



Table of Contents:

1. REGISTRATION AND ATTENDANCE POLICIES

- 1.1 Registration Forms
- 1.2 Payments
 - a. After School Care Program
 - b. Summer Program and non-school days
 - c. Daycare
 - d. Preschool and Prekindergarten
- 1.3 Cancellations and Refunds
- 1.4 Arrivals and Departures
 - a. Arrivals
 - b. Departures

2. HEALTH AND SAFETY POLICIES

- 2.1 Medication
 - a. Administration
 - b. Storage
 - c. Transportation
 - d. Emergency Medication
- 2.2 Potential Health Risk
 - a. When to exclude a child from the program
 - b. Exclusion guidelines
 - c. Record of Ill Child
 - d. Removal of Ill Child
 - e. Supervision of Ill Children
 - f. Outbreak Management
- 2.3 Equipment and Facility Safety and Cleanliness
 - a. Safety
 - b. Cleanliness
- 2.4 Hygiene
- 2.5 Incident Reporting
 - a. Incident Reports
 - b. Licensing Reports
- 2.6 Emergencies
 - a. Medical
 - b. Dental
 - c. First Aid
 - d. Emergency Contact Numbers
 - e. Emergency Evacuation
- 2.7 Nutrition
 - a. Meals
 - b. Snacks
- 2.8 Seasonal Considerations
 - a. Outdoor Play
 - b. Extreme Weather Cancellations
- 2.9 Smoking
- 2.10 Supervision of Children
 - a. Staff/Child Ratio



- b. Supervision
- c. Sick Children
- d. Staff Qualifications

2.11 Guests/Visitors

2.12 Open Door

3. PROGRAMMING POLICIES

3.1 Child Guidance

3.2 Child Involvement

- a. Junior Leaders Program
- b. Child-Directed Activities
- c. Child-Planned Activities

3.3 Inclusion and Diversity

- a. Inclusion
- b. Diversity

3.4 Communication of Programming Information

3.5 Off-Site Excursions

- a. Communication of Information
- b. Potential Excursion Resources
- c. Supplies
- d. Transportation

3.6 Parental Involvement

- a. Volunteer Opportunities
- b. Volunteer Application

3.7 Use of Technology

3.8 Variety and Diversity of Programming

3.9 Staff Code of Conduct

3.10 Communication

4. FACILITY AND EQUIPMENT POLICIES

4.1 Arrangement of Indoor Space

4.2 Materials and Equipment

- a. Materials for Child-Directed Activities
- b. Portable Materials and Equipment

5. RECORD-KEEPING POLICIES

5.1 Administrative Records

5.2 Child Records

5.3 Portable Records

5.4 Confidentiality



1. Registration Policies

1.1. Registration Forms

The Boys and Girls Club of Olds and Area requires a completed Registration Form for each child who participates in any licensed or recreational programs. This form will be kept on the premises and will contain the following information:

- child's name, date of birth and **physical** home address
- parent's/guardian's name, **physical** home address and telephone number
- emergency contact's name, **physical** home address and telephone number
- relevant health care information, including updated immunizations and allergies
- medication needs
- applicable waivers and consents

1.2 Payments

The Boys and Girls Club of Olds and Area endeavors to provide child care at a fair and reasonable cost. If a parent/guardian cannot afford childcare, other alternatives will be offered and explored (i.e. government subsidization).

a. After School Care

- A child may not participate in the program until their fees are paid in full.
- If a parent/guardian is receiving:
 - full government subsidy, then no payment is necessary.
 - partial government subsidy, then the remaining registration fee must be paid to reserve the child's spot.
- If a parent/guardian is applying for government subsidy, but has not yet received approval, a post-dated cheque must be issued to cover the costs of the program. This cheque will be returned to the parent/guardian upon notice of approval.

b. Summer Program and Non-Instructional Days

- A child's spot is not reserved until payment is made in full.
- July programming fees are due upon registration. August programming fees may be paid by a cheque post-dated for July 31.
- If a parent/guardian is receiving:
 - full government subsidy, then no payment is necessary.
 - partial government subsidy, then the remaining registration fee must be paid to reserve the child's spot.
- If a parent/guardian is applying for government subsidy, but has not yet received approval, a post-dated cheque must be issued to reserve the child's spot. This cheque will be returned to the parent/guardian upon notice of approval.

c. Daycare

We are proud to be able to provide \$25/day childcare through our partnership with the Government of Alberta

- Payment is due prior to care, in accordance with the contract form on file
- A child's spot is not reserved until payment has been made
- If a parent/guardian is receiving subsidy, the parent/guardian is responsible for the portion that is left owing after subsidy is received.
- If a parent/guardian has applied for subsidy via the online application, we will accept the Estimated Submitted notice as evidence that subsidy will be received, and will only require the amount in which will be the parent portion owing to reserve the child's spot



e. Preschool and Pre-Kindergarten

- Registration for our preschool. pre-kindergarten program is in April/May of each year, at this time a \$35 deposit is required to reserve the child's spot
- The Preschool/Prekindergarten fee is charged as a yearly tuition that may be paid in monthly increments – because of this we do not provide a discounted rate for the months in which the children have time off from school or have reduced attendance.

1.3 Cancellations and Refunds

The Boys and Girls Club of Olds and Area abides by the following procedures for cancellations and refunds.

- The parent/guardian is required to contact the Club to inform the staff if a child will not be attending the program on a particular day, even if it is the morning of the child's registered day. This will ensure that:
 - programming will not be delayed while waiting for the child to arrive.
 - another child on the waiting list is given the opportunity to attend the program.
 - the staff will know the child is safe and will not need to make a call to locate the child.
- A minimum of 48 hours' notice is required for all drop in children in order for the monthly fee to be adjusted.
- We require 2 weeks' written notice that a child's care will be permanently terminated; the family will be responsible for paying the full months fee in the month that care is terminated.
- Due consideration will be given for family emergencies (i.e. death of an immediate family member or emergency medical situations, supported by a doctor's note).

1.4. Arrivals and Departures

The Boys and Girls Club of Olds and Area abides by the following procedures for arrivals to and departures from our programs.

a. Arrivals

- **Signing In**
 - ELCC families (daycare, preschool, prekindergarten) are responsible for signing in their child into the program upon arrival
 - In the OSC and summer program each child is signed in by a Boys and Girls Club of Olds and Area staff member upon arrival at the programming facility.

b. Departures

- **Signing Out**
 - ELCC families (daycare, preschool, prekindergarten) are responsible for signing their child out of the program upon departure
 - In the OSC and summer program each child is signed out by a Boys and Girls Club of Olds and Area staff member upon departure from the programming facility.
- **Denied Departures**
 - If a staff member suspects that the person picking up a child is under the influence of alcohol or drugs, or is in no condition to drive or adequately care for the child's safety, the staff member will not release the child to the adult until the child's safety is assured.
 - Staff will offer to call a cab for the person or call another authorized adult to assist in picking up the child.
- **Late Departures**
 - For each additional ten minutes that the child remains at the program (after the program has ended), a \$5.00 charge per child will be incurred. This charge is due when the parent/guardian picks up their child.



- If a child is left for more than one hour after programming has concluded, and all efforts to contact the parent/guardian and/or emergency contacts have failed, Child and Family Services will be contacted to assume care of the child.
- **Independent Departures OSC and Summer Programs ONLY**
 - If a parent/guardian wishes for their child to independently leave the program (i.e. biking, walking, etc.) when it concludes for the day, an Independent Departure Form must be filled out.
 - Boys and Girls Club of Olds and Area staff retain the right to deny a child's independent departure if they deem that the youth's safety is at risk. (i.e. disability, age, weather, etc.)

