



Boys & Girls Club of Cornwall/SDG
Repaire jeunesse de Cornwall/SDG

Parent Handbook

2020-2021



COVID-19 Response

The Boys & Girls Club of Cornwall/SDG is working hard to protect all our Members, Staff, and their Families as we enter our ASP 2020-2021 School Year.

We are confident in our team's ability to deliver a safe and fun program, despite so many uncertainties. BGCC has implemented enhanced cleaning protocols, daily health screening and encourage physical distancing. Handwashing has been woven into our daily programs, and members will use their own materials when possible.

Our staff have been trained on our new COVID-19 Operating Plan, the use of PPE, and to recognize typical and atypical COVID-19 symptoms.

Children who are ill should remain at home until fully recovered. If your child becomes ill during After School Program hours' staff will keep them in a wellness area and then contact the parents/guardians. Symptoms of Covid-19 will require a Covid -19 test. If a negative result the member may return once they are symptom free for 24 hours. If the Covid-19 test is positive, members may return after 14 days as long as they are symptom free for 24 hours.

**For information or to review the Boys & Girls Club COVID-19
Operating Plan please visit: www.bgccornwallsdg.com**



Quick Contact List

506 Clubhouse – 506 First St- 613.935.9015

Office hours are 9:30-4:30 Monday-Friday

Linda Merpaw – Office Administration and Fundraising Coordinator

Deborah Locke – Program Manager

Karen Lebrun – Finance Manager

Kristina Allard- Director of Operations and Development

Jacquie Richards – Executive Director

For Program updates and additional information on winter and March break camps, PD Days, or specialty programs please visit:



[www. bgccornwallsdg.com](http://www.bgccornwallsdg.com)



Boys & Girls Club of Cornwall/SDG



BGC Cornwall/SDG



bgccornwallsdg



BoysGirlsClub CornwallSDG



Dear Parents & Guardians

Welcome,

This parent handbook is your guide to important details about our programs along with helpful tips to make your child's experience the best possible. Please take the time to review this handbook and keep it handy throughout the year as a resource. You can also find a PDF copy on our website.

We believe that the programs offered at the Boys & Girls Club of Cornwall/SDG will provide your child with the opportunity for healthy growth and development and a great way to make friends. Our programs are designed to be age appropriate, safe and fun. We see parents as partners in our programs and welcome your comments and suggestions.

Please feel free to contact us anytime should you have any questions.

Sincerely



Deborah Locke - Program Manager



Lacey Loynachan- Program Manager

Please note that this handbook does not cover all our policies, procedures or practices. If you are unsure of anything or would like further information on things like specific activities, facilitators, safety, or behavior management strategies, please contact us. We will be more than happy to answer all your questions.



Boys and Girls Club of Cornwall/SDG

Overview

On behalf of our staff and volunteers we would like to welcome you to The Boys & Girls Club of Cornwall/SDG (BGCC) and thank you for choosing our Club. We hope that this handbook will answer any questions that you may have and help you prepare your child for their time with us.

Mission

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

Vision

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

Core Values

Boys and Girls Clubs across Canada adhere to the following core values;

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

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

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

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

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



Our Staff

The BGCC/SDG recognizes the tremendous impact a positive experience has on the development of a child. All staff demonstrate a personal interest in ensuring that your child's experience is a positive one. Our staff is selected based upon their leadership skills, education, experience and genuine interest in working with children of all backgrounds and abilities.

- All staff and volunteers are subject to a criminal records check.
- Program staff hold a valid CPR/First Aid certificate and training in the use of EpiPens.
- Staff have received certification the Principals of Healthy Child Development
- Program activities are planned to use the “Principles of Healthy Child Development” and the Core Values of the Boys and Girls Club.
- Staff complete a 15-hour national training course in leadership, safety, teamwork, planning and behavior management.

Boys and Girls Clubs of Canada

The Boys and Girls Clubs of Canada is a leading Canadian youth-serving organization providing quality after school and out-of-school programs during critical periods of child development. More than 100 years of service has been dedicated to improving the lives of children, youth and their families over 5 generations.

