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Kawarthas

# Licensed Child Care Family Handbook



Operated by BGC Kawarthas  
Revised May 2023

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# WHO WE ARE

## Mission Statement

To provide a safe, supportive place where children and youth can experience new opportunities, overcome barriers, build positive relationships and develop confidence and skills for life.

## Our Vision

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

## 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, volunteer and staff- is heard, respected, valued and treated fairly.

### **Encouragement & Support**

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

### **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.

## Our Philosophy

To provide a welcoming, safe, engaging, and positive environment that promotes healthy relationships, learning and development.

## Participation Canada Wide Early Learning and Child Care System (CWELCC)

BGC Kawarthas Licensed Child Care programs have opted into and has received approval to participate in the Canada Wide Early Learning and Child Care System (CWELCC).

## Program Statement

BGC Kawarthas Licensed Child Care Centres work alongside the document “How Does Learning Happen” and encompasses all four Foundations- Belonging, Well-Being, Engagement, and Expressions. These four foundations align with the BGC Kawarthas’ core values. We following and implement the regulations has outlined by the Ontario Child Care and Early Years Act.

Please see [Appendix 1](#) to read our entire Program Statement.

## Prohibited Practices (as set out in section 48 of Child Care Early Years Act)

Physical punishment and other harmful disciplinary practices in the classroom are prohibited to protect the emotional and physical well-being of children. The Ministry of Education provides explicit details regarding prohibitive practices that are reviewed by all employees, students, and volunteers during orientation and annually.

Please see [Appendix 2](#) to review the complete list of prohibitive practices

# REGISTRATION & ADMINISTRATION

Our Licensed Child Care Centres provide Full Time, Part Time, and Fluctuating contracts for care. Priority will be given to families requesting Full Time care.

## Registration

For the safety of your child, we must be aware of all pertinent information relating to your child. Before your child may begin care, the following information must be supplied to the child care centre office:

- A fully completed application/registration package
- A copy of your child's up to date immunization card. We are required to provide a copy to our local Health Unit
- A copy of any documents relating to the custody of your child

## Discharge Policy

Two weeks written notice is required to be given if you plan on withdrawing your child from care. If two weeks' notice is not received you will still be required to pay for the care that had been scheduled.

## Wait List

A waiting list for families requesting child care is maintained when child care spaces are not currently available.

Please see [Appendix 3](#) for our complete Wait List Policy

## Hours of Operation (All Centres operate Monday-Friday)

Program	Ages/Grades	Hours
Kids in Motion Child Care Centre	18 months - 13 years	6:30 – 6 pm
Dr. George Hall Child Care Centre	18 months - 12 years	6:15 am – 6:15 am
Dunsford After School Licensed Program	JK- Gr. 6	3:30 – 6 pm
Mariposa Before & After School Licensed Program	JK- Gr. 6	3:30 – 6 pm

\*\*Child Care programs may close early on Christmas Eve, New Years Eve, and Halloween

**Closure Dates – The Child Care Centres and programs will be closed on the following dates. If the statutory holiday falls on the weekend and an alternative closure date will be communicated.**

### Statutory Holidays Recognized by BGC Kawarthas

- New Year's Day
- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- Civic Day
- Labour Day
- Thanksgiving Day
- Christmas Day
- Boxing Day
- Additional closure days around Christmas will be communicated to families in November.

### Professional Development Days

- Easter Monday (All Licensed programs will be closed)
- First Friday in November (Preschool & Toddler programs will be closed)

**Dr. George Hall Child Care Centre Only:** Kindergarten & School Age program will be closed the last week of the Summer due school being unavailable.

## Licensed Child Care and Authorized Recreation Program Disclosure

At our Lindsay and Mariposa program locations we offer both Licensed and Authorized Recreation programs (unlicensed).

Please see [Appendix 4](#) for our complete Program Disclosure Attestation.

## Base Fees & Schedules

BGC Kawarthas Licensed Child Care programs have opted into and has received approval to participate in the Canada Wide Early Learning and Child Care System (CWELCC).

Fee reduction through the CWELCC is for children in Licensed Child Care programs under six years old (and any child who turns six years old between January 1 and June 30 in that calendar year) retroactive to April 1, 2022.

## Enrollment

Our Licensed Child Care Centres provide Full Time, Part Time, and Fluctuating contracts for care. Priority will be given to families requesting Full Time care. If a family chooses to switch to part-time care after full time enrollment has been arranged, space may not be guaranteed. We will try to accommodate part time spaces; however, part time space could be denied at anytime if a full-time space is needed.

If you are on a varied enrolment schedule, you will be asked to provide the dates you need care for as soon as you can, but no later than the Wednesday before the next week. These schedules are reviewed regularly, and may be changed or denied based on the number of children and staff at the centres. As long as your account has been paid in full you will be given 5 days minimum notice if your care is denied due to spaces.

## Invoicing

Families will be invoiced based on the contract that was signed at the time of enrollment or where applicable for certain programs based on the number of days registered for the program. Families will receive communication when fee schedules are updated. Fees are to be paid in advance and/or in accordance with the family's contract. If payment is not received, child care may be suspended until a payment has been received.

