bgc Kawarthas

Licensed Child Care Family Handbook

Revised April 7, 2026

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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 (BGCK) licensed child care centers work alongside the document "How Does Learning Happen" and encompass all four Foundations of Learning, Belonging, Well-Being, Engagement, and Expression. These four foundations align with the BGCK core values, the standard by which all BGCK services are measured. We follow the guidelines outlined in 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

This policy outlines the circumstances in which a child or youth may be discharged from a BG Kawarthas programme. It is designed to protect the safety and integrity of the programme while fostering a respectful and inclusive environment for all. For the full policy See Appendix 9.

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. Payment for the notice period is due whether or not the child is brought to care during the notice period.

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	Age Group	Hours
Kids in Motion Child Care Centre	Toddler – School Age	6:30 am – 6 pm
Dr. George Hall Child Care Centre	Toddler – School Age	6:45 am – 6:00 pm
Dunsford After School Licensed Program	JK – SK	3:30 pm – 6 pm
Mariposa Before & After School Licensed Program	JK – SK	7 am – 9 am 3:30 pm – 6 pm
BGC Kawarthas Childcare Centre- Argyle (Opening end of 2026)	Toddler/Preschool	7 am – 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.

Recognized Holidays & Additional Closure Dates 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 break will be communicated to families in November.
- Professional Development Day- October 23, 2026 (All programs closed)
- Easter Monday (All Licensed programs will be closed)
- Program cancellations due to weather

Dr. George Hall Child Care Centre Only: Kindergarten & School Age program will be closed the last week of the Summer due to 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 care. Part-time care is very limited and is only available in rare circumstances where two part-time schedules can be combined to fill one full-time space. Priority will be given to families requesting full-time care.

Lindsay Before School School-Age Participants Only: Registration is required to be completed fully by noon on the day prior to the service day.

Scheduled Time Slots for Care, Effective April 7, 2026

Having attendance times allows us to:

- Maintain consistent daily routines to support each child's comfort and engagement.
- Meet required staff-to-child ratios as regulated by licensing.
- Provide high-quality care that meets the needs of every child.

For All Families (New and Existing):

- **Assigned Time Slots:** New families or those requesting a permanent schedule change will be provide arrival and pick-up times.
- **Schedule Changes:** Schedule changes must be requested in writing.
- **Emergencies:** We understand that emergencies happen. Please don't hesitate to contact the centre as soon as possible so we can support safe transitions and make staffing adjustments as necessary to meet regulated ratios.
- All existing children will be grandfathered into their current schedules, and current arrival and pick-up times will remain the same.

Invoicing & Payment Schedules

Families will be invoiced based on the contract that was signed at the time of enrollment. Families will receive communication when fee schedules are updated. Fee payments are due either monthly on the 1st of each month or biweekly on the 1st and 15th of each month, depending on the agreed-upon payment schedule. If a payment due date falls on a holiday or a scheduled closure, payment will be due on the next business day of operation. Please remember that we determine charges based on the exact calendar dates.

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.

Lindsay Before School School-Age Participants Only: Payment must be completed at the time of registration and no later than 12:00 p.m. (noon) on the day prior to the scheduled service day, unless the family has arranged an authorized payment plan with the BGC Kawarthas office.
Families can complete payment by cash, 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.

Refunds or Credits

Refunds for pre-paid fees will only be provided in the following circumstances:

- If an emergency closure lasts more than two days, pre-paid childcare fees will be refunded or credited for each day beyond the initial two days until the program resumes.
- Additionally, families will receive a refund for all prepaid days after the last day of care, as long as a two-week written notice is submitted when withdrawing their child.
- *Lindsay Before School School-Age Participants Only:* A refund or credit will be provided for pre-paid childcare fees if a family cancels by noon the day before the services. Additionally, if the before-school program is canceled by BGC Kawarthas for any reason, including inclement weather, families will receive a credit or refund.