Organizational Scope

- Boys and Girls Clubs of Canada is a national non-profit governed by a voluntary Board of Directors elected by member clubs. The Board of Directors oversees national policies and strategic direction for the organization.
- 99 member Clubs provide programs and services in 650 service locations across Canada in 10 Provinces and The Yukon.
- 200,000 children and youth served by Clubs across Canada, ranging in age from pre-school to young adulthood
- More than 14,500 Community Volunteers and over 4,500 trained and dedicated full and part-time staff

Boys and Girls Clubs of Canada provide its member Clubs with:

- valuable support services
- national programs and partnerships for children and youth quality standards
- autonomy to develop programs on a local level
- stimulate the development and growth of Clubs from coast to coast



High Five



We focus on healthy child development!

As a Registered HIGH FIVE Registered Organization, we are committed to implementing safety and quality measures for our children's recreation and sports Programs.



The best way to play™

High Five: Principals of healthy child development

A Caring Adult



A Caring Adult

Acts as a positive role model and allows the children to feel comfortable to challenge themselves.

Friends



Friends

Create a safe environment where children can learn to be a part of a team and feel welcome to discuss their feeling, learn new skills, and work out conflicts.

Play



Play

Encourage creativity, cooperation and FUN!!

Mastery



Mastery

Learn new skills and develop self-esteem and positive identity in children

Participation



Participation

Involve children in the planning and implementation of activities, helping them to feel involved, independent and competent.



Program Overview

Area of Focus

The Boys and Girls Club uses an integrated model of age-appropriate social, recreational and academic activities that involve proven strategies for building positive relationships, mentoring, conflict resolution, skill development and leadership training. These programs are developed in collaboration with youth, their families and other partners to create comprehensive healthy living opportunities for children and youth. Our multi-pronged approach to addressing youth issues includes:

- providing safe, welcoming spaces
- facilitating access to learning and academic enhancement; tutoring;
- developing life skills, leadership skills and community awareness
- promoting a healthy lifestyle through recreational activities and nutritional programming.
- mentoring via positive role models
- supporting the development of positive life choices

After School & Drop In Program locations and Hours

Site	Address	Times
506 Clubhouse:	506 First St E, Cornwall	2:30pm-5:30pm
Henry St. Clubhouse	499 Henry St, Cornwall	2:30pm-5:30pm
Centre Benson Center	800 Seventh St W, Cornwall	2:30pm-5:30pm
Viscount Alexander Public School	1401 Dover Rd, Cornwall	3:00pm-6:00pm
Central Public School	200 Amelia St, Cornwall	3:00pm-6:00pm
Sacred Heart	1500 Cumberland St, Cornwall	2:30pm-5:30pm
Bridgewood Public School	850 Nick Kaneb Dr, Cornwall	2:30pm-5:30pm
Dundas Club	530 Fred St, Winchester	Various Times
Glengarry Club	Derby St W, Alexandria	3:00pm -8:00pm

STATUTORY HOLIDAYS

The Boys & Girls Club of Cornwall/SDG follows school closure dates.

- Labour Day
- Thanksgiving
- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- Civic Holiday



ENROLLMENT

To register for a Boys & Girls Club program, parents must complete a profile on our REC Desk (online platform) fill out our Membership Application form & Pre-Authorized Debit form (PAD). Please include any pertinent information regarding the child(ren) such as emergency information, emergency telephone numbers, and allergies. Enrolment is based on a first come, first served basis.

The Membership and Pre-Authorized Debit forms must be fully completed and returned prior to your child(ren)'s start date.

EMERGENCY INFORMATION

General emergency information is collected during the enrolment process. Please ensure that The Boys & Girls Club of Cornwall/SDG has an alternate person in close proximity to the program to contact in case of an emergency. **Please inform the staff immediately of any changes to:**

- Phone Number, e-mail address or home address
- Emergency person or number changes.
- Place of employment.
- Authorized individuals to pick your children

Should your child require emergency medical treatment, Staff will call an ambulance. Staff will not transport children in their vehicles to the hospital. Should your child require medical treatment that is not of an urgent nature, you will be called to transport the child for medical assistance. If you are not available, your alternate contact person will be called.

INCLEMENT WEATHER DAYS/EMERGENCY CLOSURE

The Boys & Girls Club of Cornwall/SDG will close all locations due to inclement weather conditions. The 506 Clubhouse will remain open from 2:30-5:30pm for parents in need of care. This is a first come first serve basis and parents/guardians must contact the 506 Clubhouse for to attend on the snow day and transportation is the responsibility of the parent/guardians. Parents should note that if school buses are cancelled due to poor weather conditions, we will make every attempt to accommodate as many children as possible only at the 506 Clubhouse; however, spaces are limited.