Fee schedules are posted in each child care centre. Families can complete payment by case, credit, debit, or cheque.

## Financial Assistance

If you require financial assistance for child care costs please contact the City of Kawartha Lakes Child Care Fee Subsidy at 1-877-324-9870.

## Receipts

Child care fees are income tax deductible. Families can go online to print out a yearly tax receipt or view account details by going on [www.bgckawarthas.com/register](http://www.bgckawarthas.com/register). Families may request to have a tax receipt prepared by contacting BGC Kawarthas at 705-324-4493 ext. 200

## Absent, Sick, Vacation Days, Recognized Holidays

Families are required to pay the full cost of care for absent, sick, and vacation days. For Toddler and Preschool programs families are also be required to pay the full cost of care on recognized holidays (see Hours of Operation for recognized holidays). Fees will be charged based on the care that was expected to be given. For example, if your child was to be in care for a full day you will be charged for a full day. For families receiving subsidy this will be part of your allotted absent days/year.

## Base Fee Schedule

Type of Care	Base Fee
Annual Registration Fee	\$25.00
Toddler 6 Hour Day	\$19.14
Toddler Full Day	\$21.03
Toddler Extended Day	\$22.44
Preschool 6 Hour Day	\$17.25
Preschool Full Day	\$18.19
Preschool Extended Day	\$19.63
Kindergarten Full Day	\$17.25
Kindergarten Extended Day	\$18.66
Kindergarten Before School	\$12.00
Kindergarten After School	\$12.00
Kindergarten Before & After School	\$13.70
School Age Before or After School	\$14.50
School Age Before & After School	\$29.00
School Age Full Day	\$33.50
School Age Extended Day	\$35.50

## Non-Base Fees

### Late Pick-Up Fees

Families are required to pick up and depart the Centre/Program by the posted closure time. Where a parent/guardian is unable to pick up prior to closing, it is the parent/guardian's responsibility to contact an emergency contact to arrange for alternate pick up. When a parent/guardian is en route to pick up the child, but will arrive after the closing time, the parent/guardian is required to inform the staff of the circumstance and expected arrival time. If a child is picked up late a fee of \$20 per half hour or part thereof per child will be charged and added to the family's monthly invoice. For further clarification if a family picks up their child anytime between 6:01 - 6:30 they would be subject to the \$20 fee. The Centre clock will be used as the official time.

Please see [Appendix 5](#) for our complete Late Pick Up Policy

### Dishonored Cheque Fees

A \$15 service charge is applied to all dishonoured cheques returned by the bank. Should this occur on more than one occasion a new payment method will be required.



## Field Trip Fees

The Child Care Centre may offer field trips on occasion where an additional fee may be charge. The fee would depend on the trip offered, however would range between \$10 - \$30 per trip.

## WHAT TO EXPECT

### Arrivals

For safety purposes please bring your child into the building and ensure a staff member is aware of your child's arrival.

### Departures

Children will only be released to a person authorized by the parent/guardian on their enrolment package. Photo identification will be required before the child is released.

### Custody Agreements

Please be advised, in situations where custodial concerns are occurring, the centre may not refuse the release of a child to a parent/guardian at the request of the other parent. We must have an up to date legal document on premise and follow the specifically outlined custodial arrangements.

### Program to Program Information Exchange

For the safety and wellbeing of children in our care, BGC Kawarthas will share information between other BGC Kawarthas program areas as children transition or enroll in new BGC Kawarthas programs.

### Supervision of Volunteers

Volunteer and placement students may not be counted in the staff ratio. Direct unsupervised access is not permitted for persons who are not employees of child care centres. No child is supervised by a person less than 18 years of age.

### Field Trips & Off-Site Activities

Occasionally the centre may plan an outing for the children. A letter and permission form will go home in advance.

### Outside Play Time

The Child Care Early Years Act stipulates that children participate in outdoor activities for a minimum of two hours/day for full day programs and 1/2 hour/day for A/S programs weather permitting. For the safety of the children, in extreme weather conditions, such as very cold or very hot, the time outdoors will be reduced or omitted at the discretion of the Supervisor.

### Closure Due to Weather/Bus Cancellations

Parents/Guardians will be provided a letter each fall indicating the process that will be followed for winter inclement weather days. In the case of extreme weather, the centre may be closed. Program closure notifications will be available on BGC Kawarthas social media sources as well as 91.9 BOB FM. If inclement weather progresses throughout the day, for the safety and wellbeing of families and staff, the centre may close early. All families will be contacted and asked to pick up their child early.

## Food & Snacks

Our menu rotates on a two to four-week basis to allow for a variety of different snacks and meals to be served. Our menu is planned as outlined by the Canada Food Guide. If your child has any allergies or food restrictions please note them on your child's registration package. Please inform staff of any updates to your child's food allergies or restrictions.

Due to allergies nuts and foods containing nuts including all food labelled 'may contain nuts' are not permitted or served within the centre.