2. Health and Safety Policies

2.1 Medication

The Boys and Girls Club of Olds and Area staff ensure the safe administration, storage and transportation of prescription and non-prescription medications.

a. Administration

- A child's medication (prescription or non-prescription) will not be administered by, or be in the possession of, staff without written consent in the form of an Administration of Medication or Permission to Administer Form signed by the parent/guardian. Verbal consent over the phone will not be accepted.
- All prescribed medications
 - Must be in the original pharmaceutical container
 - Must contain the child's name
 - Must contain the appropriate dosage and frequency of dosage
 - All pharmaceutical medications will be administered in accordance with the pharmacy label
- The Administration of Medication Form will contain the name of the medication for the child, the time of administration, the amount administered, and the initials of the staff who administered the medication. This form is kept on file and a copy is given to the parent/guardian, upon request, to indicate that the medication was administered and taken, as prescribed.
- Prior to administering any medication, the staff will ensure the correct child, correct medication and the medical sheet match the instructions on the medication
 1. Designated staff will be responsible for administering medications, and must hold valid First Aid certification
- For continual medication administration, such as day to day usage, the same Administration of Medication Form may be used, as long as all information on the form remains the same. Any changes made to the medication's dosage, medication name, and or prescribing doctor require a new Administration of Medication Form to be completed.
- Staff members make every effort possible to ensure that medication is taken by the child. If the child refuses to take the medication, or a dosage is missed, the parent/guardian will be contacted immediately and the incident will be recorded on a non-critical incident report form.



b. Storage

- All medication will be supplied by the parent/guardian and must be given in the original labeled container.
- Staff in possession of a child's medication must ensure the safe storage of the medication in a locked box that is stored in a secured cabinet or office, unless it is for emergency purposes.

c. Transportation

- If required (i.e. during an off-site excursion), medication may be kept on the person of a staff member during the programming events, to ensure that said medication is administered as prescribed.
- Staff accompanying children during off-site excursions must ensure that medications are stored in a secure location.

d. Emergency Medication

- Emergency medications such as inhalers and epipens must be stored in a location that is easily accessible to all Educators

2.2 Potential Health Risk

Boys and Girls Club of Olds and Area has developed this Potential Health Risk Policy in accordance with Alberta Health Services Recommendations. (Revised January 2020).

a. When a child should be excluded from the program

When a child at a Boys and Girls Club program has symptoms of an illness that might be spread to others, it is important that the child be sent home as soon as possible, to prevent illness in other children and staff. If a staff member knows or has reason to believe that a child within the program is ill, the staff members on duty must ensure that arrangements are made by the parent or guardian for the immediate removal of the child from the program and that the child does not return to the program until the Executive Director or Director of Child Care Programs is satisfied that the child no longer poses a health risk to other children or staff. A physician's note or the child being symptom free for a minimum of 48 hours is acceptable evidence that the child is well enough to return to the program.

Boys and Girls Club staff will identify a child as sick and arrange for immediate removal under the following circumstances:

- Fever that exceeds 39 Celsius or 102.2 Fahrenheit
- Lethargy
- Irritability
- Persistent crying
- Difficulty breathing
- Quickly spreading rash
- New cough with fever.
- Persistent abdominal pain.
- Vomiting 1 or more times during the previous 24 hours.
- Diarrhea 2 or more times during a 24 hour period.
- Stools that contain blood or mucus.
- Illness that prevents the child from participating comfortably in program activities.
- Illness that results in a need for care that is greater than the staff can provide without compromising the health and safety of other children.
- Public Health advises the director of the facility that a particular child must be sent home.

***Please note: Employees shall not attempt to diagnose children with specific illnesses, this is the responsibility of a medical physician. Please only provide the Parent/Guardian with the symptoms that the child is exhibiting.



b. Exclusion illness specific guidelines:

- **Vomiting/diarrhea** the child may return 48 hours after their last bout of vomit/diarrhea
- **Common cold:** Children suffering from a common cold will be assessed on an individual basis. Factors of consideration include the developmental level of your child in congruence with our ability to limit the spread of germs.
- **Measles:** Anyone who has measles must stay out of school, daycare, work, and public places until at least 4 days after the rash first appeared.
- **Chickenpox:** Chickenpox is contagious before the rash appears, therefore children who have chickenpox that is fully scabbed over may return to daycare as soon as they feel well enough.
- **Mouth sores:** the child may return once the child's physician or Public Health states that the child is non-infectious.
- **Whooping cough/pertussis:** Children with whooping cough need to take antibiotics for at least 5 days before going back to daycare. If your child didn't take antibiotics, wait 21 days after the start of symptoms before sending your child to school or daycare
- **Rash:** the child may return once a physician has determined the illness is not a communicable disease.
- **Strep throat:** child must be on antibiotics for 24 hours and feeling well enough to participate in all daily activities
- **Flu/Bronchitis/Pneumonia** – Child must have a doctor's note stating that it is safe to return to care. The child must be on antibiotics and have had no fever for at least 24 hours without taking fever reducing medication
- **Ear Infection:** Child must be on antibiotics and no fever for 24 hours before returning
- **Pink eye/conjunctivitis:** (pink or red eye with white or yellow eye discharge, often with matted eyelids after sleep and eye pain or redness of the eyelids or skin surrounding the eye) until the child has been treated and is symptom free.
- **Impetigo:** 24 hours after treatment has been initiated.
- **Head lice** (Pediculosis): child may return once they have been treated and are nit free.
- **Scabies:** Child may return once they have received treatment and been cleared by a doctor as safe to return to care

Special consideration: If you are keeping one of your children home because they are ill with influenza or the stomach flu, please consider the exposure that may have occurred to his/her siblings. In the instance of influenza or the stomach flu, siblings are encouraged to remain home. Siblings are often a carrier of the same virus and can expose the other children in care before they show symptoms. This decision will be left up to each family respectively. **In the event of a centre wide outbreak we will not be allowing siblings of ill children to attend the program in order to reduce the spread of refection.**

c. Record of ill child

Boys and Girls Club will keep detailed records of children who become ill and have been removed from the program including: the child's name, date the child was observed to be ill, name of the staff member who identified the child was ill, time the parent was initially contacted, name of the staff member that contacted the parent/guardian, time the child was removed from the program, and the date the child was well enough to return to the program.



d. Removal of ill children

- When an Educator identifies a child as having any of the symptoms identified above they must call for the immediate removal of the child
- If a parent/guardian does not arrange for the immediate removal of a child that is ill, the emergency contact will be notified and asked to pick up the child immediately.

e. Supervision of sick children

- Children that are ill will be kept as far away as practical from other children. In instances where ratio allows, the child will be removed from the program room and cared for and comforted in an isolated area until a parent/guardian or other authorized person is able to remove the child.

f. Outbreak Management

- If there are two or more children exhibiting the same symptoms, Boys and Girls Club will notify Alberta Health, in the event that Alberta Health declares an outbreak Boys and Girls Club will comply with all outbreak management guidelines as directed. This may include
 - Written notice of an outbreak, outbreak signage, additional cleaning procedures/precautions and daily reports indicating the number of new cases of ill children.

Parents are kept informed of Boys and Girls Club management of children that are ill through verbal reminders, reminders in the monthly newsletter, postings that specify the Amendment to Child Care Licensing Regulations and introduced to the Potential Health Risk Policy upon registering their child in the program.

g. Pandemic

Pandemics will be handled on an individual basis in accordance with relevant provincial and federal guidance. New health and safety policies will be created as needed and kept in a separate guide.

2.3 Equipment and Facility Safety and Cleanliness

The Boys and Girls Club of Olds and Area places a high priority on the safety and cleanliness of the facility.

a. Safety

- Facilities and equipment are checked daily to ensure that both the indoor and outdoor play areas are safe for children and families.
- A checklist is completed daily by a staff member and kept on file.
- Any areas of the facility or equipment that need attention to safety are duly noted and attended to in a reasonable and timely manner.

b. Cleanliness

- All staff must adhere to the Alberta Health – Health and Safety Guidelines for Childcare Centres the guideline is present within each program room and can also be found at <https://www.albertahealthservices.ca/assets/wf/eph/wf-eh-health-safety-guidlines-child-care-facilities.pdf>
- Facilities and equipment are checked daily to ensure that both the indoor and outdoor play areas are clean and safe.
- Cleaning checklists are completed daily by staff and kept on file.
- Any areas of the facility or equipment that need attention to cleanliness are duly noted and attended to in a reasonable and timely manner.
- Janitorial considerations are met through weekly, monthly and yearly schedules carried out through the services of a contracted janitor.



2.4 Hygiene

The Boys and Girls Club of Olds and Area encourages good hygiene habits among both staff and children.

