



The Boys and Girls Club of Sarnia-Lambton
a good place to be

PARENT HANDBOOK

Boys and Girls Club of Sarnia-Lambton
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Boys and Girls Club of Sarnia-Lambton Overview

On behalf of our staff and volunteers we would like to welcome you to The Boys & Girls Club of Sarnia-Lambton (The Club, BGCS) 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.



Boys & Girls Club
of Sarnia/Lambton

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

Our Staff

The BGCS 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.
- Thorough reference checks have been conducted on all employees and volunteers.
- All Program staff hold a valid CPR/First Aid certificate and training in the use of an EpiPen.
- Staff have received certification in the Principles of Healthy Child Development, Healthy Minds for Healthy Children and Plan to Protect.
- Program activities are planned using the "Principles of Healthy Child Development", "Asset Building" models and the Core Values of the Boys and Girls Club.

In addition to "in-house and hands-on training, new Staff are required to complete 20 hours of online training; 18 courses across five categories: Leadership, Program Planning, Team Work, Behaviour Management and Safety

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 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

30.00 per week, 8.00 daily rate

Drop-in Centre (Physical and Virtual)

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 for regular programming

Summer Day Camp

Program Goals

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 behaviours
- Increase knowledge of personal health and nutrition
- to reduce stress on working parents



Weekly Fee: \$100.00

Daily Rate: \$30.00 per child Program Fee Includes all daytrips.

Subsidy Application Procedure

No child has ever been refused access to our programs due to inability to pay. If you find yourself in a situation where paying the program fees would create a hardship for your family, please complete the application for subsidy form on our website.

Hours of Operation

After School Program: September – June, Monday – Friday - 3:00pm to 6:00pm

Drop in Center: September – June, Tuesday – Thursday, 6:00pm – 9:00pm

Summer Day Camp: Weekdays during summer break - 9:00am to 5:00pm
(before care from 7:30 to 9:00 and after care from 5:00-6:00 provided at no additional cost)

The Club Is Closed on The Following;

- New Year's Day
- Family Day
- March Break
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- Civic Holiday
- Labor Day
- Thanksgiving Day
- Christmas Break

Registration and Enrollment Procedures

You will be required to fill out a registration form for your child for our After School/Drop-in, Virtual and Summer Camp Programs. This form will include emergency contact information, any medical history of your child, etc. Please ensure that all information you list on the membership form is current. You can inform the Program Coordinator of any changes that need to be made at any time.

Payment

After School Program

Billed monthly. You will receive an invoice via email and can use any of the payment options listed to pay electronically

Summer programs

First week of summer programs is payable at the time of registration. Invoices for any additional weeks will be sent out via email one week prior to the booked date.

Cancellation or Withdrawal from Summer Program

Written notice must be provided One Week prior to a withdrawal.

A cancellation fee of \$50 per child will be applied for each week for which written notice is not received

Program Arrival and Departure

- Attendance will be taken at the beginning of the program before activities begin. If your child will not be coming on a given day, please call or write a note prior to the absence.
- Children must be checked in upon arrival and checked out before leaving the program.
- Each client will have an individual password that must be known by the parent/guardian and any person authorized to pick up your child. Please do not let your child know the password.
- Your child will only be released to persons named on the membership form.
- Under no circumstance will your child be released to an unknown individual unless written consent is obtained from the parent/guardian. Please advise the Program Coordinator, in writing, if someone not indicated on the registration form, will be picking up your child. Please advise the designated party that they will be required to show identification in addition to knowing the password.

PARENT/GUARDIAN COVID-19 SCREENING AGREEMENT

Under Provincial guidelines, agencies offering childcare may operate by following strict health and safety protocols to prevent the spread of COVID-19 and protect our staff, children, and their families.

Health and Screening Protocol

To manage the risk of spreading illness within the Club we have adopted cleaning/disinfecting protocols and personal health care practices, including frequent hand washing and daily active screening of all individuals arriving at the Club

All Children must be screened daily upon arrival at the Club. Temperature checks will be required for children entering the Club program areas. In addition to daily active screening, all children will be monitored throughout the program for emerging signs or symptoms of illness.