Families will be asked to supply food for a child who has a nutritional requirement that can't be provided by the child care centre

### Meals/Snacks/Beverages Provided from Home for Children

Parents/Guardians are required to adhere to the set guidelines when providing children with meals, snacks, and beverages to bring to program.

Guidelines for Parents/Guardians Providing Meals, Snacks, and beverages from home to program:

- All food and products brought to the program from home must be peanut, nut, wow butter free. Additionally, products that are labelled 'may contain nuts' are not permitted in program.
- There may be additional food restrictions based on participant specific allergies. The supervisor will communicate additional restrictions to families.
- Provide meals, snacks, and beverages that adheres to Canada's Food Guide.
- Label all lunch bags, food containers and water bottles with their child's name.
- Bag lunches from home will only be permitted for children 44 months of age and older.

If a child forgets to bring a meal or snack or the food provided does not follow the above guidelines then a nutritious meal and/or snack will be provided by the Club. The staff will communicate with the parent/guardian when the above instances occur to ensure the parent/guardian is aware of the guidelines and provide support if necessary

### Kindergarten & School Age Full Day Programs

All children enrolled in the School Age program must supply their own lunch on PA Days, Summer vacation, March Break and Christmas Holidays. We ask that all hot and cold foods be packed by a thermos or freezer pack as refrigeration or microwaves are not available. We ask that lunches provide healthy and nutritious options based on Canada's Food Guide. All lunches must be peanut/nut/wow butter free. The child care program will supply AM snack and PM snack along with water.

## Children's Belongings

### Clothing

When possible please provide clothing that is free of complicated fasteners. Shoes without laces are appreciated. Play time can be messy, please provide clothing that is washable. Providing an extra set of clothing for you child is recommended. Please remember to label your child's clothing and belongings with their name.

Please ensure you dress your child appropriately for the weather as outdoor play is an essential part of our day.

### Toys from Home

Children are encouraged to bring a stuffed animal or an item that may comfort them in their new environment. Blankets from home for rest time are also welcomed. Please label all of your child's belongings. The Child Care program cannot be held responsible for lost or broken toys.

## FAMILY ENGAGEMENT

### Family Participation

We welcome, encourage, and value family participation in our programs. This may include volunteering in our programs or assisting with special events and activities. We appreciate and welcome family feedback and we strive to continually improve our programs to meet the needs of families and children. There may be times throughout the year that we may ask for your feedback or suggestions through discussions, surveys, etc.

### Parent/Guardian Concerns

BGC Kawarthas values open and honest communication. If you have issues or concerns about your child's care please feel free to discuss them with your child's educator. Additionally, the supervisor of the Centre/program is available to discuss your issues or concerns. The Manager- Children's Services and/or the Director of Operations is available if further support is needed. Communication may be verbal or in writing.

BGC Kawarthas is committed to providing excellent service and to:

- address complaints in a timely, fair, respectful and accountable manner;
- provide an opportunity to explain the problem, prompt action and ongoing follow up until the issue is resolved;
- ensure the process is accessible and open.

Please see [Appendix 6](#) for our complete policy on Parent Issues & Concerns.

### Code of Conduct- Children, Parents/Guardians

BGC Kawarthas maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated by any party.

If at any point an employee feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor or manager.

Please see [Appendix 7](#) for our complete Code of Conduct- Children, Parent/Guardian Policy

## HEALTH & WELLNESS

### Illness

There may be an increase to the number of illnesses your child experiences during the first a couple of months attending care. To reduce the spread of contagious illness we ask that families keep their children home when they are not feeling well and experiencing any one of the following symptoms:

- Fever
- Undiagnosed rash/skin condition
- Diarrhea
- Vomiting
- Head lice
- Persistent cough
- Lethargy and irritability and are not able to participate in program
- Pink eye
- Excessive runny nose

Families will be asked to pick up their child immediately if they are experiencing symptoms of illness, this is to keep other children and staff healthy. A child that experiences vomiting or diarrhea will not be permitted back into the centre or program for 48 hours from the last occurrence and 24 hours for a fever. In addition, children should not return to the program until they are ready to participate in all aspects of the program, including outdoor activities.

Communicable diseases or outbreaks, as defined by the local health unit, will be reported and guidelines provided by the health unit will be followed.

## Administration of Medications

It is required by the Child Care and Early Years Act that we do not administer any medication unless:

- The medication authorization form is required to be completed in full by the parent/guardian prior to the medication being administered.
- The prescription medication is in the original container.
- All labels are intact and easy to read.
- Prescription medication is labelled with the correct child's name, medication name, dosage, time(s), length of time to administer and expiry date.
- If the medication is to be administered on an as needed basis the parent/guardian must state on the Child Care Centre's medication authorization form, the types of symptoms or reactions to be observed when the medication is necessary.
- Medication must be handed directly to the staff. Never leave any health care products in your child's bag or cubby.

## Immunization

Our Centres and programs are required to follow the guidelines of the Child Care Early Year Act and the recommendations of the local Health Unit with respect to immunization practices. Before your child begins care please provide a copy of your child's up to date immunization care. We are required to provide a copy to our local Health Unit along with any additional immunizations that your child receives. Please remember to send us a record of immunizations that take place after enrollment.