- Staff members encourage good hygiene habits through positive role modeling and reminders.
- Staff and children are expected to practice proper handwashing with soap and water for a minimum of 60 seconds
 - before and after meals and snacks
 - before and after sensory play
 - before and after administering medication
 - after playing outdoors
 - after touching animals
 - after using the toilet/diapering **Babies and toddlers must also wash their hands after having their diaper changed
 - anytime they are dirty or soiled
- Staff should encourage proper coughing/sneezing etiquette and encourage children to do as well
- Children will not share personal items, such as: bed linens, bottles, toothbrushes, needles, body jewelry, combs, and hats
 - All bottles and cups belonging to children will be labeled with their name
- Children's blankets must be kept separately and must be shared in a manner in which they are not touching

2.5 Incident Reporting

The Boys and Girls Club of Olds and Area provides written documentation of serious occurrences.

a. Non-critical Incident Reports

- The Boys and Girls Club of Olds and Area staff will complete an Incident Report within 24 hours of the incident, if any of the following occur
 - a child is injured during play (bump, bruise, break, bleed, bite)
 - a child receives first aid treatment
 - a child injures another child
 - a child behaves in a manner that warrants parent/guardian knowledge and involvement
 - a child commits an illegal action
- The Incident Report must be signed by the reporting staff member, Program Coordinator and parent/guardian of the reported child.
- A copy of the Incident Report will be placed in the child's file.

b. Critical Incident

- The Boys and Girls Club of Olds and Area will report to its licensing officer immediately if any of the following occur at any licensed programs:
 - an emergency evacuation
 - a program closure due to an emergency
 - an intruder to the program premises
 - a child is removed from the program by a person without parent/guardian consent
 - an injury requiring medical attention
 - a lost child or a child left on the program premises after operating hours
 - the death of a child
 - an error in the administration of medication by a program staff or volunteer resulting in the child becoming seriously injured or ill and requiring first aid, or the program requesting emergency health care and/or requiring the child to remain in hospital overnight



- an allegation of physical, sexual, emotional abuse and/or neglect of a child by a program staff member or volunteer
- the commission by a child of an offence under an Act of Canada or Alberta
- In the event of a critical incident the following procedure should be followed:
 - The parent/guardian or CFS worker must be informed immediately
 - If unable to contact the parent/guardian notify the emergency contact
 - If necessary contact Emergency Services
 - All evidence must be protected by securing the area. Criminal proceedings may result from the incident therefore, steps must be taken to ensure the continuity and integrity of evidence until it is determined that the police will not need to view the scene in the course of their investigation.
 - An Incident Report Form must be filled out and made available to the Director of Childcare Programs, Executive Director or designate and parent/guardian immediately.
 - Incident report forms must be reported immediately to Child Care Licensing staff by telephone, fax or email
 - Tammy Hawryszko 403-755-1483 email: tammy.hawryszko@gov.ab.ca
 - If the licensing officer cannot be reached, a report must be made to the regional office.
- All reports will be compiled and analyzed annually at the time that the Annual Summary and Analysis Report is submitted to the regional child care office.
- The Executive Director will be designated as spokesperson; if not available the Board Chair will act as spokesperson. No one other than the designated spokesperson shall speak to the media. The spokesperson shall contact the following individuals or agencies in order to inform and communicate the most accurate information possible (as necessary):
 - Board Chair
 - Staff
 - Legal counsel
 - Insurance agent (Western Financial)
 - National Office
 - Members/Parents/Volunteers
 - All Board Members
 - Related agencies
- Any media will take into consideration the following:
 - Deal with known facts only
 - Do not speculate
 - Do not release any names
 - Nature of assistance being provided to the individuals and their families
 - Only a general news conference and no individual media interviews will be held
- The Executive Director will ensure that all documentation, including any case file is in order
- Counselling if needed, will be offered to Boys and Girls Club employees the Group Health Employee Assistance program

2.6 Emergencies

The Boys and Girls Club of Olds and Area abides by the following procedures regarding emergency situations.

a. Medical

- In case of an accidental injury or an emergency health situation involving a child, the Boys and Girls Club of Olds and Area will make an immediate attempt to contact the parent/guardian.
- If the parent/guardian cannot be reached, efforts will be made to contact emergency numbers.



- If necessary, the child's physician and/or an ambulance will be called.
- Until the parent/guardian arrives, the physician, the ambulance attendants and/or the Program Director or Executive Director will be in charge and make any decisions concerning the care of the child.
- Any fees incurred for emergency transportation will be the responsibility of the parent/guardian.

b. Dental

- In case of a dental emergency involving a child, the Boys and Girls Club of Olds and Area will make an immediate attempt to contact the parent/guardian.
- If the parent/guardian cannot be reached, efforts will be made to contact emergency numbers with which the Boys and Girls Club of Olds and Area has been supplied
- If contact cannot be made, the Boys and Girls Club of Olds and Area staff will contact a local dentist's office for further instruction and subsequent action.

c. First Aid

- The Boys and Girls Club of Olds and Area staff may provide medical attention for a child only when written consent is received from a parent/guardian through Section 3 of the registration form Emergency Care and First Aid or in the nature of emergency first aid.
- One in every two staff members are certified in first aid.
- For minor scrapes, bumps and bruises appropriate first aid will be administered
- Fully-stocked first aid kits are kept on site and also taken on all off-site excursions.

d. Emergency Contacts

- A list of emergency phone numbers and contacts is posted in several visible locations on the Boys and Girls Club of Olds and Area premises. These numbers include the following:
 - emergency medical service
 - ambulance service
 - fire department
 - police service (RCMP)
 - Poison Control Centre
 - nearest hospital or medical facility
 - child abuse hotline
- A phone number for an after-hours emergency Boys and Girls Club of Olds and Area contact is posted in a location that is visible from the outside of the program premises.

e. Emergency Evacuation

An emergency can be defined as any pending, present or imminent event, natural or man-made, which risks endangering the lives of people or damage to property and requires an immediate response. All participants, volunteers, and staff are responsible for familiarizing themselves with the emergency information regarding their work areas. This includes emergency evacuation plans comprising: exits, alternate routes of exit, the location of pull alarm stations, portable fire extinguishers and respective meeting points (a location for evacuees to assemble upon exiting the building). Staff and children, where developmentally appropriate will be informed of emergency evacuation procedures. Staff are expected to familiarize themselves with the Emergency Evacuation Policy and are given a tour of the building which include evacuation details during their job orientation. Children will be informed of the Emergency Evacuation procedures by participating in fire drills once every month. When possible, visits/presentations from police and fire personnel will be scheduled within the program. In each program space staff are required to evacuate themselves and all participants in a quick and orderly manner to ensure everyone's safety.

- Emergency evacuation drills will be practiced, at minimum, once every month with program participants.



Evacuation Procedures:

- Sound the alarm.
- Staff and participants evacuate with portable record, cell phone and First Aid kit.
- In the process of evacuating close doors.
- Go to meeting place
 - Early Learning and Childcare Centre – Arena
 - Jungle Junction OES – Arena
 - Jungle Junction Holy Trinity – Bridge Road Park
- Call Emergency personnel
- Take attendance
- Emergency Personnel will assess re-entry to building. If safe you may re-enter, if not safe or unsure of safety after thirty (30) minutes call parents to pick up children. Staff is to remain on site.
 - Parents/guardians and/or emergency contacts will be contacted with the information provided in the Portable Record
- Contact Director of Childcare Programs, Executive Director or alternate
 - A critical incident report will need to be completed for all emergency evacuations as per the critical incident policy
- Debriefing will happen as soon as possible

Other Facilities Evacuation Procedures

- Follow the direction of the facility staff.
- Take attendance.
- Assess re-entry to building. If safe you may re-enter, if not safe or unsure of safety after thirty (30) minutes contact Director of Childcare Programs or alternate
- Contact Director of Childcare Programs, Executive Director or alternate.
- Report incident to the local Child and Family Services licensing office using the prescribed forms. Incidents must be reported immediately to licensing staff by telephone, fax or email. The Incident Report form (Gov't form) must be completed and submitted to your local Child and Family Services Authority's licensing office within two (2) days of the incident.
- Debriefing will happen as soon as possible

f. Fire Safety

The Boys and Girls Club of Olds and Area has regular fire drills and ensures that fire safety measures are in place throughout all programs.

- Alert everyone in the suite/office, pull the fire alarm and call 911
- Staff will ensure the safe evacuation of their respective area and take with them their program's portable records and the club cell phone(s).
 - Portable Records will include:
 - Names and contact information of all participants
 - Floor plans of the facility
 - Names and contact information of all staff
 - Contact information and applicable phone numbers of emergency contact locations and service
 - The agency on-call phone number, Executive Director phone numbers, other location phone numbers
- Staff will do a sweep of their respective area to ensure no one is left behind and will close doors behind them.



- When safely outside, all occupants will meet at the designated muster point
 - ELCC and Jungle Junction – Olds Arena
 - Holy Trinity OSC – Bridge Road Park
- At the muster point staff will communicate with each other:
 - attendance and missing people
 - the location of the fire
 - confirm that emergency services have been contacted.
- A staff will be designated to communicate with emergency services. This individual will be in contact with emergency services throughout the incident.
- Staff remaining with participants will check that everyone is accounted for and contact parents/guardians.
- Fire Drills
 - All procedures as above will be adhered to during a Fire Drill, with the exception of phoning 911.
 - Fire Drills will be practiced monthly – each room/program is responsible for ensuring that they have completed a monthly fire drill within their program.
- Safety Measures
- A floor plan of the facilities is posted in all program areas
- Boys and Girls Club of Olds will comply with regulations by ensuring an annual fire inspection is conducted.

g. Full Lockdown and Hold and Secure

Boys and Girls Club of Olds and Area Staff will practice Full Lockdown/Hold & Secure procedures and respond immediately to an emergency situation that requires a Full Lockdown or Hold & Secure in order to protect the personal safety of our participants, staff and volunteers.