In the event The Boys & Girls Club of Cornwall/SDG must close due to unforeseen circumstances, you will be contacted as soon as possible. Fees for scheduled families will be charged for the remainder of the month. If the closure requires The Boys & Girls Club of Cornwall/SDG to be closed for longer than the month, fees will not be charged after the month (Unexpected Closure Examples: Flooding, Heating, Electricity (for an extended period of time),



Extreme weather, School board Strike Days, Illness'/Outbreak, acts of god that jeopardize the health and safety of the children and the staff...etc.)

Note: If the school board closes the school we are also obligated to close.

After School Program-Program Goals

To provide constructive, affordable after school care in an informal, relaxed environment designed to provide opportunities to complete homework and engage in learning activities through peer support and mentoring and to develop skills that will;

- encourage personal interests and benefit future learning opportunities.
- improve attitudes about school and learning
- foster a sense of belonging and self- worth
- strengthen decision making, communication and problem-solving skills
- expand planning and goal setting abilities
- promote good work habits and task persistence
- increase knowledge of personal health and nutrition

Drop-in Centre Program Goals

To provide social/recreational programs for youth that will;

- improve social interaction skills
- encourage the positive use of leisure time
- develop life skills, leadership skills, decision making skills and increase community awareness
- promote a healthy lifestyle through recreational activities and nutritional programming.
- teach non-aggressive methods to resolve conflict
- No Cost

Day Camp Program Goals (Summer, Winter Break, March Break & Special Programs)

To provide social recreational activities for youth ages 4-12 over the summer months that will:

- enhance self-esteem
- promote positive peer co-operation
- promote the positive use of leisure time
- increase community awareness
- teach healthy alternatives to aggressive behaviors
- Increase knowledge of personal health and nutrition
- to reduce stress on working parents



Specialty Programs:

- Kids Tech Nation- 8-week program offered throughout the year ages 7-12
- Kids Food Nation - 8-week program offered throughout the year ages 7-12

Prices vary per program. Locations, prices, and start dates to be determined.

Please contact our main office at 613-935-9015 to register for any camps offered. Check our website: bgccornwallsdg.com regularly for updated information.

Registration and Enrollment Procedures

You will be required to fill out a Membership form prior to your child to participate in Boys & Girls Club Programs. This form will include emergency contact information and any medical history of your child, etc. Please ensure that all information you list on the membership form is current. You can inform the Senior Staff or office of any changes that need to be made at any time.

Paid programs are payable at the time of registration. Subsequent weeks are due one week prior to the required week and must be received by us before the week will be booked.

E-transfer, debit, credit cards or cash will be accepted.

Cancellations and Refund Policy

Registration for a member can be cancelled in person, by phone, or e-mail for a full refund up to 14 days before the beginning of the program. For the After-School Program, monthly payments can be cancelled by the 15th of each month for the following month of the program. Refunds will not be issued with less than 14 days' notice; however; we do appreciate knowing in advance if your child will not be attending the program. Administration can be contacted Monday-Friday from 9:30 am until 5:30 pm.

FEE PAYMENT INCOME TAX RECEIPTS

Income Tax receipts will be issued by e-mail to parent #1 on the Registration Form each year by the ending of February.



BOYS & GIRLS CLUB OF CORNWALL/SDG SUBSIDY

Questions regarding the Subsidy application for After School Programs, please call the Boys & Girls Club office at 613-935-9015 between the hours of 8:30 a.m. and 4:30 p.m. Monday to Friday

CITY OF CORNWALL SUBSIDY

Questions regarding the Subsidy application for Summer Camp Programs, please call the City of Cornwall - Child Care Division at 613-933-6282 extension 3315 between the hours of 8:30 a.m. and 4:30 p.m. Monday to Friday or visit their website: <https://www.cornwall.ca/en/live-here/child-care-fee-subsidy.aspx>

Children with Special needs

Boys and Girls Club of Cornwall SD&G is strongly committed to the principals of inclusion and integration where these principals support the growth and development of the child. In order to provide services to a child with special needs, we require a meet and greet with your child to see if our program can offer all the services needed to care for your child. In most cases we will do a trial run with a child with special needs and determine whether they are suited for our program. If not, they may be recommended to another program that can provide them the services they need.

