



Boys & Girls Club
of Durham

***The Boys & Girls Club
of Durham
After-school Program***



***Parent/Guardian
Handbook***
and
Written Statements of Service
2018-2019

THE BOYS & GIRLS CLUB OF DURHAM

The Boys & Girls Club of Durham is a voluntary, non-profit, youth serving, recreation organization which has been in existence since 1963. The Club is just one of over 100 Clubs across the country. The Boys and Girls Club of Durham has an annual membership of approximately 1200 youth between the ages of 4–18 years in a variety of programs and services.

BOYS AND GIRLS CLUBS - 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.

BOYS AND GIRLS CLUBS - CORE VALUES

In our work with children, youth, families and communities, all Boys and Girls Club is guided by the following Core Values. These Core Values are the standard by which all Boys and Girls Club services are measured.

Belonging

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

Respect

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

Encouragement and Support

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

Working Together

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

Speaking Out

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

PHILOSOPHY

The Boys & Girls Club of Durham's after-school program is accredited through the High Five Program operated by Parks and Recreation Ontario. Our philosophy is to provide an environment that is guided by the Boys and Girls Clubs of Canada Mission Statement, core values.

GOAL

To provide the highest quality programs and services which are accessible to the citizens of Durham Region.

OBJECTIVES

- To promote healthy lifestyles through daily activity and encouraging healthy eating.
- To foster the learning, growth and development of program participants by allowing for the development of responsive, quality relationships with program staff.
- To provide a safe and caring environment where participant's well being is secured.
- To provide an environment where participant's emotional health, physical health, positive self identities and sense of belonging are nurtured and protected.
- To stimulate the development of communication, social and cognitive skills of each participant.
- To foster an environment which is socially inclusive and culturally sensitive in which consideration for others, inclusive, equitable and democratic practices are used and social responsibility is nurtured.
- To promote the involvement of parents in the development of their children within the childcare facility.

PROGRAM CONTENT

The After-school program provides a wide variety of activities, keeping in mind each child's experiences, development, strengths and interests. Daily/weekly schedules will be posted on the After-school bulletin board and copies will be available at the program sites and on the website. The weekly program will be provided in an open and flexible environment where playful exploration, problem solving and creativity are encouraged and planned. The program will be offered in an intellectually, socially and culturally engaging environment where communication, literacy and respect for diversity is valued and supported.

Children will be grouped by ages/grade level (ie. 1-2, 3-5, 6-8) with a child to staff ratio that allows for some individualized attention. Procedures are in place that allow for flexibility in groupings of children due to personality conflicts, developmental stages or special needs.

Programming opportunities will provide for personal choices and allow for personal creativity through active and quiet play, indoor and outdoor play, group and individual activities, structured and open ended activities and snack time. Areas of programming may include playground, gym activities, out-trips, science, drama, cooking, self-development activities, arts & crafts, board games, puzzles, music, homework assistance, computers, video games, movies, community projects and special events. All of our staff are trained in the Principles of Healthy Child Development.

HOURS OF OPERATION

The After-school program operates throughout the school year, Monday to Friday from the end of the school day until 6:00pm. Service is also provided from 7:00am to 6:00pm on school closure days (for example: professional development days). Every attempt will be made to offer the After-school services on storm days when schools are closed. In the event of severe weather and the Club is forced to close, the cancellation announcement will be aired over the radio stations will be recorded on the voice message system of the appropriate program directors and will be noted on the agency website and on social media feeds.

The Club will be closed on the following statutory holidays:

- | | | |
|------------------|--------------------|--------------------------|
| - New Year's Day | - Canada Day | -Christmas Eve (1/2 day) |
| - Good Friday | - Civic Holiday | - Christmas Day |
| - Easter Monday | - Labour Day | - Boxing Day |
| - Victoria Day | - Thanksgiving Day | - Family Day |

FEE STRUCTURE/PAYMENT SCHEDULE

Please check with the Program Supervisor on the cost of the Afterschool Fee and the payment options available.

