



## South East

BGC South East

Authorized Recreation

Parent Handbook

- West End Authorization Rec (Ages 6-12)
  - St Francis of Assisi (Ages 4-12)
- Rideau Heights Public School (Ages 4-12)
  - Harrowsmith Public School (Ages 4-12)
  - Joyceville Public School (Ages 4-12)
  - Amherstview Public School (Ages 4-12)

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## Welcome to BGC South East

We are very pleased to welcome you to BGC South East. We feel privileged to share in the responsibilities and joys of seeing your child develop socially, emotionally, intellectually and physically.

The purpose of this handbook is to make you aware of our policies and procedures and all other pertinent information about our programs. Please read this handbook carefully and keep it for future reference. If you have any questions, please feel free to contact the site Coordinator, Manager and/or Supervisor.

### Mission Statement

To provide safe supportive spaces and positive mentoring relationships where young people experience new opportunities and develop confidence and skills for life.

### Child Care Program Statement

BGC South East prides itself on providing children with a supportive environment that allows them opportunities that foster growth and development to be healthy, successful and active participants in their community. It is a collective responsibility to ensure our programs and environments are engaging, safe, and inclusive while ensuring that everyone, including participants, parents, staff and the greater community feels welcomed, accepted, valued and respected.

The holistic programs build the capacities of families that support the wellbeing and aspirations of our children and youth. Together, we can grow in an environment that sees children as competent, curious, capable and rich in potential.

BGC South East is committed to maintaining standards of care which meet or exceed legislative requirements

### Program Statement

***“Promote the Health, safety, nutrition and wellbeing of the children”***

**BGC South East believes that promoting health, safety, nutrition and wellbeing is essential for the foundations of learning to ensure the well-being of children, educators, parents and the entire club.**

Maintaining practices and guidelines for all to follow will promote a healthy environment, free of illness and injuries. We meet all health and safety requirements from the Ministry of Education; Ministry of Sport; HIGH FIVE; BGC Canada and local Public Health. Information on children with life threatening allergies are posted in program sites and medications protocols are also followed.

We observe the Ministry of Health and Safety Guidelines, follow all emergency procedures and train staff in CPR and First Aid. We also follow a secure sign in/out procedure for all children.

Educators clean and disinfect their rooms daily and check for broken equipment. BGC South East has full time maintenance staff employed to ensure a clean and safe environment.

We provide healthy snacks or meals in accordance with the Canada Food guide with direction from Public Health. We encourage the children to be independent and involved in selecting their food choices. Staff role model healthy eating habits. Our food reflects the cultural and medical needs of the children.

We are nut safe and have an anaphylactic procedure in place. Parents will have access to posted menus that will enable them to give us feedback into any special requirements for their child.

There is a balance that educators find between encouraging new experiences and modifying risks. Children are supervised at all times. We offer flexibility within routines and can modify programming to promote children's well-being and individual needs.

***“Support positive and responsive interactions among the children, parents, child care providers and staff”***

**A welcoming program includes sincere, responsive relationships to one another. We achieve this by promoting and supporting positive interactions between the children, parents, educators and volunteers.**

BGC South East fosters an atmosphere of friendliness, cooperation and inclusion. As adults, we are role models to children so being positive in our relations between everybody will promote children to engage positively as well. We greet each other daily and engage in respectful conversations that are positive in words and tone.

Educators build relationships with parents by being open and approachable to answer questions and to share information about the program and their child. Pedagogical documentation will demonstrate to parents how their children are engaged with educators during their time at the program.

We use the principles from HIGH FIVE - Principles of Healthy Child Development and Ministry of Education *How Does Learning Happen* to build relationships and guide positive behaviours.

BGC South East believes that relationships are built through valuing all ideas and interests. All voices are important and this happens with open and honest communication between staff, children, parents and volunteers. BGC South East is approachable and flexible to accommodate family requirements.

We accept family diversity and are responsive to the unique needs of families and their children. Educators build strong trusting relationships with the children through positive

interactions with children and their families, and learn alongside them. As partnerships are developed, relationships with each other grow.

***“Encourage the children and communicate in a positive way and support their ability to self-regulate.”***

**Children are emergent learners and are acquiring skills on how to interact and communicate positively. Our Educators support the child with empathy and reassurance while encouraging their communication and self-regulation. This assists them to learn how to interact effectively with others in the early stages of a life-long journey.**

We provide learning environments that help support children's self-regulation. When children are calm and alert, they are best able to handle their emotions. Children will be encouraged to do this through using their own problem solving ideas, and verbalize their feelings in a constructive way. Adults will role model using positive language and respectful interactions with the children and each other.