Our Team

Each of our locations have a Senior Staff, Activity facilitators and/or Leaders in Training who oversee the daily program. Our Boys and Girls Club of Cornwall SD&G staff are selected with care, paying careful attention to their ability to serve as a positive role model for your child. Each staff is required to have a valid standard level first aid certificate and Level C CPR. All staff members must have a Criminal Record Check and must have completed our e-learning courses and High Five Training. Staff also receive training in leading activities, group dynamics, communications, problem solving, accident prevention, emergency response, as well as Boys and Girls Club of Cornwall/SDG policies. Should a parent/guardian have any concerns please contact our Program Manager at 613-935-9015.



Safety and Supervision

Safe Arrival

Boys and Girls Club of Cornwall SD&G safe arrival and departure programs are systems of procedures performed, together with daily attendance and safe release protocol, to account for any members unexplained failure to arrive at or depart the program without a parent/guardian e-mail, phone call, or signature.

If we have no record of a child being absent or late and they do not get off their scheduled bus or arrive when expected, staff will then contact a parent/ guardian, using the provided contact information. Staff will leave messages at each number until all contacts on file have been attempted. If no parent/guardian can be reached, staff will contact the school to determine if the child was present during the day and might have missed the bus. If the parent/guardian or school is unable to explain the absence, a supervisor will initiate the procedure for a missing child.

Children aged 9 (grade 4) and older may sign themselves out of our program with written permission from a parent/guardian.

Departure and Pick up

Upon membership registration parents/guardians are asked to inform Boys and Girls Club of Cornwall SD&G of individuals that have permission to pick up a member. A member will only be released to authorized individuals on their membership form. It is the policy of the Boys & Girls Club of Cornwall/SDG that all staff will ask for identification from anyone, parents included, that they do not recognize.

If a parent/ guardian knows an individual is not on their child's membership form and is intending of picking them up, please contact our main office at 613-935-9015 to inform administration. When a person arrives and staff are unaware who they are, identification will be asked for to validate identity.

- Please email or call us if your child will not be attending the program or if someone other than those approved will be pick up your child.
- For questions or concerns related to a specific program please contact the senior staff at your location. For all other concerns or comments relating to the program, or overall safety please contact the Program Manager directly.

****Members must be picked up on time at the end of the program. If a member is recurrently picked up later than pick up time, their placement in our program may be reviewed.***



Matters of Custody

Unless a written separation agreement or court order to the contrary has been provided by either parent, both parents are equally entitled to custody of their child. In cases where custody is granted to one parent only and Boys and Girls Club of Cornwall SD&G has been provided with a copy of the court order, management will take reasonable steps to prevent unauthorized access to a participant by his/her parents, including contacting the police for assistance and intervention. It is the parent's/guardian's responsibility to notify the Program Manager with respect to any changes to custody or access rights and to provide the Supervisor with a copy of most recent applicable separation agreement or court order at the earliest opportunity.

Participant Safety and Dismissal from Program

Your child's safety is our number one priority. We believe that hazard elimination is the key to prevention but, also that participation in some activities may involve risk of injury. Our Senior Staff members have designed their daily activities with safety in mind. Each program is reviewed by our Program Manager for safety as well as a balance of activities. Constant supervision is essential to our ability to ensure safety standards are implemented and adhered to all programs.

The following behaviours may result in the immediate suspension of a participant for the remainder of the current program day, week or the entire program:

- Bullying
- Derogatory comments regarding someone's race, religion, sexual orientation or gender identity
- Endangering the health and safety of children and/or staff, members and volunteers.
- Stealing or willfully damaging BGCS or personal property.
- Leaving the program without permission.
- Continuously disrupting the program.
- Refusing to follow the behaviour guidelines or rules.
- Using profanity, vulgarity, or obscenity frequently.
- Acting in a lewd manner.

Just a reminder: Running shoes and socks must always be worn.

TOYS FROM HOME

No toys from home will be allowed in any Boys & Girls Club program. If toys are brought to the Boys & Girls Club, they will have to remain in their bookbag for the duration of the program.