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. 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. Child care families are required to pay the full cost of care on recognized holidays & additional closure dates as communicated by BGC Kawarthas (see Hours of Operation for recognized holidays and closures). 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 Full Day	$21.03
Preschool Full Day	$18.19

Kindergarten Full Day	$17.25
Kindergarten Before School or After School	$12.00
Kindergarten Before & After School	$13.70
School Age Before or After School	$15.50
School Age Before & After School	$31.00
School Age Full Day	$36.50

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 enroute 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/Departures

Employees and volunteers follow all policies to ensure safe and secure greetings and departures for all children's programs. BGC Kawarthas will ensure that any child participating in a care program is only released to the child's parent/guardian or an individual listed on the child's authorized pick-up list. A record of the daily attendance for each child received in a registered Club program shows the time of arrival and departure of each child or if a child is absent.

Where a parent/guardian provides written instructions for the release of their child, the child must be at least 10 years of age from a Club program without supervision. The parent/guardian will provide written instructions that will include the specified time the child will be released. The parent/guardian is aware that the Club program is no longer responsible for that child upon their dismissal.

Where a child does not arrive in care as expected or is not picked up as expected, employees must follow the safe arrival and dismissal procedures as set out in the procedure.

For the full Recording Attendance, Safe Arrival, Greetings and Departure of Participants Policy refer to Appendix 8

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, Transportation

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

The transportation services offered for before and after school are not included as part of our Licensed Program; however, they are provided for those accessing our Licensed programs.

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. 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 fell 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 and/or diarrhea will not be permitted back into the centre or program for 48 hrs from the last occurrence, a child that experiences a fever will not be permitted back into the Centre or program for 24 hrs from last occurrence. 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	**Primary Location**: Adelaide Place Retirement Community – 84 Adelaide Street South, Lindsay, ON **Secondary**: Celebrations – 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
BGC Kawarthas Child Care Centre-Argyle	TBD- Opening end of 2026

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

BGC Kawarthas - Licensed Child Care Program Statement

(In accordance with Ontario Regulation 137/15 s.46 under the Child Care and Early Years Act, 2014)

BGC Kawarthas (BGCK) licensed child care centres operate in full compliance with Ontario Regulation 137/15 under the Child Care and Early Years Act (CCEYA).

In accordance with the Minister of Education's policy statement on programming and pedagogy, our programs are guided by How Does Learning Happen? Ontario's Pedagogy for the Early Years (HDLH). There are no exceptions to this requirement.

We recognize the distinction between curriculum and pedagogy:

- **Curriculum** refers to what is taught.
- **Pedagogy** refers to how educators support learning and interact with children.

HDLH is a pedagogy. It guides our educator's way of being, doing, and speaking with children and families. Because HDLH focuses on how learning happens, it applies across all age groups and program models within our centres.

This Program Statement ensures families, educators, students, volunteers, and community partners understand:

- How our programming aligns with HDLH.
- How educators interact with children and families in ways that reflect our philosophy and regulatory requirements.

This Program Statement is reviewed annually at a minimum to ensure continued alignment with HDLH, current research, and feedback from families and staff. All new staff, students, and volunteers review this Program Statement prior to interacting with children and whenever revisions are made. Updates are shared with families and reflected in the Family Handbook in accordance with regulatory requirements.

View of the Child

At BGC Kawarthas, every child holds a special place in the hearts of their families and those who love them, and they are just as special to us.

We believe, in alignment with HDLH, that **all children are competent, capable, curious, and rich in potential.**

Each child is a unique individual of great worth and limitless possibility. They bring their own talents, lived experiences, perspectives, and ways of learning. Children grow and develop at their own pace, expressing themselves through curiosity, creativity, and personality.

We are committed to nurturing holistic development, physical, emotional, social, and cognitive, recognizing that each area is interconnected and essential to lifelong well-being and success.

Program Goals and Approaches (Ontario Regulation 137/15 s.46(3)(a–k))
Below are the eleven required goals and the observable approaches used to achieve them.

1. Promote the Health, Safety, Nutrition and Well-Being of the Children

Goal:
To protect and enhance each child's physical and mental health, safety, and overall well-being.