Those who miss payments will be asked to leave the program. Refunds will not be issued.

LATE PICK UP FEE

The program finishes at 6:00 pm. Parents who are late picking up their children will be charged a late pick up fee of **\$10.00 for each occurrence**. **This fee is payable at the time of pick up**. Program staff do understand that delays are at times, unavoidable, for example inclement weather, if this happens, please call the Club to let us know you are running late.

ENROLLMENT AND DISCHARGE PROCEDURES

The After-school program is open to school aged children aged 6-12. Registration is based on the first come, first served rule. Registration may be denied due to some restrictions including bus/van pick up capacity, number of program participants and/or payment history. **Participation in the program may begin only upon proper completion of all required forms and payment of registration fee.**

TRANSPORTATION

School pick up service is provided by the Club's vans and chartered school busses for a fee. Pick up service depends on school dismissal times, order of registrations, vehicle capacity and time restraints. Every attempt will be made to accommodate those in need of this service; however, parents may be able to discuss arrangements with the school board to have their child dropped off near the club on a school bus. Please note: in the case of unforeseen circumstances i.e. van breaks down, staff vehicles may be used as a method of transportation. Any staff vehicles that will be used will have proper insurance coverage, booster seats and seatbelts. If school buses are cancelled due to weather, the van shuttles will NOT operate. ***Parents using transportation service must notify the office no later than 1:00pm if their child is not attending that day.*** Failing to notify the Club causes delays in pickups and inconveniences all children and schools who are waiting. **Those who fail to notify the Club run the risk of losing transportation services or their spot in the program.**

PARENTAL INVOLVEMENT

The Boys & Girls Club recognizes that families have the right and the responsibility to make child care choices for their children. Parents are an essential source of expertise with respect to their own children and are strongly encouraged to be actively involved in planning for the inclusion and development of their children within the after-school program. Parents/Guardians and other caregivers are invited to visit the program at any time during operating hours when their child is present. Parents and children are also encouraged to visit the Club at least once prior to enrollment in the program. To find out more, talk to the after-school supervisor. The Club maintains an "open door policy" with regards to parental involvement; however, we do reserve the right to limit parental involvement should the situation warrant. Should a situation arise where it is felt that a parent/guardian is harassing a staff member, corrective action will be taken to sort out the situation. Harassment, cursing at staff or other derogatory behaviors will not be tolerated.

PARENT/GUARDIAN COMPLAINTS, SUGGESTIONS OR GRIEVANCE PROCEDURE

Parents should feel free to discuss any situation with their child's program activity leader, staff are more than willing to assist with any concerns that may arise. In the case of a disagreement or unresolved concern, please discuss the matter with the After-school Program Assistant Supervisor/ Program Coordinator. If an agreeable solution cannot be reached, please talk to the Program Director. Serious complaints or grievances should be put in writing and addressed to the Executive Director.

OFF SITE ACTIVITIES/OUT-TRIPS

On rare occasions the after-school program may provide an out-trip opportunities for participants. A schedule of out-trips will be posted on the information board and notices will be sent home. Parents will be requested to sign an off site consent form to allow children to participate in off site activities. Activities such as daily walks or out outings to neighbourhood playgrounds are considered part of the regular program.

Transportation to and from out-trips may include walking, use of the Club bus or van, a rental vehicle or staff vehicles. All vehicles will have proper insurance coverage and drivers will hold appropriate licenses.

PERSONAL BELONGINGS

Please label any items brought to the after-school program with the child's name. Sweaters with drawstrings or very loose clothing are not recommended due to the risk of playground choking hazards. Participants are not allowed to bring toys or valuables such as game boys, trading cards, psp's, games, etc. due to the risk of loss or theft. The lost and found box will be cleaned out at the end of each month. Unclaimed items will be donated to a local charity such as the Salvation Army.