## Sanitary Practices

We have implemented sanitary practices to help promote a healthy environment for our children, families, and staff. Educators model and support children with proper procedures for routine hand washing before and after meals, diapering/toileting and food preparation and handling. The program space, toys and equipment are cleaned and sanitized on a regular basis.

## Accidents & Reporting

When minor injuries occur, children are cared for and an accident form is completed by the staff. This form will explain the incident in detail. At pick-up time the educator will review the accident with you, and ask you to sign the form, you will be provided a copy. As an alternative the accident form may be provided to you by email, please sign and return it to the Centre.

In the case of a more serious injury, we will make every attempt to contact the parent/guardian. If we can not reach the parent/guardian we will contact the emergency contact person as noted on your application form. If we determine the child requires immediate medical care an ambulance will be called. Communication to the parent/guardian will be facilitated immediately, if the parent/guardian can not be reached then the emergency contact person will be called.

## Behaviour that Affects Safety and Well-being of Children & Employees

BGC Kawarthas strives to meet the individual needs of all children and families within our programs. We will work in partnership with your family to support your child's needs. If your child is displaying behaviour that is unsafe to themselves, other children, or employees we may request the parent/guardian pick up their child immediately. We will work with the family and the supports available to develop a plan to provide care safely. Wellbeing and safety of children, families and our employees is our priority.

## Rest Time

We support each child's needs for sleep, rest and quiet time. Space and time for sleep, rest and quiet play based on a child's individual needs will be provided. Family instructions regarding their child's sleep and rest period are taken into consideration, as well as the needs of the child.

## Playground Safety

Playgrounds are inspected in accordance with the guidelines of the Ministry of Education. Routine maintenance and inspections, conducted daily, monthly and annually, will assist with ensuring that any defects or emerging problems are identified and addressed.

Each morning a staff person is responsible for thoroughly investigating our playground area to ensure that no remnants of harmful substances or vandalism are present. Playground equipment is checked on a regular basis and unsafe equipment is immediately removed for repair or disposal.

## EMERGENCY PROCEDURES

BGC Kawarthas has an emergency management policy and procedure available to parents/guardians upon request. Families will be notified if an emergency occurs by the appropriate supervisor.

### Fire Drills

Fire drills will be conducted on a monthly basis. Facilitation of fire drills will be documented.

### Evacuation

In the event of a full evacuation from the child care centre, please keep the following information in mind: Parents/Guardians will be contacted from the emergency shelter and informed of the situation and where they can pick up their child.

Program	Emergency Shelter
Kids In Motion Child Care Centre	Celebrations (Mackeys/Stoddart Funeral Home- 35 Lindsay St. North, Lindsay, ON
Dr. George Hall Child Care Centre	Little Britain Community Centre- 9 Arena Rd. Little Britain, ON
Dunsford After School Program	Dunsford Community Centre- 26 Community Centre Road, Dunsford, ON
Mariposa Before & After School Program	Oakwood Arena, 1010 Eldon Road, Oakwood, ON

Due to unforeseen circumstances we may need to contact you while your child is in our care. If there is a day you will not be available at the regular contact numbers provided on your registration package please inform the staff when you drop off your child and confirm an alternate contact number.

### C.P.R. & First Aid Training

Licensed Child Care employees are required to have First Aid and C.P.R. C (child and Infant) training.

### Serious Occurrence Notification Policy

The safety and well-being of the children in our child care programs is of the highest priority. We work diligently to provide a safe and nurturing environment. In spite of the best precautions, serious occurrences can sometimes take place. Licensed child care programs are required to report serious occurrences to the Ministry of Education. To support increased transparency and access to information, a "Serious Occurrence Notification Form" will be posted at the centre in a visible area for 10 days. The

Serious Occurrence posting will give parents/guardians information about the incident and outline follow up actions taken and the outcomes, while respecting the privacy of the individuals involved. Where applicable, longer-term actions taken by the centre will also be included to help prevent similar incident in the future.

# APPENDIX 1

## Program Statement

Boys and Girls Clubs of Kawartha Lakes (BGCKL) licensed child care centers work alongside the document “How Does Learning Happen” and encompasses all four Foundations of Learning, Belonging, Well-Being, Engagement, and Expression. These four foundations align with the BGCKL core values the standard by which all BGCKL services are measured. We follow the guidelines outlined in the Ontario Child Care and Early Years Act.

**Our Child Care Centers** promote the health, safety, nutrition and well-being of the children in its care by:

- Serving children healthy nutritious meals and snacks that follow the Canadian Food Guide, encouraging self-serve skills with meals and giving children variety of healthy options.
- Ensuring all staff have current certification in Infant and Child First Aid and CPR.
- Following and adhering to daily, monthly and yearly indoor and outdoor safety checklists.
- Encouraging parents/ guardians to visit the rooms with their child before they begin the program not only for their child to get to know the staff and environment but also for parents/ guardians to get to know the staff team.
- Strive to ensure there is a seamless transition for the child and parent/guardian to and from care.