Approaches:
- Serve nutritious meals and snacks that follow Canada's Food Guide and encourage self-serve skills.
- Ensure all staff maintain current Infant and Child First Aid and CPR-C certification.
- Complete daily, monthly, and annual indoor and outdoor safety inspections.
- Maintain clean, safe, and developmentally appropriate environments.
- Provide consistent routines to support emotional security.
- Encourage pre-program visits to support smooth transitions into care.

2. Support Positive and Responsive Interactions Among Children, Parents, Child Care Providers and Staff

Goal:
To foster caring, respectful, and responsive relationships built on trust and mutual respect.

Approaches:
- Communicate at the child's level using warm, respectful language.
- Adopt individualized approaches that recognize each child's uniqueness.
- Build strong, collaborative relationships with families.
- Encourage family participation in programming and events.
- Promote strength-based daily communication.

At all times when interacting with children, staff use positive, responsive interaction practices.

3. Encourage Children to Interact and Communicate Positively and Support Their Ability to Self-Regulate

Goal:
To help children develop emotional awareness, self-regulation, and positive social skills.

Approaches:
- Model appropriate language and respectful social behaviour.
- Teach cooperation, empathy, and conflict-resolution strategies.
- Provide opportunities for "alone time" or quiet spaces to support self-regulation.
- Support children in identifying and expressing their feelings safely.

4. Foster Children's Exploration, Play and Inquiry

Goal:
To nurture curiosity and meaningful engagement through play-based and inquiry-driven learning.

Approaches:
- Provide open-ended materials and sensory experiences.
- Offer extended, uninterrupted periods of free play.
- Ensure daily outdoor experiences (weather permitting).
- Encourage questioning, investigation, and collaborative problem-solving.
- Engage in co-learning, where educators learn alongside children.

5. Provide Child-Initiated and Adult-Supported Experiences

Goal:
To create learning experiences that emerge from children's interests and are intentionally supported by educators.

Approaches:
- Implement experiential programming based on children's interests and developmental needs.
- Extend learning through observation and pedagogical documentation.
- Scaffold thinking and deepen exploration through thoughtful questioning.

6. Plan for and Create Positive Learning Environments and Experiences in Which Each Child's Learning and Development will be Supported and Which are Inclusive of All Children, Including Those With Individualized Plans

Goal:
To design inclusive environments that act as the "third teacher" and support holistic development.
Approaches:
- Intentionally arrange materials to inspire curiosity and independence.
- Adapt environments to reflect children's strengths, abilities, and personalities.
- Incorporate Individual Support Plans when required.
- Provide positive reinforcement that builds confidence and self-worth.
- Ensure environments reflect diversity, inclusion, and belonging.

7. Incorporate Indoor and Outdoor Play, Active Play, Rest and Quiet Time, and Consider the Individual Needs of Children Receiving Child Care

Goal:
To provide a balanced daily schedule that supports physical health and individual needs.

Approaches:
- Schedule daily rest and quiet times that accommodate individual requirements.
- Provide a variety of active and quiet indoor play options.
- Ensure regular outdoor play opportunities, adjusting for weather conditions.

8. Foster Engagement of and Ongoing Communication with Parents About the Program and Their Children

Goal:
To build transparent, respectful, and collaborative partnerships with families.

Approaches:
- Follow parents' guidance regarding their child's individual needs.
- Maintain daily strength-based communication.
- Share learning through pedagogical documentation, portfolios, newsletters, and digital platforms.
- Host family events such as appreciation nights and open houses

9. Involve Local Community Partners to Support Children, Families and Staff

Goal:
To strengthen community connections and enhance a sense of belonging.

Approaches:
- Collaborate with local agencies and professionals.
- Invite community partners into the centre.
- Support families in accessing community services.
- Participate in community walks, trips, and local initiatives.

10. Support Staff or Others who Interact With the Children at the Child Care Centre in Continuous Professional Learning

Goal:
To ensure educators and staff engage in ongoing professional growth that strengthens program quality.

Approaches:
- Participate in meaningful professional development.
- Engage in reflective practice to evaluate and improve teaching strategies.
- Participate in collaborative inquiry with colleagues.
- Access local and provincial resources to remain informed on best practices.