- Full Lockdown and/or Hold & Secure procedures may be executed under the following conditions:
 - Directed by emergency services.
 - Hostage situation.
 - Presence of a threatening individual or group and unsafe to evacuate.
 - A threat issued against the agency, program, or an individual and unsafe to evacuate.
 - Severe weather.
- In case of Full Lockdown - **threat is inside the building**
 - Call 911 (if safe to do so).
 - Lockdown protocol:
 - Direct all persons to the program identified safe room.
 - Secure the room by locking and/or barricading the entrances.
 - Keep participants calm and quiet.
 - Ensure everyone is hidden from view of doors and windows.
 - Do not allow anyone in or out of room until emergency personnel show identification and issue an "All Clear".
 - Do not respond to anyone at the door.
- Do not respond to fire alarms.
- In case of Hold & Secure - **threat is outside the building**
 - Keep everyone inside the building.
 - All exterior doors to the building are to be locked.
 - Staff and participants can continue to move freely throughout the interior of the



- building.
- No one (except the police) should enter or exit the facility during a Hold & Secure.
- The staff who witnesses the threat outside the facility (on property or in immediate vicinity), is to get support immediately (Supervisors, other staff, etc.) to get the following steps done in this order:
 - Inform all staff of the threat as quickly as possible
 - Get all participants and staff inside the building, making sure that all participants and staff are accounted for
 - Lock exterior doors, close all window coverings and windows
 - Advise all staff and participants that they are to remain in the building until further notice

Practice Drills

- Staff and/or participants will practice a Full Lockdown drill and a Hold & Secure drill annually.
- All procedures will be adhered to in a practice drill, except calling 911.
- Out of School Care programs will include children in drills.
- Communication will be provided to parent/guardian of children in the Out of School Care program on the day of the drill.
- Record drill on fire alarm tracking page
- Executive Director and Director of Childcare Programs will ensure a drill occurs.

Reporting

- The staff most directly involved and/or the most senior staff involved will complete a Critical Incident Form following any incident

2.7 Nutrition

Nutrition programming is an essential component of the Boys and Girls Club of Olds and Area programming. Nutritious meals/snacks are provided in order to ensure that children and youth have the nourishment they need to have a successful day at school and within our programs. Providing Meals and Snacks allows our organization to address nourishment issues, help prevent childhood obesity and promote the development of lifelong habits.

Program leader(s) will ensure that participants receive well-balanced meals that are nutritionally adequate for their physical growth and development. All meals and/or snacks will be mindful of a child's special diet or food allergies and be respectful of cultural, religious or dietary practices.

a. Meals

- Boys and Girls Club of Olds and Area does not serve meals, it is the responsibility of the family to provide meals for the child.

b. Snacks

- Morning and afternoon snacks are provided throughout all our programs
- The snack menu is posted in a visible location for parents to see.
- All snacks that are provided follow the Food Guide of Health Canada and consist of a minimum of 3 food groups



- There may be an occasional day when a snack may be provided in the form of a treat (prizes) or an activity (baking or craft). On such occasions, these snacks will follow the Food Guide of Health Canada and parents will be made aware of this change in programming ahead of time.
- Parents must ensure that all food allergies and dietary concerns are clearly explained to staff members.

2.8 Seasonal Considerations

The Boys and Girls Club of Olds and Area abides by the following procedures regarding seasonal issues.

a. Outdoor Play

- Outdoor play is a vital component of the children's play environment. All Boys and Girls Club of Olds and Area licensed childcare programs take children to play outdoors daily for a minimum of *1.5 hours in the summer months and 30-45 minutes in the winter* depending on the outside temperature (this time can be broken up into two periods of outdoor play in the morning and afternoon).
 - Children will **not** play outdoors under the following circumstances
 - During severe weather events
 - When the winter temperature is below -20 with the windchill
 - When the summer temperature is hotter than +30 for the summer program and +25 for the daycare and preschool
 - When the temperature is hotter than +25 Educators are to use their discretion and limit time outdoors, seek shade, offer water and water play during the hottest times of the day.
 - The use of sunscreen is encouraged throughout the year as the weather dictates, it is helpful if parents are able to apply sunscreen to their child in the morning, and the program will reapply sunscreen in the afternoon and as needed. A Bottle of sunscreen can be labelled and kept at the program for your child.
 - If parents do not want their child to use sunscreen this must be indicated on their registration form.
 - When the air quality is poor. All children will remain indoors when the air quality index is 50
 - Children in the Daycare and Preschool will not go outside when wind gusts exceed 50 km/hour – Children in the OSC will not go outside when the wind gusts exceed 65km/hr
 - Caregivers must take with them all portable records for their age group, a fully stocked first aid kit, cell phone, water, sunscreen, diapers and wipes on all outings.
 - Educators must conduct a visual scan of the play environment to ensure that it is free from any potential hazards (for example: broken glass, animal excrement, unsecure or broken equipment, garbage, toxic plants).
 - Parents should ensure that their child brings appropriate clothing for the weather (i.e. sweatshirt, jacket, gloves, raincoat, hat, appropriate footwear, etc.).
 - If a child is too ill to go outside, they should be kept home from the program that day.
 - Staff members ensure children are provided with proper hydration, sunscreen, mosquito spray, etc. when engaging in outdoor play.



b. Extreme Weather Cancellations

- The Boys and Girls Club of Olds and Area 's Out of School Care programs follow the school cancellations of the Chinooks Edge School Division.
 - If the school district cancels classes due to inclement weather conditions prior to school beginning for the day, the Out of School Care programs will also be cancelled.
 - If the schools remain open for in town students (i.e. busses only are cancelled), the Out of School Care programs will also remain open.
 - If school is cancelled due to inclement weather conditions during the course of a school day, the Out of School Care programs will remain open.

c. Extreme Weather Safety

Tornado

- In the case of a Tornado warning for our area, the staff will begin calling parents to let them know of the deVere weather situation
- Parents will be provided with the option to pick up their child
- The Director of Childcare programs or alternate will monitor the weather as the situation develops via radio, internet and social media
- If a tornado is imminent lockdown procedures will begin
 - Gather the child attendance & backpack including first aid kit and portable records
 - Collect as many soft objects as possible (pillow, blankets, mats, carpets) to cover children if necessary
 - Calmly move children to their designated safe rooms
 - Stay in the middle of the room away from doors, windows and outside walls
 - If caught outdoors seek shelter in a basement or a sturdy building. If one is not within walking distance seek a low-lying area that has long grass/plant matter to hold on to
- After the storm has passed ensure that all children are safe and accounted for, and follow through with critical incident reporting protocols

Lightening storm

- Program Delivery Outdoors
 - Staff shall direct all program participants to the nearest sheltered area or return to program location if possible.
 - Avoid tall structures such as towers, tall trees, fences, telephone lines, or power lines.
 - If there is no building nearby, get to an open space and stay low to the ground with your hands on your knees.
 - Avoid all rivers, lakes, or other bodies of water.
 - If off location and support is required, staff will contact Director of Childcare Programs

2.9 Smoking

The Boys and Girls Club of Olds and Area property is a smoke-free environment.

- The Boys and Girls Club of Olds and Area staff and volunteers are prohibited from smoking at any time or in any place where child care is being provided by the Boys and Girls Club of Olds and Area (i.e. off-site excursions).

2.10 Supervision of Children

The Boys and Girls Club Educators understand and value the importance of creating a safe, loving and nurturing environment for the children in our care. This is accomplished through effective supervision and the Educators being actively involved with the children on a daily basis. Boys and Girls Club Educators are aware that the best way to prevent injuries or accidents is through constant and



consistent supervision, this also promotes a positive learning environment for the children and staff as well as the opportunity to develop meaningful relationships. Boys and Girls Club Educators are aware that supervision means more than watching or observing the children as they play, and that it is important to develop and continue learning supervision techniques to create safe environments.

a. Effective Supervision Techniques

Our Educators use a variety of methods to observe children at play, and monitor the physical environment to ensure that the children are always being adequately supervised both indoors and outdoors:

- Classroom furniture is positioned in a manner that the staff can see into all centers from various spots around the classroom
- Children are limited to a specific playground or designated area when outside
- Educators are aware of which parents/adults or guardians are authorized to pick up a child from the program
- Parents and staff are required to sign the children in and out of the program
- Educators have on hand a clipboard with all of the children's names on it. This is to also keep track of the times that the children arrive and leave the program premises.
- If a child is expected to attend the program and doesn't arrive, the parent will be contacted immediately, if they are unable to contact the parent the emergency contact will be contacted (OSC and Summer Programs)
- All staff members are aware of the location of medications, first aid kits, portable record files and emergency contact numbers
- Staff engage in play with children, to keep them occupied and interested in activities, allow for closer supervision, and make sure that the children are playing in a safe manner
- Educators closely monitor children when they are playing in areas that are 'high risk' for example, on playgrounds, in centers where they typically are more active or tend to have difficulty playing co-operatively, when they are in a large groups, near water and during transition times
- Educators position themselves around the classroom to maximize supervision of the entire group
- watch the children closely in all aspects of play to further their ability to assist and intervene when they foresee possible behaviors, danger or incidents
- Educators are always listening to the children, even the children that are not directly around them
- Boys and Girls Club has established simple rules that are age appropriate for all the children in our program
- Educators count the number of children present frequently
- Child and staff ratios are maintained at all time



a. Staff/Child Ratio

- **Daycare**
 - Infant 1:3
 - Baby 1:4
 - Toddler 1:6
 - Preschool 1:8
 - Kinder 1:10
- **Preschool/Prekindergarten**
 - Preschool 1:12
 - Pre-Kinder
- **OSC/Summer**
 - Kinder 1:10
 - 6-12 years 1:15

d. Qualifications of Supervising Staff

- All staff of the Boys and Girls Club of Olds and Area programs must follow the policies of the Boys and Girls Club of Olds and Area Policy Manual regarding recruitment and selection.
- Each staff member must provide a Criminal Record Check, including a Vulnerable Sector Search, dated not earlier than six months prior to the date of commencement with the program and every three years after that date.
- Each primary staff member must have a minimum level of a child development assistant.
- Each primary staff member must be eighteen years of age or older.