Electronics and Money for vending machines

Electronic devices (i.e. IPod, iPad, phones, etc...) are not permitted at any locations. The reasoning for this is the Boys and Girls Club of Cornwall SD&G had daily planned activities that members are expected to participate in; therefore, there should be no need for a member to use an electronic device. Boys and Girls Club of Cornwall SD&G is not responsible if a member brings an electronic device to a location and it gets damaged, lost, or stolen. As a reward for members there may be a day where they can bring in an electronic, but you will receive a letter stating it is permitted.

Please do not send your child to our Programs with money for vending machines. Your child will not be allowed to use vending machines at any time.

Lost and Found

If your child has lost an item, please check with the Senior Staff at your child's location to see if it is in their lost and found. At times if items have remained at a location longer than a month period it may be brought to our main location (506 First Street. E.). You may contact administration at 613-935-9015 to see if your child's belongings are in the lost and found there.

Parent Surveys

Twice a year parent's surveys are available via email, or at your child's location. Please feel free to complete these surveys honestly. We appreciate any feedback to see how you feel our programs are running and if any necessary changes to our programs should be made. Also, at anytime you have a concern or comment you may contact our Program Manager.

Donations and Volunteers

Boys and Girls Club of Cornwall SD&G is a non for-profit organization that accepts donations at anytime. Most items donated are given back to our children and youth. If there are items donated that may not be geared to our children and youth, they will be donated back to the community at another non for profit organization. We accept volunteers, and greatly appreciate the time provided by all our fantastic volunteers. If you are interested in volunteering there is a process to follow, this is to ensure the safety of our children in the program. To complete this process and become a part of Boys and Girls Club of Cornwall SD&G please contact our Volunteer Coordinator at 613-935-9015.

Teen Program

Boys and Girls Club of Cornwall SD&G of Cornwall SD&G also offers a Teen Program for youth age 12-18 in Cornwall and Alexandria and 9-17 in Winchester. If you are a parent/guardian with



a youth you feel could benefit from the Teen Program, please contact our Youth Program Coordinator at 613-935-9015.

Health and Safety of your Child

Emergency Procedures

All program sites and staff members have access to first aid kits and emergency medical services (911). All members are certified in First aid and CPR to the Standard First Aid Level and Level C CPR. For moderate injuries your child may be taken care of by our Senior Staff using standard first aid. In the unlikely event of a serious injury, emergency medical services will be called immediately to respond to the situation. The parent/guardian will be contact immediately with the information regarding the incident. If an ambulance is required to transport your child to a hospital, a member of our staff team will accompany your child to the hospital, or a staff member will be sent to meet your child upon the arrival at the hospital.

Concussion

The Boys and Girls Clubs of Cornwall/SDG is committed to the safety of its staff, volunteers and participants regarding any real or suspected occurrence of a concussion. It is our policy when a concussion is a possibility to err on the side of caution. Awareness of the signs and symptoms of a concussion and knowledge of how to properly manage a concussion is critical to recovery.

Medication Administration Procedures

When a request for the administration is received from a parent or guardian of a member, Boys and Girls Club of Cornwall SD&G will obtain a *Medical Distribution Form*, signed by the parent or guardian. This form will indicate the type of medication to be administered, the required dosage, and the action to be taken in the event of possible hazards or side-effects. In the event of any changes in medication, a new form must be completed prior to administration. All medication must be kept in a secure and available location with approved staff to have access to it as required.

Prescribed Medication

All prescribed oral medication should be transported to and from Boys and Girls Club of Cornwall SD&G in the original container, clearly labelled with the member's name, the medication, and dosage. Prescribed medication will be administered with sensitivity and in privacy by a Senior Staff. A record of the administration of prescribed medication will be recorded in a medication log and signed by the Senior Staff who administered it.



EpiPen

Boys and Girls Club of Cornwall SD&G will implement strategies that reduce the risk of exposure to anaphylactic sources in programming areas. Individual information regarding their allergies will be displayed in common staff areas.

In a case where there is suspicion that a member may have been exposed to his/her life-threatening allergen, or is displaying symptoms on the Medication Distribution Form at staff member will;

1. Administer, or help the child administer his/her epi-pen
2. Call 911 to plan for an ambulance to transport the member to the hospital
3. Contact the parents/guardians using the contact information on the Medical Distribution Form

A record use of the epi-pin will be recorded, and an incident report will be filled out.

