supervisor.

## BEHAVIOURAL EXPECTATIONS

BGC Brantford recognizes that some participants with disabilities may have a more difficult time understanding and following the rules. We will work together with parents/guardians to establish realistic expectations for the participant(s), which do not affect the safety or security of other participants or staff members. Please speak with the program supervisor if your participant(s) needs extra support while participating in programs.

**Please note:** Depending on the severity of the situation, progressive discipline warnings may be accelerated to the next warning. Additionally, completed and signed disciplinary forms will be kept on file and are transferrable to all BGC Brantford programs. Please be aware that BGC Brantford programs include Before and After School program, Evening program and Summer Camp. Finally, all discipline forms will be sent out at the discretion of the program supervisors.

### **Disciplinary forms will consist of a Progressive Discipline process as listed below:**

*For each behaviour form given, parents/guardians will be notified by the program supervisor via a phone call. Parents/guardians will be asked to sign the form at pick up and will receive a copy to take home.*

#### **Warning One: Yellow**

If a participant is consistently not listening, not following the rules and/or misbehaving; the participant will receive three verbal warning before receiving a yellow form.

#### **Warning Two: Orange**

If a participant is exhibiting degrading, unsafe or unwelcoming behaviour; or the first level of discipline has been issued, the participant will receive a orange form.

#### **Warning Three: Red**

In the case of strong disciplinary action, for instance if the participant has bullied or injured another participant or BGC Brantford staff member, they will skip the yellow and orange warning and receive a red form. Or if the first and second warnings of discipline have been issued, the participant will receive a red form. A phone call from the program supervisor with the parent/guardian will be made immediately and the participant will be sent home.

## **Suspension From Programs**

A participant who has received three written warnings or a single red form will be suspended from all BGC Brantford programs for a period, based on the number of offences they have acquired. To be considered for re-instatement, the parents/guardians must arrange a return to program meeting with the program supervisor and the Director of Programs and Services to complete a “Return to Program Behaviour Plan”. This participant would then be re-instated on a probationary basis.

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## **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;

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

Should removal be required no refund will be issued.

**Please contact the program supervisor if you have any questions regarding BGC Brantford’s behaviour policy.**

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## **Strategies for Challenging Behaviours**

When a participant misbehaves, the following techniques may be used:

1. Proactive Intervention: Leaders watch for potential problems and intervene early (e.g., change activity, separate participants).
2. Attention-Seeking Behaviour: Ignored unless it poses danger.
3. Clear Direction: Participants receive guidance regarding program/activity limits.
4. Observation: Leaders gather information about the behaviour before forming judgments.
5. Problem-Solving: Leader explains why behaviour is inappropriate and works with the participant to develop behaviour modification strategies and consequences.

6. Re-occurrence: If behaviour repeats, review the problem-solving process and follow predetermined consequences, which may include:
    - Redirection to another activity
    - Time-Out: Used appropriately. After time-out, staff review the behaviour with the participant and discuss ways to prevent recurrence. Length depends on the participant's readiness to return.
  7. Continuous Poor Behaviour: May result in removal from activities and parent/guardian notification.
  8. Acknowledging Feelings: Staff acknowledge the child's feelings throughout.
  9. Supportive Responses: Staff focus on intervention, not the child, using a supportive voice.
- 

## **Prohibited Practices**

No licensee shall permit, in any child care setting:

1. Corporal punishment of the child.
2. Physical restraint for discipline (except to prevent imminent harm).
3. Locking exits or confining children without supervision (except during emergencies).
4. Harsh, degrading measures, threats, or derogatory language that humiliates, shames, or frightens a child.
5. Deprivation of basic needs, including food, drink, shelter, sleep, toilet use, clothing, or bedding.
6. Inflicting bodily harm, including forcing a child to eat or drink against their will.

No one shall:

- Lock exits to confine a participant.
  - Use a locked/lockable room or structure to isolate a participant withdrawn from others.
- 

This format separates **guidance techniques, strategies, and prohibited practices**, making it **clear, professional, and easy to follow** for staff and parents alike.

## **HEALTH & SAFETY**

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### **Custody Policy**

The Club's personnel are responsible for the care of children, not legal interpretation. Parents with sole or joint custody must cooperate fully with staff to ensure the best interests of the children. The Club remains neutral and will not offer advice or provide written documentation regarding custody status or the child's well-being.

#### **Sole Custody**

- A photocopy of the court order is required upon enrolment and retained in the child's file.
- Without a court order, the Club cannot legally prevent a parent from taking a child.