11. Document and Review the Impact of the Program Statement

Goal:
To continuously evaluate and improve program quality and effectiveness.

Approaches:
- Use pedagogical documentation to make children's learning visible.
- Conduct annual parent and staff surveys.
- Encourage open communication regarding concerns or suggestions.
- Review the Program Statement annually and revise as needed.
- Monitor implementation quarterly and conduct compliance reviews bi-annually.

Staff are encouraged to do and regularly undertake:
- **Reflective practice** means a person takes the time to carefully think about an earlier experience or activity, including what they did with and said to the children. Part of reflecting on an experience or activity is thinking about what went well and what could have gone better or differently. Information about what worked well and what did not can be used to make adjustments the next time the same or a similar experience or activity occurs. Reflecting can also give staff good ideas of how to build on or make an experience or activity more challenging the next time, and how to include more things that children were curious about and enjoyed
- **Collaborative inquiry**: it's a lot like reflective practice, but it involves a group rather than an individual. Staff engage in collaborative inquiry when they talk to one another about their individual reflective practices, discuss ideas, test theories, and share learning.

Middle Childhood Considerations

For programs serving children ages 9–12, BGC Kawarthas recognizes middle childhood as a critical developmental period. Our programs:

- Provide safe and supportive environments.
- Promote leadership, responsibility, and confidence-building.
- Encourage youth voice and participation in program planning.
- Support mentorship relationships with trusted adults.

Implementation

All staff, students, and volunteers are required to implement the approaches outlined in this Program Statement. The Licensee ensures these approaches are observed in practice in accordance with Ontario Regulation 137/15, s. 49.

This Program Statement is a **working document** and reflects our commitment to high-quality, inclusive, and responsive child care. It is reviewed annually and updated as needed to reflect emerging research, community input, and evolving best practices.

BGC Kawarthas is committed to ensuring that every child feels they belong, are safe and well, are engaged in meaningful experiences, and are empowered to express themselves fully.

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 <u>and</u> 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

POLICY

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

PURPOSE

To comply with the CCEYA requirements. This policy and the procedures within provide for waiting lists to be administered transparently. It supports the availability of information about the waiting list for prospective parents/guardians in a way that maintains the privacy and confidentiality of children.

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
   - Requesting full-time care
   - Days available
   - Continual spot
   - Exceptions may be made for children with siblings within the centre
3. Families have two business days (48 hrs) from the offer date to decide if they would like to accept the space/spot offered.
4. If a family passes on the spot, it will be offered, in order, to the next family on the wait list.
5. If a family passes on a spot, they can remain on the list, and if they choose, they can wait to be offered a space at a more ideal time for them.
6. To ensure timely placement, families who do not respond to an offer of a space within one week (five business days) will be removed from the waiting list altogether.
7. Full-time takes priority over part-time spaces on the waiting list. Priority is given to full-time BGC employees. If an employee resigns before the 6-month probation, their child care space(s) will be revoked unless the spot would have otherwise become available within the 6-month period, according to the standard criteria process. If a full-time employee decides to withdraw their child from the program and later wishes to re-enroll, their child will be considered as a non-employee family on the waitlist. This approach ensures a fair and transparent process for all families, and we look forward to welcoming them back when a spot is available.
8. The City of Kawartha Lakes One HSN system maintains the waitlist in a secure location. Information on the wait list is available to employees and that child's family only.
9. The wait list policy is available in the family handbook on the BGC website, provided to all new families, and available by request.
10. The wait list policy and procedure will be reviewed annually before employees, volunteers or students commence employment and when changes or updates are made.
11. This policy is to be monitored for compliance and contraventions bi-annually.

12. The wait list policy and procedure will be reviewed annually before employees, volunteers or students commence employment and when changes or updates are made.
13. This policy is to be monitored for compliance and contraventions bi-annually.