2.11 Guests/Program Visitors

Agency staff will greet, welcome and assist visitors and guests entering our facilities in a consistent, prompt, professional manner to ensure the safety and security of participants, employees and property.

- When a guest/visitor enters one of our facilities they will be assisted promptly and efficiently. They will have an immediate opportunity to check in and will be connected quickly with the appropriate staff or program.
- The staff who initially greet a guest/visitor when they enter will become responsible for ensuring that this person is there for a valid reason and must contact the staff and/or other program staff whom they are requesting. No visitor should be allowed to wander around the building unaccompanied.
- Parents/guardians or anyone in charge of a child or group of children are asked to ensure that they are not allowed to wander around the building. Children should be supervised always.
- Due to the nature of the Agency's work there may be circumstances when a guest/visitor may not be satisfied with the service and become angry, irate and possibly even abusive. The following is recommended if this situation arises:
 - Keep calm and listen to the person making the complaint carefully, make notes if necessary but inform them that you are going to do this. Watch carefully for signs of rising aggression developing.
 - Do not raise your voice, argue with or patronize the person. Let them finish speaking and then speak to them in a polite and courteous manner. If necessary, ask them if they would like to continue the discussion in a different room.
 - Try to assure the person that the problem will be dealt with.
 - If you feel that you are unable to deal with the situation, inform the person that you think it is more appropriate for them to speak to a Senior Employee.



2.12 Open Door Policy

Families are welcome to visit their children throughout the day. Phone calls, text messages, facebook messaging, emails are accepted throughout the day, to review the progress of children in the program throughout the day.

3. Programming Policies

3.1 Child Guidance

Children learn, through interaction with their teachers, other children and the environments, they are capable of success and self-control with appropriate guidance and direction. All interactions at the program, including those that are disciplinary in nature, will provide the children with learning experiences and opportunities to develop an understanding of moral values and a sense of security. At Boys and Girls Club we use only positive guidance. Positive guidance promotes the development of a healthy self- concept, self-regulation, creates a positive, safe and appropriate environment for children as well as assists children in discovering appropriate ways to express their wants, needs, views and feelings. Positive guidance uses interventions to teach rather than punish. At this program we believe that prevention is the key to a successful environment. Child guidance used at Boys and Girls Club must be reasonable in the circumstances. The most appropriate ways to guide behavior differ from child to child and is dependent on the age and development of each individual child. Steps which we take to prevent behavioral issues include:

- Providing a broad range of interesting and stimulating activities that allow for independent, small group and large group play
- Giving advanced warnings about transitions so the children know what to expect
- Being aware of the environment and interactions occurring in the classroom and redirecting inappropriate behaviors
- Acknowledging appropriate behaviors through positive reinforcement using both gestures and words. Positive reinforcement promotes self confidence and encourages repeated positive behavior
- Ensuring that the physical environment is set up in a way that positive behavior is promoted
 - Making sure there is enough space for children to move around and interact within the programming area; having enough toys for children to easily share and play
- Adults create an environment that promotes trust, security, and comfort by consistently modeling appropriate and acceptable behavior
- Allowing children to make choices as often as possible, while making clear when it is not a matter of choice
 - "Do you want to put your pants on first, or your shirt?"
 - "You can sit in the circle with the group, or you can play with a puzzle quietly at the table"
 - "Do you want to wait in line for your turn, or do you want to find something else to do?"
- Providing clear, consistent and appropriate limits preventing confusion as to which behavior is expected
 - Inside we walk
 - We need to wash our hands before we eat



- Giving easy to understand explanations for limits
 - "Sand stays low so it doesn't get in peoples eyes"
 - "We sit while we are eating so we don't choke"
- Saying what is expected rather than asking
 - "Its time to clean now"
- Focusing on the behavior rather than the child and establishing limits in a positive and specific manner (say what you mean. Use "do" instead of "don't" whenever possible).
 - Try saying, "Slow down and walk" instead of "stop running."
 - Try saying, "Come hold my hand" instead of "don't touch anything."
 - Try saying, "Keep your feet on the floor" instead of "don't climb on the table."
 - Try saying, "Use a quiet voice inside" instead of "stop shouting"
- Modeling problem solving skills by offering verbal and or physical prompts
- Provide one-to-one support for those children who may have difficulties self-regulating
- Utilizing redirections strategies, providing a toy or substitute toy, trying to engage them in another activity
- Using natural and logical consequences
 - "When you forget to put your gloves away, its hard to find them when you need them"
 - "oops the paint got on the floor, lets grab a cloth so you can wipe it up"
- Take into consideration the child's family and cultural background and how that may impact their behavior
- Children are encouraged to think about their behavior and ask themselves "Was it helpful, or was it hurtful?" and more importantly "Was it respectful?" Our children do not have to like each other but that are expected to respect each other.
- Children are encouraged to make amends by offering genuine opportunities for children to restore relationships after an incident or harm rather than demanding an apology

In most instances of guidance, adults will need to combine approaches or use a variety of strategies to respond to the child's behavior and meet their developmental needs.

Boys and Girls Club Educators will NOT:

- Inflict or cause to be inflicted any form of physical punishment, verbal or physical degradation or emotional deprivation
- Deny or threaten to deny any basic necessity
- Use or permit the use of any form of physical restraint, confinement or isolation

Parents are introduced to the child guidance policy upon enrolling their child at Boys and Girls Club and are updated regularly on new techniques or positive reinforcement being used within the program. Parents will be kept informed of their child's behavior and if any pressing issue should arise will be contacted. It is our desire for this program to be a place where children feel safe and loved. Bullying will not be tolerated. When all attempts have been made to resolve behavior and no change is in sight a letter will be sent home to parents. And we will meet with the family to determine whether there are any additional supports, resources or programs that can support the child and our program.

INTERVENTION STRATEGIES for extreme behaviors

To Reduce Undesirable Behavior the Staff will remain calm. By being at the child/youths eye level and using their name, you can gain their attention. A Staff will not raise their voice in anger. By moving



closer and using proximity a Staff can help a child/youth gain self-control. This can also help protect other child/youth. When teaching appropriate behaviors, a Staff will acknowledge the child/youth's feelings and label their actions and how that can affect others. A Staff will not tell a child/youth that they are 'bad' but will label the behavior as unacceptable. At all times, a Staff will facilitate problem solving and conflict resolution that is developmentally appropriate.

3.2 Child Involvement

The Boys and Girls Club of Olds and Area values the involvement of children in shaping the programming of our childcare programs. Children are provided with the following opportunities to provide suggestions and share ideas.

a. Child-Directed Activities

The Boys and Girls Club of Olds and Area believes that each child is a unique individual with special gifts, talents and interests. As children explore and pursue their own interests, it assists them in their growth and development. Therefore, opportunities are provided for child-directed activities on a daily basis.

- Child-directed activities are open-ended activities in which children are free to participate, should they so choose. These activities require little or no direction from adults and allow children to learn and explore interests unique to them.
- The Boys and Girls Club of Olds and Area provides children with the time to enjoy these activities and the supplies and equipment to facilitate them (i.e. manipulatives, craft supplies, puppets, dress up clothes, etc.)

b. Child-Planned Activities

The Boys and Girls Club of Olds and Area believes that a child's voice is important to be heard. Children who attend our programs are a valuable resource for creative ideas and suggestions for programming possibilities. We encourage their input in a variety of ways.