Educators demonstrate prosocial skills such as problem solving when conflict arises and an understanding of how their actions affect others. When educators provide a physically and emotionally safe environment, it allows our children the confidence to express themselves in a variety of ways. We teach the children how to recognize their emotions and how to be successful in dealing with them in an effective way.

***“Foster the children’s exploration, play and inquiry”***

**Children gain opportunities to understand how their world functions through supported exploration, play and inquiry.**

Educators will make good use of time, resources and space to provide intentional, play based learning based on the fundamentals of *How Does Learning Happen* and adhering to the principles of HIGH FIVE. Through play based learning, children develop the skills needed to expand their abilities and understanding of the world and make connections with others. Educators create opportunities through observing the interests of the child and expanding upon it through additional resources to foster children's exploration, play and inquiry.

Equipment and materials meet the diverse needs of children and are adequate enough to enhance the quality of children's experience in the program. It is important to allow the time needed for children to fully engage in play by offering a flexible schedule and making modifications when necessary to meet the needs of all children. Families are encouraged to contribute resources and time or talents they may have.

***“Provide child-initiated and adult supported experiences”***

**We allow children to be a leader in their learning process while supporting them at all levels to enhance their growth and development**

A rich and stimulating environment enables children to investigate, ask questions, solve problems, and engage in thinking. Educators follow the lead of the child by observing and documenting their experiences. After reflection, the materials or program can be enhanced or modified. This helps to develop an environment that is rich with opportunities for exploration and interaction. The educators need to ensure the routines are flexible so that children have time and opportunities to play and to provide materials that encourage and inspire children to initiate thoughtful discoveries and participation in the program.

***“Plan for and create positive learning environments and experiences in which each child’s learning and development will be supported.”***

**Positive learning environments and experiences supported with adult encouragement are maintained so early learning and healthy development can flourish. Caring relationships allow a safe environment so children can learn and grow.**

Developing caring and positive relationships with children is important to develop trust and confidence. Children will then feel safe to explore their world. Settings that are safe will allow children the confidence to try new opportunities and fully engage in play. When children move freely through the environment to manipulate materials, we observe and engage with them to develop a positive relationship and a program that is based on their interests.

We will make changes as the children's interests and development changes. Creating some daily structure within this environment creates predictability which fosters a sense of security. Flexibility and being responsive to individual needs allows children the opportunities to maximize their learning potential.

***“Incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day and give consideration to individual needs of the children receiving child care”***

**A well balanced day should be thoughtfully designed to meet the individual needs of all children**

Active play, both indoors and outdoors is important for the children to fully engage in their surroundings. Physical activity is important for healthy development so we provide a variety of activities to meet this need through use of our gyms, pool, outdoor play areas and Jungle Gym. Both free play and organized games can occur. Quiet time activities provide the opportunities to slow down and rejuvenate. Books, puzzles and smaller group activities meet this need.

Young children thrive on routine to feel secure so snack and mealtimes will be consistent. Every child develops at their own pace and needs to be nurtured as unique individuals. The program will be inclusive to all children's abilities. Consideration will be given for age, development level, receptiveness and interests of the children.

***“Foster the engagement of and ongoing communication with parents about the program and their children.”***

**Parents are experts of their own children and the most important person in a child's life. We play a supportive role by respecting this and enhancing relationships and communication to provide the best for their child.**

Parents must be able to voice their opinions, concerns and advice freely. We offer open communication with parents/guardians to create a stress free environment through personal contact, notes, email or text. We keep the lines of communication open by sending home newsletters and providing posted calendars and notices. There is always the ability to speak to a manager or supervisor as well.

We engage families through special events and celebrations. We display their children's creations and document their children's play. We use program surveys and parent input to improve our programs and services and encourage an open door policy.

***“Involve community partners and allow those partners to support the children, their families and staff”***

**BGC South East offers a collaborative, community approach to support the children and their families in our programs.**

We welcome other agencies and organizations to enhance our programs and provide support to best meet the needs of the children. We strive to involve community members in events and programming that can support all members in BGC South East. We make referrals to other agencies that can assist families and their children. We partner with other agencies by offering them space in our facilities. We seek opportunities to share our knowledge and learn from others in the community through networking, community planning tables and meetings.