The COVID-19 screening results, collected by the Club, including contact information, may be provided to Lambton Public Health, to help manage and reduce the risk of spreading the COVID-19 virus

As a Parent/Guardian, you can prevent the spread of illness by keeping your child home if they are experiencing any of the following signs or symptoms of COVID-19 (Identify any/all that are not related to seasonal allergies or pre-existing medical conditions)

Fever Chills New onset of cough Unexplained fatigue Headache sore throat Runny nose
Stuffy or congested nose Lost sense of taste of smell Difficulty breathing Difficulty swallowing
Pink eye Digestive issues (nausea, vomiting, diarrhea, stomach pain) sluggishness or lack of appetite

If your child experiences any of the above symptoms, while at the Club, your child will be moved to an isolation area and you will be contacted to arrange for your child to be picked up immediately. You will be provided with contact information for Lambton Public Health should you require assistance in arranging COVID-19 testing. Children with symptoms must be excluded from the Club and self-isolate for 14 days after the onset of symptoms unless a negative COVID-19 test is provided. **This exclusion will also apply to children exposed to a confirmed case of COVID-19 or to a symptomatic person.**

Drop off / Pickup Procedure

To protect the health of all individuals at the Club, parents/guardians will not be permitted to enter the building. Please follow these steps at drop off and pickup.

- use the Forsythe St parking lot only.
- call to notify us of your arrival, 519-337-3651.
- stay in your car.
- If on foot we ask that you, please, wear a mask.

Drop off: Club staff will come to your car to conduct screening. Upon successfully completing screening, staff will accompany your child to their program area.

Pickup: Please follow the above steps and one of our staff will bring your child to you.

Off-Site Activities

There are no additional costs for off-site activities. You will be required to sign a consent form for each excursion off the premises. Please return the forms by the date indicated, as we have transportation arrangements to finalize.

Illness

Parents are asked not to bring their child to the program if they are ill. Please keep your child home if any of the following apply;

- a temperature of 101 degree Fahrenheit (38.4 degrees Centigrade) or over.
- vomited within the last 24 hours.
- on a prescribed medication for less than 24 hours for a condition requiring exclusion from the program.
- a rash that has not been identified by parent or physician or that appears to be worsening.
- a severe cold with fever, sneezing, cough and heavy nasal drainage.
- appears sick without any obvious symptoms.
- child would require one - to - one attention from a staff member to allow the child to cope and be comfortable.
- a disease/illness/condition listed as communicable.
- unable to participate in all activities - indoor and outdoor. If a child is too sick to go outside, then they cannot attend the program.
- Chickenpox. Your child will be excluded from the onset of symptoms for 5 days until most of the pox is scabbed over.
- Head lice
- If your child becomes ill while in the Club's care, you will be notified immediately and required to pick up your child as soon as possible. Your child will be isolated from the other children and kept comfortable until they are picked up.
- If in the opinion of the Club staff, your child requires immediate attention, you will be notified, and your child will be taken to the hospital for treatment.

Medication

A 'Procedure for the Administration of Prescription Medication' form must be completed on your child's medical form before any medication can be administered by a supervisor of the Club. If your child requires medication, it must be sent along in the original container and have a prescription label that states;

- the name of the pharmacy
- the child's name
- name of the medication
- a current dispensing date
- clear dosage instructions

We cannot administer any form of medication that does not come in the container in which it was dispensed.

- Medications will be stored in a container in the refrigerator or designated cabinet and will be locked.
- It is the parent's responsibility to take the medication home at night.
- Epi-pens and puffers will be kept nearby as required by the child's condition.
- Do not leave any medication, such as Tylenol, decongestant, vitamins or any prescriptions medication in child's personal belongings.
- If your child becomes ill while in the Clubs care, parents/guardians will be notified immediately. If the parent or the designated alternate contact cannot be reached, the child will be isolated from the other children until the parent/guardian picks up the child.
- If in the opinion of the Club staff, your child requires immediate attention, they will be taken to the hospital for treatment.

“Allergen Aware” Policy

The Boys and Girls Club of Sarnia-Lambton strives to create an environment that is "Allergen Aware", and as safe as possible for anyone with life-threatening allergies. Further to this we try to ensure that all staff, clients, parents and any other people affiliated with The Club have the information, procedures and support needed to ensure an allergen aware environment is maintained to the best of our ability.