Nut Free Environment

Please do not send your child to any location without outside food that is not peanut free, or food that may have come into contact with peanuts. We are a peanut free program and provide healthy snacks to our members daily, therefore, there is no need for them to bringing outside food into our program.

WINTER/SUMMER PROTECTION

In cases where excessive wind or wind chill is a factor, excessive heat or humidity, the children will remain indoors.

Safety factors relating to your child playing outdoors in the fall, winter, spring, and summer:

Fall/Winter: Certain areas will be closed within the playground as the ground becomes frozen when the temperature drops.

In winter, your child should be dressed in warm, comfortable clothing that will allow them the freedom to enjoy the snow. We strongly recommend a snowsuit, hat, mittens and boots. Neck warmers are recommended rather than scarves. Winter boots should fit securely. Please ensure your child has indoor shoes for winter months.

Spring/Summer: Summer entails a great deal of outdoor play; therefore, we expect that all members should be prepared with hats, sunglasses, sunscreen, and a refillable water bottle



Each parent is responsible to provide The Boys & Girls Club of Cornwall/SDG with sunscreen labelled with their child(ren)'s name on the bottle. Please check for expiry dates on all bottles. The parent is responsible to apply sunscreen before dropping his/her child off in the morning

Swim and Water Safety

During our summer camps our members go swimming at local city pools. Please be advised children will always be monitored during swimming times by trained lifeguards, as well as staff members.

All members will be expected to take a swim test with respect of the access to the deep end, and whether they are required to wear a life jacket. This swim test will be completed by a trained lifeguard. If you have any questions or concerns about your child swimming, please contact our Program Manager.

Playground Safety

Running shoes are flexible and provide a good grip on the climber. We discourage you from sending your child in vinyl dress shoes or flip-flops, as they can be quite slippery

Illness

Children who are ill should remain at home until fully recovered. Members who are sick and unable to function well in daily activities may affect other members in the program. If your child becomes ill during After School Program hours' staff will keep them in a quiet area and then contact the parents/guardians.

Head Lice

If your child has head lice they must be excluded from the program and facility until treatment has been given using a product that kills lice, available from any pharmacy. Having nits or head lice is not a serious problem, but it does require that treatment be given **immediately** and **repeated** once more in **7-10 days**. Your child may return to the program once all lice and nits have been clearly removed.

We suggest that you check all heads of the household members. Those who have head lice should be treated at the same time. **Please read carefully and follow instructions on the attached Head Lice Information Sheet prepared by:**

<http://www.eohu.ca/files/resources/resource183.pdf>



Walking/Biking Permission

For a member to walk or bike home after the program, a written letter from a parent/guardian is needed. We recommend that no child under the age of 10 leave the program without parent/guardian supervision. If a member does choose to bike, please have a bike lock to avoid any theft, as we are not responsible if this situation arises.

School Bus Transportation

School bus transportation is only provided by certain schools to our locations. If your child attends a French or French Catholic school, you are to contact Consortium de transport scolaire de l'Est at 1-855-689-2873 (toll free) to set up transportation to a location. If your child attends an English or Catholic school, you are to contact Student Transportation of Eastern Ontario (STEO) at 1-613-925-0022. This process may take up to 3 days, so please ensure you set up transportation for your child in a timely manner.

HEALTH CHECK / ILLNESS

Covid-19 response

We are confident in our team's ability to deliver a safe and fun program, despite so many uncertainties. Staff encourage physical distancing, including enhanced cleaning protocols, and daily health screening. Our staff have been trained on our new COVID-19 Operating Plan, the use of PPE, and to recognize typical and atypical symptoms. Handwashing has been woven into our daily programs, and members will use their own materials when possible.

Members will have their temperature check upon arrival to our programs. If your child presents any Covid-19 symptoms they will be isolated and provided a mask. You will be called to pick up your child.

Illness

We ask that you keep sick children at home, especially children in the communicable stages of illness and those who are not feeling well enough to participate fully in the program.

Please let us know as soon as your child contracts an infectious disease. If the staff find that a child is sick during the day, parents will be asked to take the child home as soon as possible. If you cannot be reached at your usual number during the day, please leave an alternate telephone number.