***“Support staff, home child care providers or others who interact with children at child care centre or home child care premises in relation to continuous professional learning”***

**Educators and staff who interact with children are encouraged to follow their interests and upgrade their skills for personal growth and development. This promotes a high quality program.**

BGC South East is an accredited HIGH FIVE organization and offers Principles of Healthy Development and Strengthening Children's Mental Health training to employees. All staff have completed a Criminal Reference Check, Vulnerable Sector Screen, and are required to have a valid standard first aid certification including infant and child CPR. All BGC South East staff are required to have completed all necessary training requirements set out by the province of Ontario.

**Learning is an ongoing process that has no start or finish date, but provides continuous opportunities for growth and development**

All new staff will review this program statement and parents will receive it upon enrollment. We will formally review our program statement annually with all educators in



the program to make modifications. Throughout the year, pedagogical documentation of children's experiences through play discoveries will be recorded.

We will also use opportunities to reflect on our practice through *How Does Learning Happen*. Supervisors/Managers/Coordinators will observe programs and document through HIGH FIVE Quest evaluations. Parents will have opportunities to give us feedback through program evaluation which will be reflected in our learning strategies.

Program workers, students and volunteers will not:

- o Use corporal punishment (which may include but is not limited to hitting, spanking, slapping, pinching)
- o Use physical restraint of children, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting him/herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent
- o Locking the exits of the child care centre for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency as is required as part of the licensee's emergency management policies and procedures
- o Use harsh, degrading, measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine their self-respect, dignity or self-worth
- o Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding
- o Inflicting any bodily harm on children including making children eat or drink against their will.

### Staff Qualifications

All Staff are committed to the provision of high quality care, professionally trained and/or educated in a child related field of study (Eg. Early Childhood Education, Child and Youth Work, Social Work, Recreation and Leisure or equivalent). Staff may also have experience and/or training in coaching or volunteering in children's sports/activities. Staff are CPR and First Aid certified, and have had a C.P.I.C. (Police Check including vulnerable sector) completed prior to hiring.

Staff, students and volunteers are expected to follow the approaches outlined in the Child Care Program Statement by guiding participants in a positive manner that is appropriate to their age and developmental level. Such guidance will assist the children to develop self-discipline and appropriate behaviours.

## Childcare Supervision Policy for Students and Volunteers

This policy for the supervision of volunteers and placement students is in place to help support the safety and well-being of children attending the centre.

Students and volunteers will always be supervised by an employee and never permitted to be alone with any child or group of children who receive child care.

Students and volunteers will not be counted in staff to child ratios.

### **The Manager responsible for volunteers & placement students must:**

- o Ensure that all applicable policies, procedures are reviewed with students and/or volunteers before they start their educational placement or begin volunteering, annually thereafter and when changes occur to the policies & procedures
- o Ensure that a vulnerable sector check (VSC) and annual offence declarations are on file for all students and/or volunteers in accordance with the child care centre's criminal reference check policy and procedures and Ontario Regulation 137/15.
- o Inform students and/or volunteers that they are never to be included in staff to child ratios or left alone with children.
- o Appoint supervising staff to the students and/or volunteers, and inform them of their supervisory responsibilities.
- o Inform students and/or volunteers of their duty to report suspected child abuse or neglect under the Child, Youth and Family Services Act.
- o Respond and act on the feedback and recommendations of supervising staff, as appropriate.
- o Report any allegations/concerns as per the "Duty to Report" under the *Child, Youth and Family Services Act*
- o Complete offence declarations annually, no later than 15 days after the anniversary date of the last VSC or offence declaration (whichever is most recent) in accordance with the child care centre's criminal reference check policy.
- o Provide an offence declaration to the supervisor/designate as soon as possible any time they have been convicted of a Criminal Code (Canada) offence.