The childcare care team supports positive and responsive interactions among the children, parents, child care providers and staff by:

- Adopting the best learning approach for each child and appreciating that each child is unique and learns in many different ways.
- Providing an optimal environment where staff get down to the children’s level to communicate and play.
- Building strong relationships between staff, children and families.
- Encouraging parents to be a part of our program and involved in their children’s learning.
- Encouraging families to network with one another.

We encourage the children to interact and communicate in a positive way and support their ability to self-regulate by:

- Modeling appropriate language and social skills.
- Fostering cooperation and communication skills among children.
- Giving the children the “alone time” or the opportunity move away from a situation.

We foster the children’s exploration, play and inquiry by:

- Providing open-ended experiences
- A variety of different play and sensory materials
- Time outdoors
- Extended periods of uninterrupted free time to play

We provide child initiated and adult-supported experiences by:

- Implementing positive experiential learning and programming based on the children’s interests and needs.
- Supportive self-directed play where staff takes the children’s lead in where the learning goes.

We plan for and create positive learning environments and experiences in which each child's learning and development will be supported by:

- Providing positive reinforcement.
- Individual supports and adapting learning and development to each child's strengths, ability, and personality.
- Incorporating individual support plans for identified children to support their developmental learning, integration, educational experience.

We incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day and give consideration to the individual needs of the children receiving care by:

- Scheduling rest times each day, however if children require extra rest time staff will do their best to accommodate
- Ensuring children spend at least two hours per day outdoors. Weather dependent staff may choose to extend or limit time outdoors
- Having a variety of choices and times for indoor play, during these times children have the choice based on their interests that day to choose from activities will include both active and quiet play.

We foster the engagement of and ongoing communication with parents about the program and their children by:

- Following the parents lead and requests on individual needs of their child
- Building relationships and having daily strength based communication with families.
- Using tools such as instagram, communication books, documentation and individual portfolios, newsletters.
- Hosting dinners, open houses, family nights

We involve local community partners and allow those partners to support the children, their families and staff by:

- inviting them into the center and working as a team collaboratively
- helping families find the right support for both home and child care
- collaborating with community partners to give the children a sense of belonging in the surrounding area whether it be through donations, on-site tours, trips and walks throughout the community

We support staff or others who interact with the children at the childcare center in relation to continuous professional learning by:

- Participating in regular and meaningful professional development.
- Ensuring staff are knowledgeable and continue to update their professional learning to provide children with quality care
- Accessing resources available in the City of Kawartha Lakes on childcare related topics.

We document and review the impact of the strategies set out by this program statement on the children and their families by:

- Sending out both parent/family and staff surveys on an annual basis, we then take this information and do our best to accommodate any changes that need to be made based on the results of these surveys.
- Promoting that parents/ guardians speak to any staff member or supervisor at any time you feel an issue needs to be addressed.
- This program statement is a "Working Document" and changes will be made based on the needs of the children, families, staff and center.



## APPENDIX 2

### Prohibited Practices (as outlined by the CCEYA)

No licensee shall permit, with respect to a child receiving child care at a child care centre it operates or at a premise where it oversees the provision of child care,

- (a) corporal punishment of the child;
- (b) physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other 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 child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's 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 the 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 children including making children eat or drink against their will.

The Early Childhood Educators role in behaviour management is to maintain a positive environment while modelling appropriate behaviours and explaining reasons for rules and boundaries. By doing this we hope to promote and encourage positive behaviours and assist in achieving a sense of self-discipline while fostering self-esteem.

The Ministry of Education provides strict guidelines to discipline. If the child care staff must implement behaviour management strategies the following guidelines will be followed.

- 1) In a calm, clear and firm voice inform the child that what they are doing is not acceptable and direct them to stop. Offer alternatives to the behaviour. Ensure all staff are consistent in enforcing the discipline procedure.
- 2) **Volunteers** are not expected to take on a major role in disciplining participants. If youth (s) do not respond to your low-key message then consult the program staff who will deal with the matter according to procedure
- 3) If the behaviour continues, then the child should be informed again that the behaviour is not acceptable and redirect the child to another positive alternate activity. Inform the child that if the behaviours do not stop, they will be removed from the activity for a "Time away" period. This should be stated clearly, so that the child understands exactly what will happen if they does not comply. Explain what a time away is; the child may not know what you mean by TIMEOUT.

Don't fall into the "attention seeking game". A friendly and caring relationship with staff helps the child feel valued and secure, and the child doesn't have to work so hard at making their feelings known.

- 4) "Time away" procedures should be implemented in such a way that they are not embarrassing to the child, and the time frame should be only as long as it takes for the child to return to the activity and interact within the rules.
- 5) In the case where the child returns to the activity but continues to misbehave, consult with your supervisor

- 6) The Supervisor may decide to speak with the child and/or remove him/her from the activity. Removal must be performed in a safe and secure manner for all involved individuals. The Supervisor or designate should also consult with the child and/or the parents/legal guardians, as to why they is misbehaving, i.e. the child may just be very excited about the activity and then gets into trouble and may need to be calmed down. Some other reasons that may cause a child to act out are frustration, too many challenges, too many demands, too little space, and not understanding the instructions, and fatigue.