#### **Joint Custody**

- A photocopy of the court order is required upon enrolment.
- Both parents are encouraged to register the child in the program unless the court grants exclusive decision-making to one parent.
- Special emergency notifications or child care requirements must be provided in writing by the parents or primary care parent upon registration.

#### **Custody Changes**

- Parents are responsible for providing updated court orders if custody arrangements change.

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### **Supervision**

- Every child is supervised by an adult at all times.
- No child is supervised by anyone under 18 years old.
- Only employees have direct unsupervised access to children.
- Volunteers and students do not count toward staffing ratios and cannot supervise alone.

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### **Serious Occurrences**

- All licensed programs must promote the health, safety, and well-being of children.

- Serious Occurrence Reporting allows monitoring of service quality and ensures parents are informed of incidents, responses, and preventive actions.
  - After reporting to the Ministry, a Serious Occurrence Notification Form (SONF) is posted near the license and updated as investigations or actions occur.
  - SONFs remain posted for at least 10 business days from the date of posting or update.
- 

## **Emergencies**

- Parents must report changes to address, phone, employment, or medical contacts immediately.
  - Current contact information and signed consent forms ensure the Club can respond appropriately in emergencies.
- 

## **Medication and Administration of Drugs**

- A medication authorization form must be completed by the parent/guardian before administration.
  - All medication must be in its original container with the child's name and exact dosage on the pharmacy/doctor label.
  - Only the exact listed amount will be given.
  - Over-the-counter medication may only be administered if explicitly included in a physician-signed Emergency Response Plan.
- 

## **Immunizations**

- An immunization confirmation form is required at registration.
- 

## **Illness**

- Children are assessed daily for symptoms of illness before admission.
- Symptoms requiring exclusion include:
  - Green/yellow runny nose with additional symptoms
  - Acute cold
  - Runny eyes
  - Sore throat
  - Undiagnosed rash
  - Vomiting
  - Diarrhea
  - Fever of 101°F or higher

- Infected hair or skin
    - Open sores
  - Children must be symptom-free for 24 hours before returning, with few exceptions.
  - If symptoms develop during the program:
    - They are recorded in the Symptoms of Ill Health Form.
    - Parents or emergency contacts are notified immediately to pick up the child.
- 

### **Outbreak Policy**

- An outbreak is considered when two or more cases of an illness occur.
  - The program supervisor will notify the Brant County Health Unit with symptoms and number of children involved.
  - The Health Unit determines whether it constitutes an outbreak.
  - During an outbreak:
    - All toys are disinfected daily.
    - Children are excluded until the Medical Officer of Health allows them to return.
- 

### **Communicable Disease – Chickenpox**

- Children are contagious before sores appear, so they may return to school with visible sores per Health Unit standards.
  - BGC policy: Children must remain home until scabs form to protect their health and prevent complications.
  - Open sores must always be covered to reduce risk of infection.
- 

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

- Children with head lice will not be permitted in the program.
  - Parents/guardians are responsible for thorough treatment before returning.
- 

### **Anaphylaxis (Severe Allergies)**

- Anaphylaxis is life-threatening and requires prevention strategies and emergency response.
- Policy aligns with Sabrina’s Law, 2005, and Ontario Regulation 137/15.
- BGC strives to provide a safe environment, though risk cannot be reduced to zero.

### **Individualized Plans and Emergency Procedures**

- A meeting with parents is held before attendance to identify medical conditions and allergies.
  - An individualized plan is created for each child with anaphylaxis in consultation with parents and health professionals.
  - Plans detail:
    - Symptoms specific to the child
    - Emergency procedures and treatment steps
    - Monitoring and avoidance strategies
  - Plans are accessible at all times in program spaces, participant files, and program binders.
  - Plans are reviewed with parents every 6 months.
  - Epinephrine auto-injectors must be carried wherever the child goes.
- 

### **Strategies to Reduce Risk of Exposure**

- Only known safe foods are served; avoid “may contain” items.
  - Caterers/food providers must supply ingredient lists for verification.
  - Parents may provide snacks/meals if program food cannot meet allergy needs.
  - Children are supervised to prevent food sharing.
  - Wash hands and clean surfaces to minimize allergen exposure.
  - Craft/sensory materials and toys with allergens must be avoided.
  - Staff are trained on all individualized plans and emergency procedures.
  - Updates to allergies, plans, or procedures are communicated to staff, volunteers, and families while maintaining confidentiality.
- 

### **Parent Responsibilities**

- Label food with child’s full name and date brought to the program.
  - Inform staff of all ingredients in food brought from home.
- 

### **Communication Plan**

- Parents are encouraged not to bring allergenic foods.
- Families are informed of known allergens via email.
- Allergy lists are posted in:
  - Cooking/serving areas
  - Activity rooms
  - Any areas where children are present
- Individualized plans are accessible wherever the child is present.
- Caterers/cooks and food handlers are informed of all allergies and substitutions are coordinated.
- Serious occurrences involving allergic reactions are reported to the Ministry of Education.