Each day as children arrive, staff will do a brief health check. Children will not be accepted for care should they have signs and symptoms that they are not able to participate in the program. This includes if they have been vomiting or have had diarrhea within the last 24 hours



Children will be dismissed immediately when they develop conditions such as:

- Fever (flushed skin, glassy eyes, pale complexion, hot to touch)
- Diarrhea(continuous or frequent bowl movement which cannot be contained)
- Vomiting
- Rash (which might indicate contagion, ringworm, impetigo, chicken pox)
- Signs and symptoms of other childhood diseases

Young children are very susceptible to Chicken Pox, Pink Eye, Strep Throat, Fifth Disease, Hand Foot and Mouth Disease as well as the Common Cold.

Due to staffing requirements, children too ill to go outside should be kept home. Outdoor play is a daily part of our program.



Summary of Exclusion Recommendations

- In all cases, frequent hand washing and good personal hygiene habits are encouraged
- Children must be well enough to participate in all program activities

Illness	Instructions	Illness	Instructions
Chicken Pox	Child must be well enough to participate in all program activities protect your child from skin infections, we ask that they return when all blisters are dry and crusted	Influenza-The Flu	When symptoms have subsided. Child must be well enough to participate in all activities
Common Cold	Child must be well enough to participate in all program activities	Meningitis (viral)	Child must be well enough to participate in all activities-not contagious
Croup	Child must be well enough to participate in all program activities	Meningitis (Hib)	24 hours after treatment by a doctor has begun. Child will probably not be well enough to attend for several days
Fever	When fever has subsided	Meningitis (meningococcal-bacterial)	24 hours after treatment by a doctor has begun. Child will probably not be well enough to attend for several days
Fifth's Disease	Child must be well enough to participate in all program activities	Mumps	9 days after the onset of swelling
Gastro-Intestinal Infections	When child no longer has diarrhea and bowl movements have returned to normal	Pink Eye	24 hours after the treatment by a doctor and eye has stopped weeping
German Measles	7 days after onset of rash	Pinworm	No need to exclude; should be treated
Hand, foot & mouth	No need to exclude unless blisters are weeping or cracked	Ringworm	1 day after treatment prescribed by a doctor has been started
Head Lice	When the child has been treated with an approved head lice shampoo and all nits have been removed	Scabies	24 hours after treatment prescribed by a doctor has begun
Hepatitis A	By the time of diagnosis, the child is no longer contagious and may return when well enough to participate in all activities	Scarlet Fever	24 hours after starting antibiotic therapy, provided that the fever has subsided
Hepatitis B	No need to exclude. Child must be well enough to participate in all program activities	Thrush	Children must be well enough to participate in all Program activities
Impetigo	24 hours after the treatment prescribed by a doctor has begun	Whooping cough	5 days after a 10 day course of treatment prescribed by a doctor has begun



HAND WASHING & PERSONAL HYGIENE

It is important to teach children at an early age proper hand washing and good personal hygiene habits. Children in a group setting will be exposed to germs and communicable illnesses, much of which can be avoided with proper hand washing. Staff will provide multiple times throughout the program for hand washing.

PARENTAL CONCERNS

The Boys and Girls Club of Cornwall/SDG is committed to providing a facility free of conflict, where employees and parents are treated with fairness, dignity, and respect. The Boys and Girls Club has instituted a fair and transparent process for resolving conflicts between parents and staff. Clear and consistent standard apply to conflicts between staff and parents to ensure that issues and concerns are addressed in a timely manner and result in appropriate outcomes

Parents/guardians are encouraged to take an active role in their child's care and regularly discuss what their child(ren) are experiencing within our program. We support positive and responsive interactions among the children, parents/ guardians, and staff. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by the staff and the Boys & Girls Club of Cornwall/SDG management team. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within 1 - 2 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial, and respectful to parties involved.

Confidentiality

Every issue and concern will be treated confidentially, and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons.



Conduct

The Boys & Girls Club of Cornwall/SDG maintains high standards for positive interaction, communication, and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

If at any point a parent/guardian, or staff feel uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the Program Manager.

Concerns about the Suspected Abuse or Neglect of a Child

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect.

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the local Children's Aid Society (CAS) directly. Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to Report" requirement under the *Child and Family Services Act*