Remember to have staff use “positive reinforcement” when the child does the activity properly. Every child is unique and may respond differently to direction. Redirection should be implemented so that the child’s dignity and self-worth is enhanced not hurt. Remember that new children will need a sensitive and flexible settling-in period. This starts with the relationship you build with the child and the child’s family in recognizing that children cope with change and new experiences differently. When you see a child acting out, they may not feel comfortable in the group or know the rules.

Parents/legal guardians should always be informed. When there is a feeling of mutual respect and interest in assisting with improving the child’s behaviour, parents then feel supported.

- 7) In cases where the misbehaviour endangers the client, others or the physical/emotional environment of the club the leader should firmly limit the behaviour to ensure safety is maintained.

## APPENDIX 3

### Wait List Policy

It is the policy of all licensed child care programs within BGC Kawarthas to have a wait list policy and procedure in place. Every staff shall be made aware of the policy and procedure prior to commencement of employment

#### **Purpose**

To comply with the Licensed CCEYA requirements

#### **Procedure**

1. There is no charge or fee for placement on the wait list.
2. When a space becomes available:
  - The space will be offered to the first child on the list that fits the following criteria
    - Staffing
    - Ratios
    - Age of child
    - Days available
    - Continual spot
    - Exceptions may be made for children with siblings within the center
  - Parents have three (3) business days, from the date of offer, to decide if they would like to accept the space/spot offered.
  - If parents pass on the spot it will be offered, in order, to the next family on the wait list.
  - If a family passes on a spot they can remain on the list, if they choose, and wait to be offered a space at a more ideal time for them.
3. Full time takes priority over part time spaces on the waiting list.
4. The wait list will be kept in a secure location. Information on the wait list is available to staff and the family of that child only.
5. Our wait list policy is available in our parent handbook, on our website and available by request.
6. Our wait list policy and procedure will be reviewed before staff, volunteers or students commence employment, annually and when changes or updates are made.
7. This policy is to be monitored for compliance and contraventions on a bi-annual basis.

## APPENDIX 4

### Program Disclosure Attestation

At our the BGC Kawarthas Lindsay Location (107 Lindsay St. S.) we provide the following Licensed Programs (Licensed programs adhere to the Child Care & Early Years Act, Ministry of Education)

Program	Room	Time
Kids In Motion- Toddler & Preschool Program	<ul style="list-style-type: none"> <li>Toddler 1,2, Preschool A, B, C</li> </ul>	6:30 am – 6 pm
Kids In Motion- Primary/Junior Before School	<ul style="list-style-type: none"> <li>Gym 1, 2</li> <li>Mini-Gym</li> </ul>	6:30 – 9 am
Kids In Motion- Kindergarten Before School	Kindergarten 1 & 2 Room	6:30 – 9 am
Kids In Motion- Kindergarten After School	Kindergarten 1 & 2 Room	3 – 6 pm
Kids In Motion- Kindergarten Full Day Program (PA Days, Summer, Holiday Break, March Break)	Kindergarten 1	6:30 am – 6 pm

At our BGC Kawarthas Lindsay Location (107 Lindsay St. S.) we provide the following Authorized Recreation After School Programs (Unlicensed programs)

Program	Room	Time
Authorized Recreation After School Program (Grades 1 – 6)	<ul style="list-style-type: none"> <li>Computer Room</li> <li>Games Room</li> <li>Craft Room</li> <li>Gym 1 &amp; 2</li> <li>Mini Gym</li> <li>Peak Climbing Wall</li> <li>Homework Room</li> <li>Hub</li> <li>Atrium</li> </ul>	3 – 6 pm
Camp Programs- Ages 5 – 12 years (PA Days, Summer, Holiday, & March Break)	<ul style="list-style-type: none"> <li>Computer Room</li> <li>Games Room</li> <li>Craft Room</li> <li>Gym 1 &amp; 2</li> <li>Mini Gym</li> <li>Peak Climbing Wall</li> <li>Homework Room</li> <li>Hub</li> <li>Atrium</li> </ul>	6:30 am – 6 pm
Authorized Recreation Tween Program (Grades 7 -8)	Warehouse- Tween Room	3 – 6 pm

At our the BGC Kawarthas Mariposa location we provide the following Licensed Programs (Licensed programs adhere to the Child Care & Early Years Act, Ministry of Education)

<b>Program</b>	<b>Room</b>	<b>Time</b>
Mariposa Before School- Kindergarten (JK & SK)	#111	7:00 am – 9:15 AM
Mariposa Before & After School Program- Kindergarten to Grade 6	#111	3:30 pm – 6 pm

At our BGC Kawarthas Mariposa Location we provide the following Authorized Recreation Programs (Unlicensed programs)

<b>Program</b>	<b>Room</b>	<b>Time</b>
Mariposa Before School- Gr. 1 – Gr. 6	#220	7:00 am – 9:15 am

## APPENDIX 5

### Late Pick Up Policy

#### **Rationale**

To ensure that all families are aware of club hours of operation and the late pick up policy.