OUTDOOR PLAY

All children should come prepared for daily outdoor play regardless of the weather in the morning. Daily outdoor play will only be cancelled due to very wet or very cold conditions.

SNACKS/LUNCHESES AND OTHER FOOD

The Boys & Girls Club's After-school program is **peanut free**. Some participants have severe allergies to peanut butter and other nut products. These items are not allowed to be brought to the Club. A snack break will be scheduled daily for all age groups and the club provides a healthy after-school snack.

For **full days**, when schools are closed, participants must bring a lunch and enough snacks for the day.

CHILD PICK UP PROCEDURES

Children will only be released to parents/guardians or anyone who is listed as an alternate on the child's form. Parents are expected to notify the staff if any changes occur in this list. Identification will be requested from anyone who is unfamiliar to the staff. Parents are asked to notify the child's program activity leader if they are being picked up early or by someone other than those listed on the child's form (children will not be released without notification from a parent)! **Every time a child is picked up, the adult is expected to ensure that the child's program activity leader is notified before leaving the facility.**

CHILD GUIDANCE PRACTICES

After-school program rules and regulations will be decided upon with input from the youth and will be clearly explained to all participants. All rules will be logical and comprehensive and will be administered in a consistent manner. Staff will follow positive discipline techniques and guidance at all times and will do their best to eliminate potential problems. Positive reinforcement and encouragement will be used as well as redirection of negative energy. Children will be provided with the opportunity to discuss incidents with staff and parental involvement will be encouraged. Time outs may be used as a means of calming a child to allow for an opportunity to discuss an incident.

If any unacceptable behaviour is ongoing, after several attempts at resolution, parents may be asked to make alternate arrangements for their child. Every attempt will be made to resolve the situation with parental involvement. As a last resort, parents may be asked to remove the child within an acceptable time frame.

CHILD ABUSE AND NEGLECT PROTOCOLS

All after-school staff are educated as to the signs and symptoms of child abuse and neglect. Staff are trained in dealing with disclosures and are knowledgeable in the mandatory reporting requirements as set in the Child Abuse Policy and Procedure.

It is the legal responsibility of all Club personnel to document and immediately report any suspected case of abuse or neglect. Failure to report suspicion of abuse or neglect is a criminal offense under the Family Services Act. Every attempt will be made, where appropriate, to gather information from parents about suspicious marks on a child or suspicious circumstances.

EMERGENCY AND EVACUATION PROCEDURES

- ★ All staff are certified with Standard First Aid and CPR and trained in emergency procedures.
- ★ Parents are required to sign a consent form for emergency medical attention and transportation.
- ★ Fire drills are practiced regularly.
- ★ In the case of building evacuation, children will be escorted to the nearest exit and gathered into their groups once outside the building.
- ★ In the event of the need for an alternate location, the location will be posted on the agency website and via agency social media feeds

HEALTH PRACTICES

Hand-washing:

Public Health research has proven that hand-washing significantly reduces the transmission of infections. It is important for staff and children to wash their hands as often as necessary but always in these situations: upon arrival at the Club, before snack, after using the washroom, after outside play, after cleaning up after a sick child, after handling items soiled with blood or other body fluids and before and after giving or taking medication.

Child Illness

In the case of child illness, parents will be contacted. The child will be placed in a supervised, designated area separate from other children. The child **must be picked up within one hour** of notification of illness.