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	• Toddler 1,2, Preschool A, B, C	6:30 am – 6 pm
Kids In Motion- Primary/Junior Before School	• Gym 1, 2 • Mini-Gym	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)	• Computer Room • Games Room • Craft Room • Gym 1 & 2 • Mini Gym • Peak Climbing Wall • Homework Room • Hub • Atrium	3 – 6 pm
Camp Programs- Ages 5 – 12 years (PA Days, Summer, Holiday, & March Break)	• Computer Room • Games Room • Craft Room • Gym 1 & 2 • Mini Gym • Peak Climbing Wall • Homework Room • Hub • Atrium	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)

Program	Room	Time
Mariposa Before & After School- Kindergarten (JK & SK)	#111	7:00 am – 9:15 AM

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

Program	**Room**	**Time**
Mariposa Before & After 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 Chief Executive Officer 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 Chief Executive Officer 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 Chief Executive Officer.

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.

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:

Nature of Issue/Concern	**Steps for Parent/Guardian to Report Issue/Concern**	**Steps for Staff and/or Licensee in responding to Issue/Concern**
Program Room Related i.e. schedule, toilet training, Indoor / outdoor activities, feeding, etc.	Raise the issue/concern to • the classroom staff or • the supervisor/licensee	• Address the issue/concern at the time it is raised or • Arrange for a meeting with the parent/guardian within 7 business day Document the issues/concerns in detail Documentation should include: • The date and time the issue/concern was received • The name of the person reporting the issue/concern • The details of the issue/concern; and any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral. Provide contact information for the appropriate person if the person being notified is unable to address the matter. Ensure the investigation of the issue/concern is initiated within 7 business day or as soon as reasonably possible. Provide a resolution or outcome to the parent/guardian who raised the issue/concern.
General, Centre/Operation Related i.e. child care fees, hours of Operation, staffing, waitlists, etc.	Raise the issue/concern to • the supervisor/licensee	
Staff, Supervisor, Student, Volunteer and/or Licensee Related i.e. conduct of a staff that puts a child's health or safety at risk	Raise the issue/concern to • the supervisor/licensee	

APPENDIX 7

Code of Conduct- Children, Parent/Guardian

REFERENCE: HIGH FIVE Policy # 1.5.2 & # 2.3.6

RATIONALE

To ensure a safe, inclusive, and positive environment for all participants, caregivers, visitors, staff, and volunteers.

POLICY

Programs are designed to be safe, welcoming spaces that support growth, learning, and well-being. The following Core Values guide all interactions and decisions:

- **Belonging**
  Everyone is welcomed in a safe, accepting environment based on belonging and positive relationships.
- **Respect**
  Everyone - children, youth, families, volunteers, and staff are heard, valued, and treated fairly.
- **Encouragement and Support**
  Every child and youth is encouraged and supported to play, learn, and grow to achieve their dreams.
- **Working Together**
  Collaboration with young people, families, volunteers, communities, and government is central to success.
- **Speaking Out**
  Advocacy for children, youth, and families helps create a better world.

Positive behaviour is fostered through strong relationships, guidance, and supportive environments. Behaviours compromising the safety, well-being, or respect of individuals, equipment, or facilities will not be tolerated. Such behaviours will be addressed to support growth and reinforce a shared commitment to a positive, inclusive, and respectful environment for everyone.

PROCEDURE

Respectful behaviour is expected on Club property and during all programs, including:

- Respecting self, others, and the environment.
- Using appropriate language and tone, avoiding profanity, yelling, or aggressive speech.
- No verbal/physical altercations, harassment, or threats, in person or online.
- Acting with fairness, integrity, and open communication.
- Not vandalizing or intentionally damaging BGC Kawarthas property.
- Taking responsibility for personal belongings. The Club is not responsible for lost, stolen, or damaged items.
- **Participants in licensed child care, authorized recreation and children's services programs** may not use cell phones or mobile devices during programs. Devices are to be left at home or stored with belongings.

- If a program pause occurs, re-entry may involve a reintegration plan, i.e., an individualized support plan (ISP) or safety plan developed with caregivers and participants.

SUBSTANCE USE

- Drugs, alcohol, cigarettes, and e-cigarettes are not permitted on Club property or in program spaces.
- Adults under the influence are not permitted on-site. If safety is at risk—especially when responsible for a child or posing harm to self or others—authorities or police may be contacted. Refer to the Authorized Pick-Up Policy.
- If a child/youth appears under the influence, staff will assess and contact caregivers or emergency support as needed.