#### **Policy**

Families are required to pick up and depart the Centre/Program by the posted closure time. The Centre clock will be used as the official time.

#### **First Recorded Late Arrival**

The coordinator or designate will ask to speak with parent/guardian privately and explain hours of operation and the Clubs policy for families going forward. Parent/Guardian will be asked to sign the Family/Late Arrival Form (Appendix ZD) to confirm they were notified of the Late Pick Up policy.

#### **Second Recorded Late Arrival**

The coordinator or designate will ask to speak with parent/guardian privately and explain hours of operation and will review signed Family Late Arrival Form with a record of the first recorded late arrival warning. Parent/Guardian will be asked to sign the Second Recorded Late Arrival section of Family Late Arrival Form. Parent/Guardian will be informed that their account will be billed and this will be the ongoing procedure for late pick ups.

#### **Additional Late Arrivals**

The coordinator or designate of the program will speak with the parent/guardian and will review the hours of operation and will also review the Family Late Arrival Form and the signatures associated. Parent/Guardian will be informed that fees will be billed to their account. Coordinator or designate will discuss with parent/guardian what the barriers are for them to arrive at the program on time. The parent/guardian and staff will discuss and action plan to ensure the child(ren) will be picked up within the hours of operation.

The coordinator or designate will update the Family Tracking Form (Appendix ZE), which will be kept in the Supervisor Binder.

#### **Late Fee Structure**

Families will be charged \$20 per half hour or part thereof per child. For further clarification if a family picks up their child anytime between 6:01 - 6:30 they would be subject to the \$20 fee. This fee will be added to family accounts and will be subject to all policies regarding account balances.

Late Pick Up Policy is included in Licensed Child Care Family Handbook

## APPENDIX 6

### Parent Issues & Concerns Policy

#### **Purpose**

The purpose of this policy is to provide a transparent process when individuals bring forward for issues and concerns related to Club and Foundations services/ programs. This also includes the licensed child care programs - Dr. George Hall, Kids in Motion, Dunsford After School Licensed Program and Mariposa After School Program. The Club is committed to providing excellent service and to:

- address complaints in a timely, fair, respectful and accountable manner;
- provide an opportunity to explain the problem, prompt action and ongoing follow up until the issue is resolved;
- ensure the process is accessible and open.

Issues and concerns regarding Boys and Girls Clubs of Canada (BGCC) or other Boys and Girls Clubs or other Club Foundations are to be directed to the Club itself. Each Boys and Girls Club or Club Foundation is independent and autonomous, overseen by its own board of directors. If there is a concern or complaint about a different Club/Foundation, individuals are asked to contact the specific Club/Foundation's Executive Director or Board Chair. If it is not addressed individuals may contact BGCC Vice President of Member Services.

#### **Definitions**

**Licensee:** The individual or agency licensed by the Ministry of Education responsible for the operation and management of each licensed child care centre it operates (i.e. the operator). Boys and Girls Clubs of Kawartha Lakes licensee include Dr. George Hall and Kids in Motion child care centres.

**Staff:** Any individual employed by the Club and licensed programs (e.g. program room staff).

#### **Policy**

We encourage regular discussions with staff to build positive relationships, discuss participant's experiences and continuously improve strategies. Our core values and licensed program statement support positive and responsive interactions among the individuals we serve including program participants, parents/guardians, staff, volunteers, and donors. We foster ongoing engagement of and personal communication about programs and services, and participants. Our staff are available to engage in conversations and support a positive experience during every interaction.

All issues and concerns raised are taken seriously 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 will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided within 7 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process. Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

#### **Process for issues or concerns**

1. Individuals with an issue/concern are encouraged to talk with the staff who is most connected to the concern/situation. Concerns or complaints will be directed to the appropriate person.
2. This relevant staff will document the concern, including name and contact information, date, a description of the complaint, process for resolution and the final resolution or decision. Through this transparent process the goal is to have issues or complaints addressed to the individual's satisfaction. The individual with the issue will be kept informed if there are more steps required.

3. If the issue or concern is not resolved or if the individual is uncomfortable discussing the issue with the relevant staff, the supervisor of the staff can be informed.
4. If the staff is not able to resolve the complaint to the satisfaction of all parties, concerns will be referred to the senior staff of the program. The individual with the issue will be kept informed at each step.
5. The senior program lead may choose to bring the complaint forward to the manager or managing director or designate for review and advice.
6. If required the Executive Director will be informed and determine appropriate action or recommendations and an appropriate process to inform the individual with the issue will be determined. It is the responsibility of Club/Foundation staff to implement the recommendations.

### **Guidelines for implementation of issues or concerns**

1. The initial response to an issue or concern should occur as soon as possible and not longer than 7 days from receiving the complaint. Every effort will be made to review and respond to a complaint within 30 days.
2. Documentation about the issue or concern will be kept in in a lockable cabinet in a file separate from any other file related to the stakeholder.
3. It is the responsibility of all employees to have a working knowledge of the complaint resolution process and to cooperate with the processing of complaints.
4. Senior management will track trends identified through the issues or concerns resolution process and annually review the number, type and disposition of issues or concerns received.