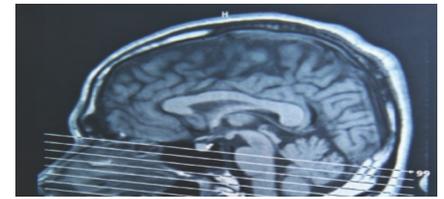
Guidelines

- Clients and parents are asked, to the best of their ability, to make sure all food items brought into The Club are nut free.
- Clients will not be allowed to access vending machines or other food vendors on field trips
- Any special events involving food will be carefully monitored
- Try to avoid latex products where possible i.e.: balloons, bandages

Concussion

The Boys and Girls Clubs of Sarnia-Lambton 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.



CONCUSSION: THE BASICS

What is a concussion?

A concussion is a brain injury that cannot be seen on routine x-rays, CT scans or MRIs. Any blow to the head, face or neck, or a blow to the body that jars the head, could cause a concussion.

What are the signs and symptoms of a concussion?

Symptoms of a concussion can appear immediately or a few days after the impact. Concussions can appear as a variety of symptoms, and each person might experience concussion in a different way. It is typical to experience one or more of the following symptoms:

PHYSICAL



- Dizziness
- Nausea or vomiting
- “Pressure in the head”
- Headache
- Balance problems
- Sensitivity to light
- Neck pain
- Seizure or convulsion
- Blurred vision
- Loss of consciousness

COGNITIVE



- Sensitivity to noise
- Feeling slowed down
- Fatigue or low energy
- Difficulty remembering
- Confusion
- Drowsiness
- Difficulty concentrating
- Amnesia

EMOTIONAL



- Irritability
- Nervous or anxious
- More emotional
- Feeling like in a “fog”
- “Don’t feel right”
- Sadness

SLEEP



- Insomnia – unable to sleep
- Poor sleep quality
- Sleeping too much

What should I do if I suspect a concussion?

Anyone with a suspected concussion should be checked out by a medical doctor.

If any red flag symptoms are present, get medical help immediately.

If the person is unconscious, call an ambulance. Do not move the person or remove any equipment, such as a helmet, in case of a spine injury.

How long does a concussion last?

The symptoms of a concussion often start to improve within 10-14 days but may last longer. In some cases, it can take weeks or months to heal.

If you have had a concussion before, you may take longer to heal the next time.

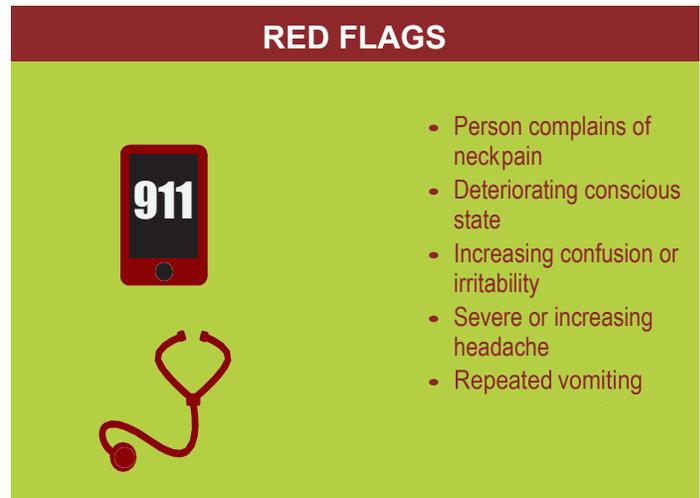
How is a concussion treated?

Care for a concussion can involve a variety of treatments and a team of health professionals, depending on the symptoms and how a person's condition improves. Common recommendations would include rest in the early days, followed by a gradual return to activity under the supervision of a medical professional.

Where can I get more information?

Parachute has resources to learn about concussion prevention, recognition, and management.

Visit our website parachutecanada.org/concussion or download [Concussion Ed App](#) for info on the go.



RED FLAGS

- Person complains of neck pain
- Deteriorating conscious state
- Increasing confusion or irritability
- Severe or increasing headache
- Repeated vomiting

The infographic features a dark red header with the text 'RED FLAGS' in white. Below the header is a light green background. On the left side, there is a red smartphone icon with '911' on the screen and a red stethoscope icon below it. On the right side, there is a list of five red flag symptoms, each preceded by a red bullet point.