Parents will be contacted to pick up their child from the program if:

- (a) The illness prevents the child from participating comfortably in activities.
- (b) The illness results in a greater care need than the staff can provide without compromising the health and safety of the other children.
- (c) The child has a temperature of 38.5 Celsius (101 F) or greater, along with other signs of illness including diarrhea, vomiting or blood in the stool

Exclusion Criteria

Exclusion periods will be implemented should the child's illness warrant it. Reports will be made to Public Health where required. Exclusion periods are mandatory for diarrhea, hepatitis A, vomiting, pinkeye (until treated), scarlet fever and strept throat (until treated), head lice (until treated and no evidence of live lice), drooling with herpes simplex (non genital), impetigo (until treated for one day), scabies (until treated for 24 hours), measles (4 days), bacterial meningitis (24-48 hours after starting antibiotics), mumps (9 days), German Measles (7 days), chickenpox (depends on severity), other illnesses as warranted. In the case of diarrhea, if a child has 2 or more episodes or one episode with

fever, vomiting or blood in the stool, the child will not be allowed to remain in the program and medical attention is required.

Communicable Disease

Parents will be notified of any communicable diseases, illnesses, infections or infestations in the after-school program. Public Health will be notified as required.

Medication

Only medication brought to the facility by the parent, whether over the counter or prescribed, will be given to the child. All medication that is brought to the after-school program must be in the original container with the original label, have child protective caps and be identified with the dosage and the name of the child. Prescribed medications must have the name of the physician, dosage instructions and the time period of use. Program staff will hand the medication to the child and will observe him/her take it. Staff will not administer medications directly themselves.

At the time of registration, a consent form may be completed for the possible administration of acetaminophen when required. Under conditions, where it may be necessary to administer acetaminophen (provided by the parent), the following procedures will be followed:

1. Staff recognize symptoms that the parent has previously identified
2. Take the child's temperature and record
3. Contact the parent to discuss and receive verbal consent
4. Administer the medication
5. Parents must sign the consent form upon arrival at the Club

Special Medical Conditions

For those children who register in the After-school program and require special medical care or precautions, written instructions are required from the parent to assist us in caring for your child. Examples of these conditions or care include asthma puffers or chambers, diabetic blood level testing/ insulin pumps, severe migraine headaches, allergies and the use of epipens, etc. Written instructions should include preventative measures, signs and symptoms to be aware of, what to do in case of certain scenarios and emergency contact numbers.

Reportable/Non-reportable Incidents

Reportable Incidents in the After-school program include:

- (a) unexpected illness or injury where the child requires immediate transfer to the hospital
- (b) motor vehicles accidents or injuries caused while being transported
- (c) missing child

In the case of any of the above, the parent will be notified immediately. An incident report form will be completed and forwarded to the Executive Director. A copy will be given to the parent if requested.

Non reportable incidents are those that do not require emergency medical attention ie. Cuts, bruises and bumps. The child may need some minor first aid by a staff member.

Pets/Animals

Pets and other animals are not allowed in areas occupied by the children during the after-school program.

Managing Illness in the After-School Program ~ Parent's Role

Your involvement as a parent is important! You can take the following steps to help make sure that the after school program is a safe and healthy place for all children:

Step 1: In general, if your child is too sick to participate comfortably in activities and has symptoms or a condition that may affect the health of other children, it is necessary that your child not attend program. You must keep your child at home or make alternative child care arrangements if your child has any one or more of the following symptoms or conditions:

- a. Fever (oral temperature 38.5° C or greater; rectal temperature 39° C or greater, armpit temperature 38° C or greater accompanied by behaviour changes or other signs of illness)
- b. Diarrhea as defined by an increase in frequency of stools and/or change to unformed loose, watery stool. Fever, loss of appetite, nausea, vomiting, abdominal, mucus or blood in stool may also occur
- c. Vomiting illness with two or more episodes of vomiting in the previous 24 hours (in excess of typical infant spit-ups)
- d. Mouth sores associated with an inability of the child to control his/her saliva
- e. Rash with fever or behaviour changes
- f. Infections (e.g. infected eyes with discharge) until 24 hours after treatment started by physician
- g. Infestations (e.g. scabies, head lice, pinworm) until after first treatment with a medicated product.

Step 2: If your child gets ill at the Boys and Girls Club, you will be notified and you will be asked to make arrangements to pick up your child within one hour of being notified by the staff. This is important to make sure your child gets the treatment he/she needs as well as to prevent the spread of illnesses to other children.