### **Confidentiality**

Every issue and concern will be treated confidentially and every effort will be made to protect privacy, 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 a Children’s Aid Society). There will be no repercussions to someone bringing forward issues or concerns in good faith.

### **Conduct**

We maintain high standards for positive interaction, communication and role modeling for participants. Harassment and discrimination will therefore not be tolerated from any party.

If at any point anyone (including but not limited to parents/guardians, and staff) feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the program supervisor.

### **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 the [local Children’s Aid Society](#) (CAS) directly.

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

### **Escalation of Issues or Concerns**

Where individuals are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing directly to the Clubs Executive Director.

Issues/concerns related to compliance with licensed 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. Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or [childcare\\_ontario@ontario.ca](mailto:childcare_ontario@ontario.ca).



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.

**Procedures:**

<b>Nature of Issue/Concern</b>	<b>Steps for Parent/Guardian to Report Issue/Concern</b>	<b>Steps for Staff and/or Licensee in responding to Issue/Concern</b>
<p>Program Room Related i.e. schedule, toilet training, Indoor / outdoor activities, feeding, etc.</p> <p>General, Centre/Operation Related i.e. child care fees, hours of Operation, staffing, waitlists, etc.</p> <p>Staff, Supervisor, Student, Volunteer and/or Licensee Related i.e. conduct of a staff that puts a child’s health or safety at risk</p>	<p>Raise the issue/concern to</p> <ul style="list-style-type: none"> <li>• the classroom staff</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>• the supervisor/licensee</li> </ul> <p>Raise the issue/concern to</p> <ul style="list-style-type: none"> <li>• the supervisor/licensee</li> </ul> <p>Raise the issue/concern to</p> <ul style="list-style-type: none"> <li>• the supervisor/licensee</li> </ul>	<ul style="list-style-type: none"> <li>• Address the issue/concern at the time it is raised</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>• Arrange for a meeting with the parent/guardian within 7 business day</li> </ul> <p>Document the issues/concerns in detail</p> <p>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 reporting the issue/concern</li> <li>• 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.</li> </ul> <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 within 7 business day or as soon as reasonably possible.</p> <p>Provide a resolution or outcome to the parent/guardian who raised the issue/concern.</p>

## APPENDIX 7

### Code of Conduct- Children, Parent/Guardian

#### Policy

There is zero tolerance for bullying, racism, sexual harassment, substance abuse and disrespectful behaviour towards others, equipment and facilities. Measures will be implemented if required to support a positive environment that is respectful and emotionally and physically safe for everyone.

#### Expectations

- Participants, Parents/Guardians, Spectators/Visitors will **respect themselves, respect others, respect the environment.**
- Use appropriate, kind, and positive language, avoid causing bodily harm to themselves and others, and conduct themselves in a manner that includes mutual respect, fairness, integrity, and open communication.
- The environment will be welcoming and inclusive, where everyone is treated with respect and equally supported.
- Behaviours that are deemed aggressive and/or disrespectful will not be tolerated. Discrimination is prohibited.
- Participants will keep mobile devices with their belongings. This is at the supervisor's discretion based on individual and/or program needs.
- Behaviours that do not align with the Code of Conduct will not be tolerated.
- Positive behaviour is encouraged, and negative behaviour will be addressed. Direct service staff will support participant issues, and supervisors will communicate with parents, guardians or caregivers.
- If unacceptable behaviour continues, the program coordinator and manager may suggest a meeting to discuss a plan.
- Situations that cannot be resolved may result in removal from a program or facility. In extreme cases, the police may need to be contacted. The police play an essential role in making our communities safer.
- Incidents will be documented on an Incident Report form when required.
- Supervisors will develop appropriate plans to communicate expectations and code of conduct. Licensed Childcare programs will include the expectations in the parent handbook.

#### Cause for removal may include, but are not limited to:

- Improper use of mobile devices.
- Using or possessing alcohol or illegal chemicals.
- Smoking or vaping on property.
- Carrying, concealing a weapon or any device or object that may be used as a weapon.
- Harassment, intimidation, gestures, negative body language, or threatening behaviour.
- Physical contact that is in anger, aggressive, inappropriate or threatening.
- Verbally abusive behaviour, including angry or vulgar language, swearing, name-calling or shouting
- Sexually explicit conversations or behaviour or any sexual contact with another person.
- Loitering within or on the grounds of the Club.
- Theft or vandalizing behaviour that results in the destruction or loss of property
- A pattern of continued inappropriate behaviour.
- Behaviour that is deemed morally, physically or mentally disruptive to the well-being of others.



## PARENT/GUARDIAN AUTHORIZATION FORM

We look forward to having you and your children as part of our child care centre/program.

I have read and understand the entirety of the Child Care Centres Family Handbook.

\_\_\_\_\_  
Parent/Guardian Name

\_\_\_\_\_  
Parent/Guardian Signature

\_\_\_\_\_  
Date

**Please detach this page from the Family Handbook and return to your child's program/educator.**