DISCRIMINATION, HARASSMENT & THREATENING BEHAVIOUR

- Discriminatory language or behaviour (e.g., homophobic, transphobic, racist, ableist, xenophobic) is not tolerated.
- Harassment, intimidation, and threats are strictly prohibited.
- Weapons, or any item used threateningly, are not allowed in programs or on Club property.

OTHER BEHAVIOURS

- Sexual contact, explicit behaviour, or conversations are not permitted in Club spaces.
- Taking or sharing photos/videos of participants without consent is prohibited.
- Clothing with explicit language or images is not allowed.

PROCEDURE FOR NON-COMPLIANCE

- If a participant, caregiver, spectator, or visitor does not follow the Code of Conduct, BGC Kawarthas may take action, including:
    - Involvement of a Supervisor, Coordinator, or Manager
    - Temporary pause or suspension of service
    - Removal from the program or property
    - Contacting police or other authorities
- A caregiver or emergency contact must be available to pick up a child within 30 minutes.
- All incidents will be documented, and appropriate follow-up steps will be taken.
- Supervisors will communicate expectations. The Family Handbook will include expectations for licensed and authorized programs.

APPENDIX 8

Recording Attendance, Safe Arrival, Greetings and Departure of Participants

REFERENCE: HIGH FIVE # 2.4.1 & # 2.5.1
CCEYA 137/15

RATIONALE

To protect the safety and security of all participants by ensuring that each participant registered for a program is accounted for during the program's hours of operation. To ensure there is a process for safe arrivals, greetings and departures of participants and that parents/guardians are informed of these procedures. To protect the safety of participants by ensuring that program employees note each participant's arrival, that they are alerted to the absence of any participant and that they release participants only to authorized individuals.

POLICY

Employees and volunteers follow all policies to ensure safe and secure greetings and departures for all children's programs. BGC Kawarthas will ensure that any child participating in a care program is only released to the child's parent/guardian or an individual listed on the child's authorized pick-up list. A record of the daily attendance for each participant received in a registered Club program shows the time of arrival and departure of each participant or if a participant is absent.

Where a parent/guardian provides written instructions for the release of their child, the child must be at least 10 years of age to be released from a Club program without supervision. The parent/guardian will provide written instructions that will include the specified time the child will be released. The parent/guardian is aware that the Club program is no longer responsible for that child upon their dismissal.

Where a participant does not arrive in care as expected or is not picked up as expected, employees must follow the safe arrival and dismissal procedures as set out in the procedure below.

PROCEDURE

Designated employees will record daily attendance for each participant registered program to confirm their presence before the safe arrival call.

Employee Qualifications

Employees shall be trained in the attendance, safe arrival, and release of participants.

Registration Information

- Upon registration, parents/guardians are required to identify in writing the following:
    - Phone numbers where the parents/guardians can be reached during program hours.

- Name and phone number of at least one emergency contact but will strive to have parents/guardians provide two emergency contacts, if the parents/guardians cannot be reached.
- Parents/guardians are advised upon registration of the attendance, safe arrival, and dismissal procedures. The Recording Attendance, Safe Arrival, Greetings and Departure of Participants Policy will be included in the Family Handbook.

Sign-In Procedure- Accepting a Participant to a Care Program

When accepting a participant to a care program an employee will:

1. Greet parent/guardian and participants in a friendly manner
   - For Licensed child care programs, the employee will connect with the parent/guardian, for example, ask how the child's evening/morning has been and provide the parent/guardian with an opportunity to communicate any changes to their pick-up schedule.
2. If a parent/guardian indicate that someone other than the child's parent/guardian will be picking up, the employee must confirm that the person is listed on the child's authorized to pick up list, where the individual is not listed, ask the parent/guardian to provide authorization for pick up and update their authorized to pick up list on their registration form.
   - For Licensed child care programs document the change in pick-up procedure in the daily written record.
3. Records participant's name and time of arrival.
4. Direct parents/guardians to the location of their child's group.
5. Program supervisors will collaborate with reception to ensure attendance lists are accurate and updated.
6. Contact the supervisor with any concerns or problems.