Client Code of Conduct – In Person Programs

To ensure that everyone has a good time at our program we ask that everyone abide by the following guidelines:

- Always listen to staff
- Always show respect for yourself, your staff, other group members and the equipment.
- **DO NOT** open or close doors or turn room lights off or on. This is the responsibility of the staff.
- Never leave the group without first letting staff know.
- No running or being loud when indoors.
- No name calling.
- No use of bad language.
- When on a trip remember to be on your best behaviour – we want to be invited back!
- Bring all your ideas, questions and concerns to your group leader.
- “Hands-Off” policy in effect for all participants; no shoving, pushing, hitting, fighting.
- If you have a problem with another participant –**TELL A STAFF MEMBER!!**



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 be worn at all times.

Expectations for participating in Virtual Programs

In order to ensure that BGCS Virtual Programs are as safe as possible for all Participants and staff, we ask the following of families involved:

- **Adult at home:** A person over 16 years of age is required to be home during each BGCS Virtual Program session.
- **Background matters:** Participants need to be encouraged by parents/guardians to make their video background as plain as possible, or to create a virtual background if possible, to avoid contents of their home from being seen.
- **No personal information:** Participants need to be encouraged by parents/guardians to never to ask or share personal information such as address and phone number during a session.
- **Be on time:** Parents/guardians and participants need to work hard to arrive to each session on time. This enables Participants to participate in the full program activities on offer – as well as ensures that staff can lock the session to make sure it is secure.
- **Show kindness and respect:** Participants need to be encouraged by parents/guardians to be a positive member of their program group – respecting staff, fellow participants and all of the virtual program rules.

Behaviour Expectations While at Virtual Programs

In order to have a successful program where everyone feels safe and motivated to be their best; the online environment must one that promotes safety for all. Outlined below is a list of appropriate behaviors expected of all participants and staff which contribute to establishing a safe atmosphere for one's self and others.

- **Respect:** Members of the program are expected to treat their peers, staff and the space with respect. This includes words of encouragement, actively listening when others are speaking, and keeping the space a bully free zone.
- **Participation:** Participants are highly encouraged to participate in activities that are facilitated at virtual programs. Participating in activities allows Participants to build relationships and try new things.
- **Co-operation:** Each session of virtual programs requires Participants to be part of a team. Effective teams collaborate and cooperate. This means Participants are expected to work together as a team to achieve various goals throughout the sessions- whether playing games, working on crafts, or challenging each other to grow.
- **Responsibility:** Participants are expected to ensure that their parents know that they are joining the session and that they join each day on time. Being on time allows staff to lock the meeting and to ensure that everyone has a positive and full programs experience. Participants are also expected to come with the materials required for the session and any project that they have been working in their afternoon/evening challenges.

Consequences for Inappropriate Behaviours at Virtual Programs

BGCS virtual programs strive to create a safe and inclusive virtual space where participants feel motivated to succeed. Within our programs, certain challenging

behaviours can become problematic and disrupt the positive atmosphere we are trying to create. Listed below are inappropriate behaviors at programs that will not be tolerated.

Bullying: Any form of bullying including emotional, psychological or cyber-bullying will not be tolerated.

Foul language: Participants are expected to use language at programs that is free of profanity.

Disrespect: BGCS Sarnia will not condone participants who display blatant disrespect towards their peers and staff. This includes not following staff direction, not listening to others, and using hurtful language.

Participants who display any of these behaviours may be suspended from BGCS Virtual programs. For more details on our suspension policy, please refer to the attached policy.

Absences from programs

If your child is going to be absent for a session, **please** email Lisa Lanouette-llanouette@bgcsarnia.com

Behaviour Management Procedures

BGCS strives to provide a healthy, safe, and secure environment for all participants and to create an environment of caring, honesty, respect and responsibility.

Children who attend the program are expected to follow the behaviour guidelines and to interact appropriately in a group setting.

Behaviour Guidelines

- People are responsible for their actions.
- We respect each other and the environment.
- Honesty is the basis of all relationships and interactions.
- We care for ourselves and those around us.

When a child does not follow the behaviour guidelines, we will take the following steps:

- 1) A staff member directs the child to more appropriate behaviour.
- 2) The child is reminded of the behaviour guidelines and rules, and a discussion will take place.
- 3) If the inappropriate behaviour continues, staff will document the situation. This written documentation includes: what the inappropriate behaviour is, what provoked the situation, and then a solution to the problem for future choices. The staff notifies the Program Coordinator. The Program Coordinator will discuss the situation with parent.
- 4) If the inappropriate behaviour continues the Program Coordinator will discuss the situation with parent to come up with a plan to manage inappropriate behaviour.