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## **Drug and Medication Requirements**

- Follow the medication administration policy for emergency medications.
- Emergency allergy medication (epinephrine, puffers) may remain unlocked or carried with parental authorization.

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## **Training**

- Supervisor/designate and staff are trained by parents or medical professionals on emergency procedures.
- Training includes:
  - Recognition of anaphylaxis
  - Emergency treatment administration
- Training is annual and updated when any individualized plan changes.
- Written records of training, including names of untrained staff, are maintained.

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## **Confidentiality**

- Allergy and medical information is confidential.
- Disclosure occurs only when necessary for implementation of procedures or for legal reasons (e.g., Ministry of Education, law enforcement, 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"> <li>implement the child’s individualized plan and emergency procedures;</li> <li>contact emergency services and a parent/guardian of the child, or have another person do so where possible; and</li> <li>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).</li> </ul> <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"> <li>i. follow the child care centre’s serious occurrence policies and procedures;</li> </ul> <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"> <li>i. ensure that written parental authorization is obtained to allow the child to carry their own emergency allergy medication;</li> </ul> <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 that can be life-threatening, potentially causing circulatory collapse or shock. Symptoms vary between individuals and even between reactions. Common signs include:

- **Skin:** hives, swelling, itching, warmth, redness, rash
- **Respiratory:** coughing, wheezing, shortness of breath, chest tightness, throat swelling, hoarse voice, runny nose, watery eyes, sneezing, trouble swallowing
- **Gastrointestinal:** nausea, pain/cramps, vomiting, diarrhea
- **Cardiovascular:** pale/blue colour, weak pulse, dizziness, fainting, shock
- **Other:** anxiety, feeling of “impending doom,” headache, uterine cramps, metallic taste in mouth  
(Source: [Food Allergy Canada](#))

**Causative Agent (Allergen/Trigger)**

Any substance that causes an allergic reaction. Common examples include:

- Eggs, milk, mustard, peanuts
- Seafood (fish, shellfish, crustaceans)
- Sesame, soy, sulphites (food additives)
- Tree nuts, wheat, latex, insect stings

**Epinephrine**

A medication used to treat severe allergic reactions (anaphylaxis), typically administered through an auto-injector (e.g., EpiPen, Allerject).

**Staff (Employee)**

An individual employed by the licensee to provide care and supervision in the program (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 with lawful custody of a child or a person who has demonstrated a settled intention to treat a child as part of their family. Legal guardians are included under this term.

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**West Nile Virus (Seasonal)**

- The safety of leaders, children, and youth is a shared responsibility.
  - Parents/guardians are responsible for providing insect repellent labelled with their child's full name.
  - Leaders will apply or supervise application of repellent for children who have submitted a signed parental waiver before outdoor activities.
- 

**Emergency Management**

- Leaders ensure children are kept safe, accounted for, and supervised during emergencies.
  - The Program Supervisor or designate will notify parents/guardians as soon as possible via phone, email, radio, website, or voicemail.
- 

**Off-Site Activities**

- Written consent from parents is required; children cannot participate without it.
- Consent forms include:
  - Location and purpose of activity
  - Mode of transportation
  - Estimated departure and arrival times
  - Waivers
- Staff carry a backpack with emergency records, authorized medications, and a first aid kit.

- Staff have a BGC Brantford cell phone for emergency contact with parents or the child care centre.

## Emergency Management Policy and Procedures

### Policy

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.

The following is our off-site meeting place in case of evacuation:

For situations that require evacuation of a program location, 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)

Graham Bell Public School- Front of the school

If it is deemed 'unsafe to return' program location, 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 Before and After School Program:*