## **Program/Site Information**

Locations, Age Groupings, Fees, & Hours of Care

### **WEST END COMMUNITY CENTRE**

#### **After School Programs & Camps**

**Participant Ages:** 6-12

**Fees: After School ONLY :**

With BGC South East transportation-\$12.50/day

Without BGC South East transportation (Tri-Board) \$11.00/day

**Camps/Full Day Programs:**

Summer/March Break Camps - \$225/week per child (\$180/short week per child)

PA Day Camp/Winter - \$45.00/day per Child

**Hours of Operation:** 3:00pm-6:00pm (After school Programs)

8:00am-5:00pm (Camp/full day programs)

### ST. FRANCIS OF ASSISI CATHOLIC SCHOOL

#### After School Program

**Participant Ages:** 4-12

**Fees:** \$3/day per child

**Hours of Operation:** 2:30pm-5:30pm

*Full day camp programs are offered at various locations throughout the year.*

*Additional information can be found on our website/RecDesk.*

### RIDEAU HEIGHTS PUBLIC SCHOOL

#### After School Program

**Participant Ages:** 4-12

**Fees:** \$3/day per child

**Hours of Operation:** 2:30pm-5:30pm

*Full day camp programs are offered at various locations throughout the year.*

*Additional information can be found on our website/RecDesk.*

### JOYCEVILLE PUBLIC SCHOOL

#### After School Program

**Participant Ages:** 4-12

**Fees:** \$8/day per child

**Hours of Operation:** 3:30pm-6:00pm

*Full day camp programs are offered at various locations throughout the year.*

*Additional information can be found on our website/RecDesk.*

### HARROWSMITH PUBLIC SCHOOL

#### After School Program

**Participant Ages:** 4-12

**Fees:** \$10.50/day per child

**Hours of Operation:** 3:25pm-6:00pm

*Full day camp programs are offered at various locations throughout the year.*

*Additional information can be found on our website/RecDesk.*

## AMHERSTVIEW PUBLIC SCHOOL

### After School Program

**Participant Ages:** 4-12

**Fees:** \$10.50/day per child

**Hours of Operation:** 3:25pm-6:00pm

*Full day camp programs are offered at various locations throughout the year.*

*Additional information can be found on our website/RecDesk.*

### Holidays and Program Closures ALL locations

**Holidays: All BGC South East locations** will be closed on the following holidays

New Years Day	Family Day
Good Friday	Easter Monday
Victoria Day	Canada Day
Civic Holiday	Labour Day
Thanksgiving	Christmas Day
Boxing Day	

### Additional Centre Closures

Parents/guardians will be notified of any additional days of closure through notices posted on the bulletin board and via email. During the winter months please keep tuned to our website and social media accounts for indication of closures due to weather conditions. There will be no refunds for unpreventable closures due to bad weather.

## Financial Information/Billing

### Fee Payment Procedures

Fees for service are to be paid monthly (first Friday of each month)). All fees are to be paid in advance of services being provided. Program will accept post-dated cheques for payment, providing they are dated before services are accessed and utilized.

Please check with the program to establish your fee payment procedure.

Fees can be paid in cash, interact, cheque and by Visa or Mastercard. All cheques are to be made payable to BGC South East.

A **Late payment fee of \$25.00** will be applied to all invoices that are more than 5 days late, unless a payment plan has been established with the Coordinator/Manager/Supervisor

An **NSF fee of \$20.00** is charged for cheques that have been returned due to insufficient funds available.

**\*Outstanding fees will result in termination of your child(ren)'s space in that program\***

## Refunds

There are no refunds for days missed by a child, including those due to illness or in the event the program is closed for reasons beyond our control (ie. long disruption in essential services, bad weather). **There are no refunds given unless a child is TOTALLY withdrawing from the program and adequate written notice is given ( 4 weeks).**

### School Breaks and Summer Day Camps

A \$50.00 non refundable deposit will be required for each week of camp registered for at the time of checkout. If a financial reimbursement is requested 10 business days (2 weeks) prior to the program/camp commencing then a refund will be issued in the form of a cheque, minus the non refundable deposit of \$50 per week PER CHILD. If a credit for a future BGC South East program is requested the full amount paid will be applied. This credit must be used within one year of request. NO CASH VALUE.

## Absences

Parents/guardians must notify the program as soon as possible regarding their child's absence from programs . **Notification should be prior to 8:00 am** for Full Day and Before School programs, **and 12:00pm** for After School programs.

## Late Pick-up Fee

Parents/guardians who pick up their child after the program's closing hours are subject to a late fee penalty. The late fee is as follows: **\$1.00 per minute per child that the parent/guardian is late.** This fee will be invoiced separately with an immediate due date.

Parents/Guardians who are late picking up more than twice will be provided with a written warning of being in contravention of our policies from a Supervisor/Manager. Parents/guardians may be subject to removal from program/loss of their space in programs for failing to adhere to Centre pick up/closure times.