If inappropriate behaviour continues to disrupt the program, BGCS reserves the right to suspend the child from the program.

Photographs

Photographs are taken throughout each program. A photograph taken of your child at the Club allows us to represent activities and programs that we carry out to our funders and the community. By providing consent on the registration form you authorize the Boys & Girls Club of Sarnia-Lambton to use pictures of your child in their advertising and promotional materials. These materials may be used for internal and external use but may not be sold to any external parties. If you have any concerns or don't wish your child to be photographed, please mark accordingly on the membership form.

Lost and Found

All lost articles are collected daily and kept at the Club. Please LABEL EVERYTHING to make identification easier. Use first and last names when labeling your child's things. If you do not see the item(s) in our lost and found, please inform our staff.

Inclement Weather Procedure

When school is cancelled or closes early due to inclement weather all Club programs will be cancelled.

If you are uncertain as to whether the Club is open, we ask that you please call our phone line for an updated message or check our social media pages. The Club will post information in a timely fashion and at least 1 hour before the scheduled opening time. If the Club must shut down early due to inclement weather, we will post on our social media pages as well as inform all local media. We will also contact any parents/guardians of children at the Club

Parent and Staff Conflict Resolution

The Boys and Girls Club of Sarnia-Lambton 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 of Sarnia-Lambton has instituted this policy to create a fair and transparent process for resolving conflicts between parents and staff. This policy establishes clear and consistent standards that apply to conflicts between staff and parents to ensure that issues and concerns are addressed in a timely manner and result in appropriate outcomes.

A copy of this policy will be made available to any parent, upon request.

Program Review

We would appreciate you taking the time to complete the parent/child program review. Your input will become part of the program evaluation process.

Contact Information

If you have any questions, please do not hesitate to contact us @519-337-3651 or by email;

Lisa Lanouette, CYW - Program Coordinator llanouette@bgcsarnia.com

Nathan Lactin - Program Facilitator nlactin@bgcsarnia.com

Please visit our Social Media at;

Website - www.bgcsarnia.com

Facebook - <https://www.facebook.com/Boys-and-Girls-Club-of-Sarnia-Lambton>

Twitter - @BGCSarnia

HIGH FIVE ... Because Quality Matters

High FIVE is a quality assurance program designed to support the safety, well-being and healthy development of children in recreation and sport programs.

HIGH FIVE is committed to assisting children along the path of healthy development by: ensuring that recreation and sport practitioners develop a high level of knowledge and expertise in child development; helping parents to make informed choices; and providing practitioners with tools for enhancing and maintaining a high level of program quality.

HIGH FIVE is a program of Parks & Recreation Ontario, and is supported by the Ministry of Tourism, Culture and Recreation, and the Ontario Trillium Foundation.

HIGH FIVE:

- * provides tools, training and resources to program providers
- * supports organizations using these tools, training and resources
- * provides HIGH organizations with the opportunity to achieve HIGH FIVE accreditation
- * educates parents and the public about the importance of sport and recreation and the need for quality programs

Organizations engaged in HIGH FIVE provide children's programs that:

- * Help children develop friendships
- * Have caring adults
- * Encourage children to play
- * Respect and support the uniqueness and diversity of each child
- * Encourage participation
- * Support a sense of mastery
- * Are safe
- * Provide age appropriate environment, activities and equipment

HIGH FIVE measures quality by evaluating:

- * How children are treated
- * How children treat each other
- * How the program connects to home
- * How leaders behave with each other and children
- * Safety and supervision
- * Program and activities
- * Environment and Equipment

Why HIGH FIVE?

Children reap many benefits from participating in sport and recreation activities. These activities help children keep fit, develop personal and social skills, and decrease the chance that they will exhibit self-destructive or anti-social behaviours. Most of all, they can be FUN.

But ... for all the good things that children get out of sport and recreation activities, they can have a negative impact too. For every child who learns to hit a ball for the first time, there is a child who is yelled at by an overzealous coach or gets chosen last for games.

Organizations enrolled in HIGH FIVE are committed to ensuring that EVERY child has a positive sport and recreation experience. They work to achieve this goal by providing quality programs that are safe, fun and child-centered.