Step 3: You are encouraged to take your child to a physician if your child's symptoms do not improve within 24 hours after leaving the Boys and Girls Club.

Step 4: For some illnesses, there is a required time period where your child cannot attend a group program. These rules have been developed by health care professionals across Canada to make sure that your child is fully recovered and to prevent the spread of infectious diseases.

Facility Exclusion Reference Guide	EXCLUSION CRITERIA	RETURN AFTER EXCLUSION FORM REQUIRED?
CONDITION		
Campylobacter	Exclude until diarrhea is gone	YES
Cryptosporidium	Exclude until diarrhea is gone; No swimming for 2 weeks	YES
<i>Eschericheria coli</i> * (E. coli 0157 H7)	Exclude until diarrhea is gone and two stool cultures taken 24 hours apart are negative. Proof of negative cultures must be provided to Public Health. Public Health will then notify daycare of re-admittance permission	YES Public Health signature required
Giardia	Exclude until diarrhea is gone	YES
Head Lice	Exclude until first treatment is complete and there is no evidence of live lice.	YES
Hepatitis A	Exclude for 1 week after onset of jaundice.	YES
Impetigo	Exclude until antibiotic treatment has been taken for 1 full day.	YES
Measles	Exclude all cases until at least 4 days after onset of rash. Exclude all children who lack proof of immunization until vaccinated or until 2 weeks after last case in the daycare.	YES
Meningitis (Bacterial)	Exclude until well enough to return and at least 24-48 hours after starting appropriate antibiotics	YES
Mumps	Exclude child with mumps for 9 days after onset of swelling Exclude susceptible contacts from days 12-25 following exposure if other susceptible people are present (consult Public Health)	YES
Norwalk virus	Exclude until diarrhea and/or vomiting are gone	YES
Pinkeye (Conjunctivitis)	Exclude until 24 hours after treatment has begun.	YES
Rotavirus	Exclude until diarrhea is gone.	YES
Rubella (German Measles)	Exclude for 7 days after onset of rash. If child has congenital rubella and is less than 1 year old, consult Public Health. Risk of severe damage to fetus if pregnant woman gets rubella in first trimester, therefore all staff should prove immunity (vaccination or blood test, prior to employment, if possible)	YES
Salmonella	Exclude until diarrhea is gone	YES
Scabies	Exclude until 24 hours after treatment. Treatment of household contacts usually recommended.	YES

Scarlet Fever	Exclude until 24 hours after treatment has begun	YES
<i>Shigella</i> *	Exclude until diarrhea is gone and two stool cultures taken 24 hours apart are negative. <i>If antibiotics administered, stool specimens to be taken at least 48 hours after completion of antibiotics. Proof of negative cultures must be provided to Public Health. Public Health will then notify daycare of re-admittance permission</i>	YES Public Health signature required
Whooping Cough (Pertussis)	If infants under age 1 year or pregnant women are present, exclude child with whooping cough for 5 days after start of antibiotics or 3 weeks after start of cough and culture negative if no antibiotic treatment given (consult with Public Health)	YES
Chickenpox (Varicella Zoster)	Child must remain away from program until all blisters are healed over	YES
Common cold	Do not exclude unless too ill to take part in activities	NO
Ear infections (Otitis media)	Do not exclude unless too ill to take part in the activities	NO
Fifth Disease (Parovirus B19 (Erythema Infectiosum))	No exclusion required after rash appears	NO
Hand, Foot, and Mouth Disease	No exclusion required	NO
Hepatitis B	No exclusion required. Open wounds should be covered.	NO
Herpes Simplex (non-genital)	Exclude children who do not have control of oral secretions (droolers) and have infection for the first time. Exclusion not indicated for recurrent cold sores.	NO
Influenza	Exclude until respiratory and fever symptoms are gone	YES
Meningitis (Viral)	No exclusion required	NO
Mononucleosis (Infectious)	No exclusion required as long as child feels well enough to attend	NO
Pinworms	No exclusion required	NO
Ringworm	No exclusion required	NO
Roseola	No exclusion required	NO
Shingles	If mild and the child is able to take part in activities, no exclusion is required. Lesions should be covered if possible.	NO