3.3 Inclusion and Diversity

Boys and Girls Club of Olds and Area is a place where all children and youth are accepted and encouraged. Boys and Girls Club of Olds and Area is committed to creating an environment of mutual respect and tolerance that promotes equality and diversity, where diversity is valued, respected and built upon. The Agency will strive to meet the needs of all children in our care, ensure each child is included as an active participant in all aspects of the program, develop and maintain partnerships with families, and collaborate with other community resources.

Guiding Principles: Every individual is a valued part of the Agency whose unique strengths, interests and personalities are acknowledged, respected and appreciated by all. All individuals are treated fairly, and their personal safety is a priority. We strive to ensure that all individuals have access to barrier free supports and resources that achieve positive outcomes.

Discrimination, racism or bullying will not be tolerated. No Child or youth being provided with service shall be denied equal access to any program based on race, color, gender, religion, nationality, origin, sexual orientation, income or disability.

An inclusive environment is provided to all children and youth accessing our services by:

- Inviting families to share cultural experiences and/or preferences
- Treating each child with respect
- Ensuring routines, materials, activities and interactions are responsive to children's individual needs, culture, ethnicity, family composition, gender, preferences, and ability levels
- Adjusting communication level to that of the child's communication level
- Focusing on children's capacities and strengths



- Giving children the support, they need to express their feelings in socially acceptable ways and to resolve conflicts
- Providing opportunities for children to rest and space for privacy appropriate to their individual development needs
- Ensuring the use of computer, TV and video technology is limited, thoughtful, and intentional learning
- Actively encourage and promote social engagement and competence
- Ensuring rules, limits and consequences are geared to the children's level of development and explained to children in language they can understand
- Using naturally occurring incidents as opportunities to teach appropriate behaviors', rather than correcting behavior
- Encouraging children to fully participate in the experiences that the programs provide, to the best of their ability
- Ensuring all children will be provided with access to all hours of operations
- Encouraging and supporting parent participation
- Advocating for all children and their families
 - Make concerted efforts to develop a partnership with families
 - Actively encourage families to share their experience and knowledge about their children
 - Modify the environment and their own behaviors to incorporate suggestions from families.
 - Bring concerns about possible delays or problems to the attention of the child's family in a way that seeks the family's opinions and indicate the possible need of further investigation but does not unduly alarm the family.

3.4 Communication of Programming Information

The Boys and Girls Club of Olds and Area believes that it is vital for parents/guardians and the broader community to be informed and up to date regarding the programming that is offered through our agency. As a result, the programs and programming plans are communicated and made visual through a variety of measures to ensure that this information is readily accessible to all stakeholders. These measures include the following:

- a Parent Orientation Checklist
- monthly programming calendars posted on the website, in school newsletters, on the parent information table and on bulletin boards at the facility
- local radio station announcements
- monthly newsletters
- local newspaper ads
- community events
- social media

3.5 Off-Site Excursions

The Boys and Girls Club of Olds and Area provides regular opportunities for children to participate in off-site excursions. While off-site all Boys and Girls Club staff will adhere to a high level of safety standard while delivering off-site and recreational activities.

a. Communication of Information

- The Boys and Girls Club of Olds and Area ensures that parents/guardians are well-informed and have prior knowledge of all off-site excursions, notice of planned excursions will be shared with



families through their child's daily journal, program newsletters and brochures or a notice sent home to families

- Information on written notices will include
 - Description of the activity
 - Address of the destination
 - Mode of transportation
 - Date of outing
 - Times of departure, activity and return to Centre
 - Names of supervisors and staff attending
 - Notice that emergency kits and portable contact records that will be taken
- Consent for scheduled field trips and unscheduled field trips is provided through Section 3 of the Registration form – Transportation and Outings. Parents/Guardians provide permission for scheduled field trips, unscheduled field trips

b. Potential Excursion Resources

- The Boys and Girls Club of Olds and Area keeps a resource file in the Program Director's office with up to date and potential off-site excursion opportunities and possibilities.
- The file is updated regularly to ensure that the contact information for off-site locations is current and usable.
- Parents/guardians and children have the opportunity to suggest possible off-site excursion locations through the completion of surveys, as well as informal suggestions.

c. Supplies

The Boys and Girls Club of Olds and Area staff members ensure that appropriate and necessary supplies and equipment are present when undertaking an off-site excursion. These include:

- a portable first aid kit.
- portable records containing information for each child on the excursion and phone numbers of emergency services.
- portable medication for children with prescription medication.

d. Transportation

- The Boys and Girls Club of Olds and Area is committed to providing safe and effective transportation of children/staff/volunteers through a reputable chartered bus company. Preferably Chinooks Edge School Division
 - All bus drivers are properly certified and qualified to operate the bus.
- If the off-site excursion is within town limits, children and staff will reach their destination by foot.
 - Staff members ensure that children abide by rules of pedestrian safety.

e. Safety precautions

- Safety rules pertaining to each field trip should be discussed with the director prior to the trip
- Safety rules will be reviewed by the childcare professionals with the children and volunteers prior to each field trip.
- Attendance and head counts should be conducted at regular half hour intervals to ensure that all children are accounted for at all times
- Children should be counted before leaving the building, prior to leaving the destination, as well as when returning – Educators should know at ALL times how many children are present in their care
- Boys and Girls Club staff and volunteers wear Boys and Girls Club clothing while at the Club and when outside the Club Boys and Girls Club staff must wear Boys and Girls Club of Olds and Area vests so that they are easily identifiable for children and community



3.6 Parental Involvement

The Boys and Girls Club of Olds and Area abides by an open-door policy. Parental involvement is welcome and valued in our programs.

a. Volunteer Opportunities

Parent/guardian participation sends strong, positive messages to children and parents/guardians are welcome and encouraged to volunteer in any of the following ways:

- Within programs
- Non-Instructional Days
- Board of Directors
- Fundraising initiatives
- Facility maintenance projects
- Formal and informal suggestions and feedback
- Accompanying on off-site excursions
- Teaching a skill
- Sharing a talent
- Sharing something unique about your family
- Providing suggestions and feedback through surveys and informal discussions

b. Volunteer Applications

- In order to volunteer with programs involving children, parents/guardians must meet the qualifications of a Boys and Girls Club of Olds and Area volunteer.
- Parents/guardians must complete:
 - a Volunteer Application Form.
 - a Criminal Record Check, which includes a Vulnerable Sector Search, the results of which are kept on file at the Boys and Girls Club of Olds and Area .
- The Boys and Girls Club of Olds and Area reserves the right to deny participation to a parent/guardian wishing to volunteer in our program based on the result of their Criminal Record Check and/or at the discretion of the Executive Director, always with the best interests and safety of children in mind.

3.7 Use of Technology

The Boys and Girls Club of Olds and Area believes that technology can be a positive tool, if purposeful in nature.

- Children have access to educational computer programs and movies in a moderated and supervised manner.
- Media is used constructively to expand children's knowledge. Occasionally, movies are shown for entertainment purposes, but these are age and group appropriate.
- No child is required to view the movie and another option is always available.
- Media is used as special events, rather than as part of the daily routine.
- We discourage children from bringing electronics from home that may be special to them. Accidents to happen and this ensures they will not be lost or broken while at the Club
 - We will not be responsible for lost or broken items

3.8 Variety and Diversity of Programming

We believe that children need to be active participants in the creation and implementation of their daily flow, opportunities for learning, and decision-making processes. While children are never made to participate, they are encouraged to co-learn alongside the peers engaging them in learning moments even if they choose not to participate themselves.



In each program schedule there are a variety of activities, games, stories, individual play, quiet periods, and developmental learning skills, all for enhancing each child as a mighty learner and citizen. All educators will co-construct meaningful learning opportunities for the children in our care. Our program makes use of many play and learning materials that help the children gain confidence in their abilities to care, seek, participate, persist, and play. A child's play is a very important aspect of their growing life. We are very dedicated in assisting our children through the learning process.

When developing program plans, our educators will:

- Focus on the children's needs and interests, abilities, strengths, wonderings, learning style, as well as the family composition and their cultural backgrounds
- Provide a play space which contains materials that are interesting, challenging, varied, familiar, and loved by the children. These materials are pivotal to children's active engagement and exploration and are ever changing to meet their needs and wonderings.
- Offer a play area that encourages different kinds of play, such as: construction, role playing, dizzy/ rough and tumble play, movement, problem solving, discovering, communicating, creating, imagining, reading, writing, space and measurement
- Be thoughtful about the playroom setup by planning the use of space intentionally to encourage positive relationships, communication and interaction between children and children as well as children and educators.
- Plan a variety of outdoor activities that are appealing, developmentally appropriate and fun wherein educators engage with the children to build relationships and create a love for the natural world.
- Observe and record the children's learning through learning stories and photographic documentation. These observations and recordings are used in a thoughtful reflective process for educators as they strive to make learning visible for the children and families while scaffolding children's knowledge and understanding.
- Plan learning moments based on observations, children's interests or wonderings, forward thinking from reflective practice, and input from families
- Be inclusive to the needs of all children.
- Educators will be provided with programming time weekly to engage in reflective practice, develop programming and compose pedagogical documentation and learning stories.