Lions Park Arena – 20 Edge Street, Brantford

*Agnes Hodge Public School Afterschool Program:*

BGC Brantford – 2 Edge Street, Brantford

Graham Bell After school program – 68 North Park Street- Grandview Public School

*BGC Brantford Cedarland Public School – before and after school program*

Brier Park Public School – 10 Blackfrair Lane

**Procedures**

<p><b>Roles and Responsibilities of Staff During an Emergency</b></p>	<ol style="list-style-type: none"> <li>1) The leaders member who becomes aware of the threat must inform all other leaders of the threat as quickly and safely as possible.</li> <li>2) Leaders members who are outdoors must ensure everyone who is outdoors proceeds to a safe location.</li> <li>3) Leaders inside the child care centre must: <ul style="list-style-type: none"> <li>• remain calm;</li> <li>• gather all children and move them away from doors and windows;</li> <li>• take children’s attendance to confirm all children are accounted for;</li> <li>• take shelter in closets and/or under furniture with the children, if appropriate;</li> <li>• keep children calm;</li> <li>• ensure children remain in the sheltered space;</li> <li>• turn off/mute all cellular phones; and</li> <li>• wait for further instructions.</li> </ul> </li> <li>4) If possible, leaders inside the program room(s) should also: <ul style="list-style-type: none"> <li>• close all window coverings and doors;</li> <li>• barricade the room door;</li> <li>• gather emergency medication; and</li> <li>• join the rest of the group for shelter.</li> </ul> </li> <li>5) Program Supervisor or designate will immediately: <ul style="list-style-type: none"> <li>• close and lock all child care centre entrance/exit doors, if possible; and</li> <li>• take shelter.</li> </ul> </li> </ol>
<p><b>Providing Additional Support for any Child or Adult who Needs it in Case of an Emergency</b> (including the consideration of special medical needs)</p>	<p>If a child or adult requires additional assistance during an emergency, staff will:</p> <p>Follow their Individual Support Plan (if applicable) or adapt emergency procedures to meet their needs.</p> <p>Assign a trained staff member to provide direct assistance, ensuring their safety and well-being throughout the emergency.</p> <p>Ensure all required medical equipment, medications, and communication aids are accessible and ready for use.</p> <p>Provide extra time, reassurance, and comfort measures as appropriate for the individual’s needs.</p> <p>Maintain communication with families, caregivers, and, if necessary, medical professionals to coordinate support.</p> <p>After the emergency, continue to monitor the individual’s physical and emotional state and arrange further care if needed.</p>

<p><b>Ensuring Children’s Safety and Maintaining Appropriate Levels of Supervision During an Emergency</b></p>	<p>During any emergency, the safety and security of children is the highest priority. Staff will:</p> <p>Remain calm and follow the centre’s emergency procedures to ensure orderly movement and safety.</p> <p>Maintain required staff-to-child ratios at all times, unless it is necessary to temporarily adjust ratios to remove children from immediate danger.</p> <p>Conduct regular head counts at each stage of the emergency (e.g., when leaving the building, upon arrival at the safe location, and before re-entering the building).</p> <p>Keep children within sight and sound supervision, even during evacuation, relocation, or shelter-in-place situations.</p> <p>Position staff strategically to monitor all children, especially at doorways, stairwells, or outdoor boundaries.</p> <p>Ensure attendance records, emergency contact information, and any individualized support plans are brought to the evacuation site.</p> <p>Provide reassurance to children, using calm communication and age-appropriate explanations.</p>
<p><b>Communication with Parents</b></p>	<p>As soon as possible, Program Supervisor or designate must notify parents/guardians of the emergency situation via email and that the all-clear has been given.</p> <p>Where disasters have occurred that did not require evacuation of the program, the Program Supervisor or designate must provide a notice of the incident to parents/guardians by written letter posted or given to parents/guardians.</p> <p>If normal operations do not resume the same day that an emergency has taken place, Program Supervisor or designate must provide parents/guardians with information as to when and how normal operations will resume as soon as this is determined.</p>
<p><b>Contacting Appropriate Emergency Response Agencies</b></p>	<p>Where emergency services personnel are not already aware of the situation, Program Supervisor or designate must notify emergency services personnel (911) of the emergency as soon as possible.</p>
<p><b>Addressing Recovery from an Emergency</b></p>	<p>Conduct a safety assessment of the facility before reopening (check for damage, hazards, air quality, water safety, etc.).</p> <p>Ensure all utilities and essential systems (electricity, plumbing, heating/cooling) are functioning.</p> <p>Replace or sanitize materials, toys, and equipment as needed.</p> <p>Communicate a recovery plan to staff and families, including timelines and any ongoing safety measures.</p> <p>Document actions taken for licensing and insurance purposes.</p>
<p><b>Debriefing Staff, Children and Parents After an Emergency</b></p>	<p>For Staff: Hold a structured debrief session to review what happened, identify what went well, and discuss areas for improvement in emergency procedures.</p>