DIARRHEA

Exclude until diarrhea is gone or physician determines child is not infectious. **A child with 2 or more episodes of diarrhea or one episode of diarrhea with fever, vomiting or blood in the stool should not remain in daycare and the parents should be advised to seek medical attention for the child**



THE BOYS AND GIRLS CLUB OF DURHAM

AFTERSCHOOL PROGRAM AGREEMENT

I ACKNOWLEDGE AND UNDERSTAND THE BOYS AND GIRLS CLUB OF DURHAM. SHALL NOT BE RESPONSIBLE FOR _____(name of child) BEFORE THE END OF THE SCHOOL DAY AND AFTER 6:00PM MONDAY TO FRIDAY, UNLESS OTHERWISE SCHEDULED (IE. SCHOOL CLOSURE DAYS).

I, the undersigned, the parent/legal guardian, have read this waiver and understand the terms and I acknowledge and agree to the terms stated therein.

Date: _____ **SIGNATURE OF PARENT/LEGAL GUARDIAN:** _____

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***CHILD'S SCHOOL:** _____ **GRADE:** _____ **DISMISSAL TIME:** _____

Note: Some children may have to wait a few minutes at their school depending on other school pickup times.

IMPORTANT

Please make arrangements for your son/daughter to be picked up by 6:00pm. If **YOU** are unable to pick up your child, please contact the staff to let them know who will be doing so. Please list three (3) alternate names authorized to pick up your child. Identification will be requested the first time that an unknown person picks up your child. **If this information changes, please notify the staff.**

1. Name _____ Phone (h) _____
(w) _____

Address: _____

Relationship to Child: _____

2. Name _____ Phone (h) _____
(w) _____

Address: _____

Relationship to Child: _____

3. Name _____ Phone (h) _____
(w) _____

Address: _____

Relationship to Child: _____

I understand that my child will only be released to those listed above. Photo ID will be requested from anyone who is unknown to the child's program activity leader. Please refer to the section on "Child Pick-up Procedures".

SIGNATURE OF PARENT/LEGAL GUARDIAN _____



Boys & Girls Club
of Durham

CONSENT FOR ADMINISTRATION OF MEDICATION

Child's Name: _____

Date: _____

I (we) understand that at times, it may be necessary for the staff of the After-school program to administer medication to my (our) child. I (we) understand that only medication brought to the facility by ourselves, whether over the counter or otherwise, will be given to my (our) child. I (we) realize that this consent form must be signed at the time of registration and a separate administration of medication record must be completed each time my (our) child is in need of medication administered by the staff. I (we) will only provide medication that is in the original container and that is properly labeled.

Signature(s) of Parent(s) or Guardian(s): _____

Understanding of Health/Illness Policies

I (we) understand that the health and well being of children attending the After-school program is top priority. I (we) understand that when my (our) child becomes ill while at the Club, the following will take place (as noted in the handbook).

1. I (we) will be contacted if the circumstances warrant (see handbook)
2. I (we) must and will pick our child up from the program within one hour of notification and I may have to complete a "Potential Illness Report Form".
3. I (we) will exclude my (our) child from the program for as long as is necessary (see handbook).
4. I (we) will complete the "Return After Exclusion" form as required to verify that all exclusion requirements have been met. (Sample included)
5. I (we) will notify the staff if my child will be absent and will provide the reason why.
6. I (we) understand all of the program's health policies as written in the handbook.
7. I (we) have read and understand the "Facility Exclusion Reference Guide" pages included in this handbook (please post for handy reference).

Parent's Signature(s): _____

Date: _____