Programming Guidelines

1. Routines and Program Schedule

- a) Program plans will be developed and posted in plain sight.
- b) A daily flow will be created that provides a balance of structure and flexibility.
- c) A variety of play activities will occur each day, some Educator directed (learning provocations), and some child initiated.
- d) Variations may be made in schedules to meet individual needs.
- e) Daily outdoor activity will occur when weather permits.
- f) Routines are planned with input from the children and are responsive to their backgrounds, needs, and abilities.
- g) Up-to-date relevant resources are made available to staff to ensure best practice.

2. Activities and Outcomes

- a) Educators will be given time to program plan.
 - 1) Staff schedule reflects paid staff planning time.
 - 2) The program provides staff with opportunities to participate in decision-making.
- b) Programming will be based on the developmental needs and interests of the children.



- 1) Activities involve input from and observations of the children and are responsive to their interests, backgrounds, culture, preferences, needs, and abilities.
 - 2) Staff will ensure that documentation linking observational information about children's interests and needs to daily planning occurs.
 - 3) Staff indicate on planning sheets why certain activities or experiences are planned and who initiated them.
 - 4) Programming incorporates a variety of planned and spontaneous activities.
- c) Staff will complete developmental checklists for the children 0 to 5 years old and ensure that the outcomes are included in programming.
 - d) Staff will ensure that implementation of their planning occurs.
 - e) Staff will ensure that documentation of programming outcomes occurs.
 - f) Current and developmentally appropriate resource materials are used for programming.
 - 1) *Resource materials are referenced on the planning sheet.
 - g) Staff are observed supporting children to initiate, plan, and follow through on their activities
 - h) Toys and equipment reflect the ages, interests, and abilities of the children.
 - i) Rules and expectations are age and ability appropriate.
 - j) Staff provide children with opportunities to develop leadership skills.
 - k) Opportunities are provided that allow children to use their own, abilities, skills, and talents.
 - l) Staff encourage children to try new things on their own.
 - m) Staff ensure that children of all abilities can participate in activities
 - 1) Program activities are modified to accommodate different abilities.
 - n) Recreational activities are planned.
 - 1) A balance of competitive and cooperative games and sports are planned.
 - 2) Opportunities are available for children to learn about the benefits of regular exercise.
 - 3) Sports and recreation equipment promote physical activity.
 - o) Opportunities are available for children to learn about the benefits of good nutrition, hydration, hand-washing practices, and hygiene.
 - p) Activities and materials are prepared and ready to go.
 - q) Outdoor activities take place during all seasons with appropriate planning for the weather conditions.

3. Transitioning children

Please note: Transition times are the busiest routine in our daily flow. Our educators work to ensure they minimize confusion and stress for the children by having a routine that engages children, and allows children the opportunity to follow a clear set of steps to move from one activity to the next in a calm and minimally stressful way.

- a) Smooth, consistent transitions will occur between daily activities. Age and developmentally appropriate techniques will be developed and implemented in each program.
- b) Children will not wait without any activity for more than three (3) minutes, between daily events.
- c) Children will be given verbal warnings prior to transitions occurring.
- d) Staff will ensure that there are uninterrupted activities that address the developmental levels of children before transitions.

4. Physical Activity

- All children including infants will have ample space for moving and being active
- A rotating variety of indoor and outdoor gross motor equipment will be available
- Children will have access to outdoor play equipment at all times
- Children will have access to a variety of portable outdoor play equipment



3.9 Professional Code of Conduct

Staff will

- respect each child/youth as a human being and give priority to a child/youth's needs.
- recognize the unique potentials within each child/youth.
- accept the right for child/youth to ask questions.
- encourage and provide different views and opinions free from bias.
- recognize the needs to protect and extend the child/youth's physical well-being, emotional stability, mental capacities and social responsibility.
- treat all child/youth equally without regard to race, gender, creed, socio-economic status, physical or mental challenges or appearance.
- know and observe the laws pertaining to child/youth welfare.
- refrain from physical punishment, verbal abuse, social abuse and any other action, which could be detrimental to the self-esteem of child/youth in interactions with them.
- respect confidentiality.

And Act in accordance with the **CANADIAN CHILD/YOUTH CARE FEDERATION - CODE OF ETHICS**

The Canadian Child/youth Care Federation created a Code of Ethics for Child/youth Care Practitioners. The standards set by CCCF are as follows:

- Child/youth care practitioners promote the health and well-being of all child/youth.
- Child/youth care practitioners enable child/youth to participate to their full potential in environments that are carefully planned to serve individual needs and to facilitate the child/youth's progress in social, emotional, physical and cognitive areas of development.
- Child/youth care practitioners demonstrate caring for all child/youth in all aspect of their practice.
- Child/youth care practitioners work in partnership with parents, recognizing that the parents have primary responsibility for the care of their child/youth, valuing their commitment to their child/youth and supporting them in meeting their responsibilities to the child/youth.
- Child/youth care practitioners work in partnership with colleagues and other services Staff in the community to support the wellbeing of children/youth and their families.
- Child/youth care practitioners work in ways that enhance human dignity in trusting, caring and cooperative relationships that respect the worth and uniqueness of the individual.
- Child/youth care practitioners pursue, on an ongoing basis the knowledge, skills, and self awareness need to be professionally competent.
- Child/youth care practitioners demonstrate integrity in all of their professional relationships.

3.10 Communication

The Boys and Girls club of Olds and Area encourages respectful interactions and communication between staff, children and youth, families, volunteers and the community to support positive outcomes for children, youth and families.

a. Staff and child/youth interactions

- Staff will acknowledge children and youth, respond attentively and show interest when children and youth communicate with them.
- Staff will seek out meaningful interactions and active communications with each child/youth, encouraging them to express their needs and desires.
- Staff will allow children and youth to speak to them without interrupting them.
- Staff will seek the opinions of children and youth and demonstrate interest in their perspectives.
- Staff will offer services to all children and youth, regardless of gender, cultural background, socio-economic status, religious beliefs, sexual orientation and/or physical and mental disabilities.



b. Staff and staff interactions

- Staff will positively interact with other staff members in a respectful and courteous manner.
- Staff will make a concerted effort to contribute to a strong team atmosphere by being positive and encouraging with fellow staff members.
- Staff will proactively share information with other staff regarding both positive and challenging situations involving children and youth behaviors for the greater benefit of each child and youth. This will be done while maintaining the parameters of the Oath of Confidentiality.
- Staff will refer to the Concern and Complaint Protocol (5-E-4) in the event of a grievance with a fellow staff member.

c. Staff and family interactions

- Staff will positively interact with parents/guardians in a respectful and courteous manner.
- Staff will seek parents'/guardians' opinions and demonstrate interest in their perspectives.
- Staff will encourage parents/guardians to convey any concerns/complaints by submitting the Complaint Form.
- Staff will convey to parents/guardians any pertinent agency information, such as programs, change of policy, change of address, etc.
- Staff will share information regarding children as outlined in the Oath of Confidentiality.
- Staff will recognize that families come in many forms (e.g. same sex, foster, kinship) and all have unique strengths and abilities.
- Staff will offer services/community resource information to all families, regardless of gender, cultural background, socio-economic status, religious beliefs, sexual orientation and/or physical and mental disabilities.

d. Staff and board/volunteer interactions

- Staff will positively interact with the board/volunteers in a respectful and courteous manner.
- Board/volunteers/staff will make a concerted effort to contribute to a strong team atmosphere by being positive and encouraging.
- Board/volunteers/staff will mutually seek each other's opinions and demonstrate interest in each perspective.
- Board/volunteers/staff will maintain the parameters of the Oath of Confidentiality in any communication.

e. Staff and community interactions

- Staff will represent the Boys and Girls club of Olds and Area to the community in a positive and proactive way, while conducting themselves in a manner befitting the positive image that the Boys and Girls club of Olds and Area endeavors to convey in the community.
- Staff will readily share program information with the community, upon request.
- Staff will initiate and develop relationships with schools/school boards and other like-minded organizations.
- Staff will maintain the parameters of the Oath of Confidentiality in any communication within the community.

f. Social Media



- Boys and Girls Club of Olds and Area utilizes our social media pages as an avenue to share information relating to our programs. This includes photographs, videos/media packages, childcare related news posts, child activity updates (learning stories, local initiatives, fundraising)

3.11 COMPLAINT PROCESS

All complaints shall be listened to and documented and appropriate action shall be taken.

Children, youth and parents must be given the opportunity to be heard. Staff are ready to provide an "ear," realizing that sometimes that is all the youth wants or needs. At other times, complaints may need to be addressed at a higher level.