	<p>For Children: Use age-appropriate discussions, stories, or play-based activities to help them process the event; reassure them about their safety and routine.</p> <p>For Parents: Provide clear, factual updates about the emergency, steps taken to ensure safety, and any follow-up actions or support services available.</p> <p>Maintain open lines of communication for questions or concerns.</p>
<p><b>Resuming Normal Operations of the Child Care Centre</b></p>	<p>Gradually reintroduce regular routines to provide stability and predictability for children.</p> <p>Inform staff and parents about the timeline and any temporary adjustments to schedules, programming, or space use.</p> <p>Review and restock emergency supplies.</p> <p>Conduct a “return to normal” safety drill to reinforce readiness for future incidents.</p> <p>Continue monitoring for any hidden damage or delayed maintenance needs.</p>
<p><b>Supporting Children and Staff Who May Have Experienced Distress During an Emergency</b></p>	<p>Train staff to recognize signs of stress, trauma, or behavioural changes in children (clinginess, withdrawal, sleep changes, regression).</p> <p>Provide access to mental health resources (e.g., counsellors, crisis lines, employee assistance programs).</p> <p>Offer additional emotional support activities—storytime with themes of safety, mindfulness exercises, outdoor play.</p> <p>Allow flexibility in workloads and expectations for staff while they adjust.</p> <p>Follow up regularly with affected families and staff to ensure ongoing well-being.</p>

# Safe Arrival and Dismissal Policy and Procedures

## **BGC Brantford – Kiddy Korner/Banbury Child Care**

**Before/After School Programs:** Edge St Before/After School Program, Agnes Hodge Public School After School Program, Graham Bell Before and After School, Banbury Child Care Before/After School Program, Cedarland Before & Afterschool

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## **Purpose**

This policy ensures the safe arrival and dismissal of children receiving care. It provides staff, students, and volunteers with clear guidance on their roles and responsibilities, including procedures to follow when a child does not arrive or is not picked up as expected.

This policy fulfills obligations under Ontario Regulation 137/15 regarding safe arrival and dismissal procedures.

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## **General Policy**

- Children will only be released to a parent/guardian or an individual authorized in writing by the parent/guardian.
  - Children aged 10 or older may be released without supervision if the parent/guardian provides written, signed authorization, including the time of dismissal.
  - When a child is released without supervision, the childcare centre is no longer responsible for the child once dismissed.
  - Staff must follow procedures whenever a child does not arrive or is not picked up as expected.
- 

## **Procedures**

### **Accepting a Child into Care**

Staff must:

1. Greet the parent/guardian and child.
2. Ask about any changes to pick-up procedures (e.g., someone other than the parent/guardian picking up).

3. Verify that any new individual is on the authorized pick-up list or obtain written authorization if not listed.
  4. Document any changes in the daily written record.
  5. Sign the child in on the classroom attendance record.
- 

## **Child Does Not Arrive as Expected**

### **Infant, Toddler, Preschool and Before School Programs:**

- Notify the supervisor immediately.
- Supervisor begins contacting parent/guardian no later than 9:00 am.
- Staff continue calling every 10 minutes until contact is made.

### **Afterschool Programs:**

1. Inform the afterschool supervisor immediately.
  2. Supervisor checks with the school office/teacher to confirm attendance.
  3. If the child is missing by 3:15 pm, supervisor contacts parent/guardian every 10 minutes.
  4. If no contact by 3:25 pm, supervisor contacts the emergency contact.
  5. If still unreachable after 45 minutes, Program Supervisor notifies the Director of Programs and Services/Executive Director and then contacts police.
  6. Document the absence in the attendance record and daily written record.
- 

## **Releasing a Child from Care**

Staff must:

- Release children only to parents/guardians or authorized individuals.
  - Confirm identity with another staff member or request photo ID if unknown.
  - Verify the individual's information against the child's file or written authorization.
- 

## **Child Not Picked Up as Expected (Before Centre Closes)**

- Staff contact parent/guardian 30 minutes after expected pick-up.
  - If no response, contact authorized individuals listed on file.
  - Follow up according to parent/guardian instructions and document all attempts.
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## **Child Not Picked Up When Centre is Closed**

- Provide snack and activities while waiting.
  - Assign one staff to stay with the child; another contacts parent/guardian or authorized individuals.
  - If unreachable by 6:15 pm, contact Grand Erie Child and Family Services (519-753-8681).
  - Follow CAS direction for next steps.
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### **Child Dismissed Without Supervision**

- Staff must review written instructions prior to dismissal.
  - Release the child at the specified time.
  - Record the time of departure and staff initials on the attendance record.
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### **Glossary**

- Authorized Individual / Individual Authorized to Pick-Up: Person approved in writing by the parent/guardian to pick up their child.
- Licensee: Individual or corporation named on the Ministry of Education licence responsible for the operation and management of the child care centre.
- Parent/Guardian: Person with lawful custody of a child or demonstrating settled intention to treat the child as part of their family.