## Registration Process

## Offering of Space

Parents/Guardians will be notified via email/phone that a space has become available in their requested program. Two attempts will be made to notify the parents/guardians (dates and times documented). Parents/Guardians will have until 5:00 pm on the second business day after the second notification attempt to respond and either accept or decline the space. If a parent/guardian has not responded within the given timeframe, the space will be forfeited, the child will be removed from the list, and the licensee or designate will contact the parent of the next child on the waiting list to offer them the space.

Where a parent/guardian has not responded within the given timeframe, the licensee or designate will contact the parent of the next child on the waiting list to offer them the space.

Once the decision has been made to register a child in our program, registration must be completed online via RecDesk. Parents/Guardians will be provided information on how to create an account and complete the required forms. Parents/Guardians will be required to complete this step (form completion) no later than 5:00 pm on the second business day after having confirmed acceptance of the space.

***Incomplete registrations will not be accepted or processed.*** Once registration is completed in full, submitted and space in the program has been confirmed, with COMPLETE payment for dates desired, the child's registration will be secured in the program and a start date will be determined

## Updating Family Information

We ask that all **CHANGES** of address, telephone number, employment, doctor's etc. be reported to the Program Manager immediately. It is the parent's responsibility to notify BGC South East of any changes. Current information is kept on file in case of emergencies and consent forms must be signed in the event that the parent or guardian cannot be reached.

## Enrollment and Withdrawal

The site Supervisor and/or Manager are available to answer any questions or assist the parent/guardian in completing the enrolment forms.

**Written notice of 4 weeks must be received in order for a parent/guardian to withdraw their child from the program.** If the required 4 weeks written notice is not given, the parent/guardian will be invoiced for the 4 week time period.

## Cancellation/Withdrawal of Program

If a parent/guardian makes the decision to withdraw his/her child(ren) from the program for an unscheduled/open ended time period, their space in the program will not be reserved

## Termination of Services

Our program is operated in the best interest of the children and staff who take part in the program offered. BGC South East has the right to terminate a child care contract with a family, with or without notice, for reasons described below. This policy is applicable to all families who contract the services of any BGC South East programs.

BGC South East may terminate services offered to a child or family if BGC South East determines that:

- a) the child has exhibited behaviour that may be detrimental or bring harm to those around him/her/them;
- b) the safety and/or health of the children and/or staff within the program is in jeopardy;
- c) the centre and its staff are not able to meet the needs of a child;
- d) a parent/guardian of the child has acted in a manner that is detrimental to the programming, staff and/or services;
- e) the child or parent/guardian has breached BGC South East's rules or policies;
- f) established fees have not been paid in advance of service; and/or
- g) the wellbeing of BGC South East, the program, one or more children, or one or more staff members, would likely be harmed by the child's or parent/guardian's continued attendance at/participation in the program.

### **Termination with notice:**

Services may be terminated with advance notice for the following reasons:

- lateness or non-payment of fees
- Habitual use of non-base late fees
- Extreme Behaviour of Children - Termination of care

**Procedure:**

First incident- The Manager/Supervisor of the program will provide the parent/guardian with verbal warning.

Second Incident- The Manager/Supervisor of the program will provide the parent/guardian with a written warning.

Third Incident- The Manager/Supervisor of the program will provide the family with a written notice of termination of care and the effective date of termination.

**Termination without notice:**

Services may be terminated with or without advance notice for the following reasons

- Harassment by a child or their parent/guardian of any children, staff and/or parent;
- Violent behaviour by a child or a parent/guardian on BGC South East premises or in a BGC South East program ;
- Destructive behaviour by a child or a parent/guardian on BGC South East premises or in a BGC South East program.

**Procedure:**

If services are being terminated without notice, the following procedure will generally apply:

- The staff in charge will call the police if the situation warrants.
- The staff in charge will contact the alternate parent or contact person to pick up the child(ren) if applicable.
- The staff in charge will immediately notify the Manager/ Supervisor or Director of the incident.
- The Program Manager/Supervisor or designate will verbally contact the family notifying them of the termination of care within twelve (12) hours of the incident. Note: reasonable efforts will be made to speak with the parent/guardian or emergency contact. Failing to make contact, a message will be left for the family.