Safe Arrival – When a Participant has not Arrived in Care as Expected

1. Where a participant does not arrive at the care program and the parent/guardian has not communicated a change to drop off or provide notice of their child's absence, the designated employee shall facilitate a quick scan of the area immediately around the program location to see if the participant is on site. The participant cannot be located, the employee will:
   - Contact the participant's parent/guardian no later than 10:00 am (for before school and full day programs). Employees may contact the parent/guardian using phone, email, or SeeSaw (communication app).
   - If the employee does not make contact with the parent/guardian through the primary line of communication, the employee will call the parent/guardian's work place and additional contact numbers they have provided. If a voicemail system is available the employee will leave a detail message and ask the parent/guardian to contact the Club immediately.
   - The employee will call the participant's emergency contact number(s) if the parent/guardians cannot be reached at work or home.
   - The employee will call the supervisor to seek further direction and assistance if they are not able to reach any of the above to confirm the participant's absence from care.
   - The supervisor will ensure the appropriate action will be take to support the safety of the participants. An incident report will be completed to document detail of the situation.
2. Once the participant's absence has been confirmed, the employee shall document the participant's absence on the attendance record/sign-in/out form. For licensed child care

programs any additional information about the child's absence will be documented in the daily written record.

3. For after school programs operating in schools. The employee will communicate with the school when a participant has not arrived to program. If the school confirms the child's absence or change to the participant's schedule the employee will document the participant's absence on the attendance record/sign-in/out form. For licensed child care programs any additional information about the child's absence will be documented in the daily written record. If the school cannot confirm the child's absence, then the employee shall follow step 1. as listed above.

Departure - Releasing a Child from a Care Program

1. The employee will ensure participants are only released to individuals approved by the parent/guardian and on the parent/guardian's authorized to pick-up list.
2. Where the employee does not know the individual picking up the child:
   - The employee will confirm with another employee that the individual picking up the participant is the child's parent/guardian/authorized individual.
   - Where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information with the parent / guardian / authorized individual's name on the participant's file or written authorization.
3. Record the departure time of each participant exiting the program.
4. Sign out participants on the evening shuttle using the list provided by the shuttle driver. Participants are not to be signed out before they are lined up and ready to leave on the Club vehicle.
5. If an authorized recreation participant's group is not inside the Club, the sign in/out employee will provide the authorized pick-up individual with a form to provide the program employee. The form will state the authorized individual's name and that they have been approved to pick-up the noted participant. The authorized pick-up individual will be instructed to provide the form to the program employee at the location shared. Upon review of the form, the program employee can release the participant to the authorized individual.

Program Closed and/or Participant has not Been Picked up as Expected

1. Where a parent/guardian or authorized individual who was supposed to pick up a participant from care and has not arrived by program closing time, an employee shall ensure that the participant is supervised and provided an activity, while they await their pick-up.
2. An employee will proceed with calling the parent/guardian to advise that the child is still in care and inquire about pick-up time. In the case where the person picking up the child is an authorized individual rather than the parent/guardian, the employee shall contact the parent/guardian first and then proceed to contact the authorized individual responsible for pick if unable to reach the parent/guardian.
3. If the employee is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the employee shall contact the participant's emergency contacts on file.
4. Where the employee is unable to reach the parent/guardian or any other authorized individual listed on the participant's file (e.g., the emergency contacts) 60 minutes after the closing time the employee shall proceed with contacting the local Children's Aid Society

(CAS) Lindsay CAS: 705-324-3594, PTBO CAS: 705-743-9751 Employee's shall follow the CAS's direction with respect to next steps.

Dismissing a Participant from Care Without Supervision

1. Where a parent/guardian has provided written authorization for their child to be released from care without supervision, an employee at the Club must be responsible for dismissing the child from care.
2. Prior to dismissing the participant form care, the employee shall review the written instructions for release provided by the parent/guardian and release the participant at the time set out in the written instructions. The employee shall document the time of departure from care as well as their initials on the attendance record/sign in-out form.