Procedure

1. Complaints shall be heard in an area that respects the individual's privacy.
2. Staff shall listen to the entire complaint.
3. Staff shall take thorough notes.
4. The information shall be repeated to the complainant. All parties must initial as to the accuracy of the information presented.
5. The individual receiving a complaint is to attempt to resolve it directly with the parties involved.
6. If the complaint remains unresolved, personnel are to proceed with reporting the complaint as follows:
 - Staff shall inform the individual that the complaint shall be forwarded to the on-call supervisor.
 - Staff and the individual shall agree on a time to report back.
 - Staff shall record details as a Critical Incident.
 - Staff and the supervisor shall consult regarding an appropriate response to the complaint.
 - If the issue cannot be resolved at this point, it is referred to the executive director whose decision is final.

4. Facility and Equipment Policies

4.1 Arrangement of Indoor Space

The Boys and Girls Club of Olds and Area ensures that the arrangement of indoor space is purposeful, organized and accommodating.

- Indoor programming space is arranged to enable the facilitation of various types of activities at one time.
- Indoor programming space is arranged so that it can accommodate the diverse needs and numbers of children in the program, while encouraging them to interact with different activities and different-sized groups.
- Indoor programming space is arranged to ensure each child has sufficient space to play by providing a minimum of 3 meters of floor area per child.

4.2 Materials and Equipment

The Boys and Girls Club of Olds and Area is purposeful in providing appropriate, educational and diverse materials and equipment for programming activities.

a. Materials for Child-Directed Activities

- The Boys and Girls Club of Olds and Area provides a variety of sufficient materials for child-directed activities.



- The materials accommodate both individual or group activities, are easily accessible to all children and include the following:
 - manipulatives
 - dramatic play materials
 - musical play materials
 - arts and craft materials
 - books
 - group games
 - puzzles

b. Portable Materials and Equipment

The Boys and Girls Club of Olds and Area provides gym and outdoor play equipment that is easily transported to different play locations by staff and/or children, as required.

5. Record-Keeping Policies

The Boys and Girls Club of Olds and Area maintains a system for accurate and secure collection, storage and retrieval of all client, personnel, administration and financial records.

- Client, personnel and insurance files are kept permanently.
- Financial files are kept for a minimum of seven years.

5.1 Administrative Records

The Boys and Girls Club of Olds and Area maintains accurate administrative records on the premises. These records contain the following information:

- daily attendance of each child, including arrival and departure times
- daily attendance of primary staff members, including arrival and departure times, hours spent in the provision of child care, and evidence of certification, Criminal Record Check and first aid, where applicable

5.2 Child Records

The Boys and Girls Club of Olds and Area maintains an up-to-date file for each child who is registered in its programs. This file contains the following information:

- child's Registration Form (child's name, date of birth, physical address, parent's name, physical address, phone number, emergency contact's name, physical address and phone number)
- child's Incident Reports
- child's Administration of Medication Form
- child's Independent Departure Form
- parent/guardian Orientation Checklist
- any other pertinent information regarding the child

5.3 Portable Records

The Boys and Girls Club of Olds and Area maintains a portable set of records that may be accessed during off-site excursions and/or emergency evacuations. These records contain the following information:

- child's name, date of birth and home address
- child's parent/guardian's name, home address and telephone number
- child's emergency contact's name, address and telephone number
- child's relevant health care information, including updated immunizations and allergies
- telephone numbers of the local emergency response services and Poison Control Centre

5.4 Confidentiality

Staff and volunteers must not disclose nor discuss confidential information acquired during the course of their work except to authorized personnel.



All staff and volunteers shall sign a Declaration of Confidentiality. The conditions ensuring confidentiality of participant and agency information shall extend beyond the term of employment with the Club

General

- Staff and volunteers will not discuss the actions or character of another employee, participant, their family, or the Club's internal affairs where other participants or the public may overhear the discussion.
- Abuse disclosure shall be immediately reported to the proper authorities.
- Internal conflicts, differences of opinion on club management, etc. should be kept confidential. It is the professional responsibility of each staff member or volunteer to ensure internal Club affairs are not discussed in public.
- Any breach of confidentiality shall be handled internally by the Executive Director, who will take the matter to the President of the Board if necessary.
- All documents of a personal matter must be kept in a locked file.
- Participants shall not have access to other participant's files.
- Information will not be disclosed to any person or organization without the authorization of the client or his/her family and/or guardian
- The agency will adhere to the guidelines set out by all provincial and federal legislation and regulations. These include, but are not limited to:
 - Freedom of Information (FOIP)
 - Personal Information Protection and Electronic Document Act (PIPEDA)

5.5 Disclosure of Abuse

All disclosures of abuse must be documented and reported in accordance with the law, legislation, licensing standards, and accreditation standards.

For the purpose of this policy Child Abuse is defined as any act of maltreatment of a child by another person that results in injury or harm. The four (4) types of abuse include: neglect, emotional injury, physical abuse, or sexual abuse

- If a child discloses abuse
 - Listen to the information provided and record it as soon as possible in the child's own words.
 - Be supportive and let the child know it is right to tell someone.
 - Do not probe for details
- Suggestions for talking to a child about abuse:

Do:

- find a private, quiet place to listen
- listen in a calm, non-judgmental manner
- reassure the child that it is right to tell
- assure the child that what happened was not his or her fault
- acknowledge the child's feelings
- say "I'll try to help"
- write down what you heard and saw:
 - as soon as possible
 - quoting the child's words as much as possible
 - using words that describe things you can see or hear
 - keeping your notes and information confidential and secure

Don't:

- x** interrupt the child's story
- x** promise to keep disclosure confidential



- x ask leading questions
- x show horror or anger
- x conduct your own investigation
- x provide opinions or judgements
- x promise the child what the next steps will be
- x promise that things will get better
- **Reporting**
 - Notify the Executive Director or Director of Childcare Programs so they can support you and assist in following through with mandatory reporting
 - Report the matter to a caseworker or intake by calling the Child Abuse Hotline at 1-800-387-5437. You will need the details of the disclosure as well as as much information as possible:
 - Your name
 - Your telephone number
 - Your relationship with the child and how long you have known the child
 - Whether the child or family know you are reporting
 - The child's name
 - The child's gender
 - The child's birthdate
 - The child's address
 - The child's telephone number
 - the current daycare, school or programs the child attends
 - whether the child is aboriginal/immigrant or belongs to an aboriginal/immigrant community
 - The name, address, telephone number and workplace of the perpetrator
 - The name, address, telephone number and workplace of the parent/guardian
 - If disclosed by the child:
 - When and where the abuse took place
 - How long the abuse has been going on
 - Whether the situation has worsened
 - Current location of the abuser
 - Your own observations or other indicators of abuse
 - Details on the incident or situation which preceded the report. (Be as specific as possible)
 - Whether you are aware of any efforts to resolve the situation
 - The child's condition and any concerns for immediate safety
- What to do if abuse is disclosed by a third party:
 - Encourage the person to report it immediately
 - Inform the person reporting that you will be reporting as well
 - Report the disclosure
- Allegation of abuse made against a staff member or volunteer
 - Follow procedures above
 - The accused staff/volunteer will be suspended with pay until an internal review is completed



BOYS & GIRLS CLUBS MODEL FOR SUCCESS

Our Model for Success describes the common features and core programming areas offered by Boys and Girls Clubs across Canada, and the positive outcomes for children and youth that are achieved through them.

Every element is based on the values and activities of Boys and Girls Clubs and is grounded in the latest research in child and youth development.

COMMON FEATURES

- Respectful, inclusive, and engaging environments
- Relationship-building and mentoring
- Community and family engagement

CORE PROGRAMMING

- Physical activity, health, and safety
- Leadership, growth, and empowerment
- Learning and career development
- Families and communities

SHORT-TERM OUTCOMES

- ✓ Children and youth are emotionally and physically safe
- ✓ Children and youth feel welcomed, accepted, valued, and respected
- ✓ Children and youth enjoy exploring new opportunities
- ✓ Programs build relevant skills for children and youth
- ✓ Community, parents, children, and youth are engaged in Clubs and feel ownership of programs

MID-TERM OUTCOMES

- ✓ Children and youth are healthy, active, and safe
- ✓ Children and youth are connected to peers, parents, school, and community
- ✓ Children and youth have key academic, vocational, and recreational skills
- ✓ Children and youth have confidence in their aspirations

ADULT OUTCOMES

- ✓ Health and well-being
- ✓ Positive and caring relationships
- ✓ Educational attainment and ability to achieve dreams
- ✓ Self-sufficiency and independence
- ✓ Meaningful participation in community and civil society

Original Date	Revision Date	Board Approval Date	Board Signature
July 2012	March 2016 Feb 2018 Feb 2020	Feb 2018	



Boys & Girls Club
of Olds & Area