General

1. Ensure the participants do not hang out at sign-in and lobby areas at any time.
2. Direct visitors to the reception or supervisor.

Attendance Documentation:

- Attendance records include information to support the participant's safety and meets compliance requirements under the CCEYA and HIGH FIVE.
- Appropriate program attendance forms are used to record each participant's name, the date, an indication of whether a participant was present, absent or late and any specific comments with regard to a participant's attendance (e.g., a note to indicate that parents/guardians verbally advised the program that their child would be absent or late on a particular date). Each form is labelled and includes the program name and location.
- Employees are trained on attendance procedures that include when to conduct attendance, recording attendance accurately, neatness, confidentiality, secure storage of forms and what to do if a participant is late or absent.
- A routine is established whereby attendance is taken within the first 10 minutes of the program's scheduled start time. Attendance is also taken regularly; whenever there is a break in the program, after a significant transition within a program (e.g., as participants board a bus to return to their program site during a field trip).
- Program employees will have access to children's records should they need a parent/guardian or emergency contact phone number to follow up on an absent participant (e.g., participant information is available through Active Net or if off-site, registration forms are kept in a program binder carried by the program employee).
- After daily attendance, forms are stored in a designated spot that ensures confidentiality and accessibility should they require them.
- Supervisors conduct random spot checks to monitor adherence to the policy and procedures.

Sports & Recreation Programs

1. Employees working in sports and recreation programs where parents/ guardians are required to be in attendance check participants on the attendance sheet and let the supervisor know which participants are not present.

APPENDIX 9

Discharge Policy

Rationale

The Discharge Policy provides a clear and supportive framework to ensure the safety, well-being, and positive experience of all participants, families, and staff in BGC Kawarthas programs. While we are committed to inclusion, support, and open communication, there may be times when continued participation is no longer appropriate. This policy ensures such decisions are made fairly, respectfully, and with the best interests of everyone in mind.

Policy

This policy outlines the circumstances in which a child or youth may be discharged from a BGC Kawarthas program. It is designed to protect the safety and integrity of the program while fostering a respectful and inclusive environment for all.

Procedure:

1. **Failure to Follow BGC Kawarthas Policies**
   - Participants and families must follow all policies about safety, attendance, and communication.
   - Repeated or serious breaches may lead to a review and possible discharge.

2. **Support Needs Beyond Program Capacity**
   - BGC Kawarthas works to meet diverse participant needs.
   - Discharge may be considered if support needs exceed available resources despite accommodations and planning.
   - Families will be consulted and helped to explore other options.

3. **Code of Conduct Non-Compliance**
   All participants and families must follow the BGC Kawarthas Code of Conduct, which promotes respect, safety, inclusion, and cooperation. Non-compliance may result in:
   - Involvement of a Supervisor, Coordinator, or Manager
   - Service pause or suspension
   - Removal from the program or property
   - Involvement of police or authorities, if needed

A caregiver or emergency contact must be available to pick up the child within 30 minutes. All incidents will be documented and handled according to policy.

4. **Parent-Initiated Withdrawal (Licensed and Authorized Contract Programs Only)**
   - Parents or guardians must provide at least two (2) weeks written notice to withdraw a child from a program.
   - Notice allows for proper planning and helps accommodate other families on waitlists.
   - Program fees will continue to apply during the notice period unless management approves otherwise.

5. **Age Limits and Developmental Considerations**
   - The maximum age for participation in Licensed Programs is 12 years.

- BGC Kawarthas recognizes the diverse needs of children and may consider extending participation on a case-by-case basis.
- Decisions will involve input from families, professionals, and program staff, and must comply with licensing regulations and staffing capacity.

6. **Pattern of Late Payments**
   - Families are responsible for the timely and full payment of program fees.
   - Repeated late or missed payments, without prior communication or arrangements, may lead to suspension or discharge.
   - BGC Kawarthas supports families facing financial hardship and offers payment plans or subsidy options upon request.

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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.