- The staff in charge will provide the Director/CEO with a detailed written account of the incident and, if applicable, complete a Serious Occurrence report.
- The CEO will provide written notice of the immediate termination of care along with a cheque for the balance of prepaid fees, if any, within two (2) weeks of the effective date of termination of services.

### **Unacceptable Behaviour of Children – Termination of Service**

To ensure that each child participating in a BGC South East program is in a safe and nurturing environment, children exhibiting unacceptable behaviour may be terminated from a BGC South East program.

Unacceptable behaviour by a child that will result in the termination of services includes, but is not limited to, the following:

- Maliciously injuring another child, staff, and/or other adults while in the program.
- Causing damage or destruction of property while in the program.
- Causing disruption of the program that BGC South East determines endangers the health and safety of others.
- Persistently using language that BGC South East deems to be inappropriate.

#### **Procedure:**

##### First incident:

1. The Coordinator/Manager/Supervisor will document the incident noting the date, time, behaviour and action taken.
2. The Coordinator/Manager/Supervisor will contact the parent(s)/guardian(s) requesting a meeting generally within 48 hours of the incident.
3. The Coordinator/Manager/Supervisor and parent(s)/guardian(s) will meet and review existing policy, circumstances of the incident, create and sign off on an action plan to address the behaviour in question.

##### Second Incident:

1. The Coordinator/Manager/Supervisor will contact the parent(s)/guardian(s) to immediately collect the child for the remainder of the day.
2. The Coordinator/Manager/Supervisor and the parent(s)/guardian(s) together will review the action plan before the child can return to program.

#### Third Incident:

1. The Coordinator/Manager/Supervisor will contact the parent(s)/guardian(s) to immediately collect the child. The child will not be permitted to return to the program.
2. The CEO will provide written confirmation of the termination of care along with a cheque for the balance of prepaid fees, if any, within two (2) weeks of the effective date of termination of services.

#### **Unacceptable Behaviour of Parents/Guardians - Termination of Service**

To ensure that each person participating in a BGC South East program is in a safe and nurturing environment, parents/guardians exhibiting unacceptable behaviour may be required to leave a BGC South East program, may have the services for their child/children terminated, and may be prevented from registering from future BGC South East programs.

Unacceptable behaviour by a parent/guardian that will result in the parent/guardian being required to leave, having services terminated, and/or being prevented from further registration includes, but is not limited to, the following:

- Causing injury to a child, staff member, licensed child care provider and/or other adults in any way related to a BGC South East program;
- Causing damage or destruction of property while in the program;
- Causing disruption of the program that BGC South East determines endangers the health and safety of others;
- Threatening or harassing others;
- Persistently using language deemed "inappropriate" by the program staff, including foul language, inflammatory comments or provocative statements;
- Publicly disparaging BGC South East and/or its programs or services.

## Procedure:

### **The following procedure will generally apply when addressing unacceptable behaviour of a parent.**

1. Police will be called immediately and appropriate reporting procedures will be followed, if applicable.
2. If safe to do so, the parent/guardian will be told to leave the premises immediately. If it is safe to do so, families, children, staff and volunteers will be guided to a safe place within the building, away from the offending person.
3. The parent/guardian will be informed of the measures that are being imposed by BGC South East, which may include the parent/guardian being required to leave, having the services in which the child/children are registered terminated/cancelled, and/or being prevented from further registration.
4. Written documentation will be submitted by staff in charge to the Program Supervisor and copied to the Chief Executive Officer. If services are being terminated, the CEO will provide written confirmation of the termination of services along with a cheque for the balance of prepaid fees, if any, within two (2) weeks of the effective date of termination of services.

## Wait Lists

BGC South East will strive to accommodate all requests for the registration of a child at a location. Where the maximum capacity of a program has been reached and spaces are unavailable for new children to be enrolled, the waiting list procedures set out below will be followed. No fee will be charged to parents for placing a child on the waiting list.

Families may place their child on a BGC South East waitlist for Authorized Recreation programs by contacting the site location for more information or registering to a Pre-Registration list on RecDesk. The site Supervisor/Coordinator will contact families when a spot becomes available.

Contact information must be kept up to date. If your contact information changes please inform the Supervisor/Manager. If BGC South East attempts to contact you and is not able to due to a change in information you will be removed from the waitlist. If, after three attempts to contact you to confirm a space we have not had a response we will move to the next family on the list.

BGC South East will offer admission for Before & After School programs, based on the following priorities:

1. Children of permanent or term staff employed by BGC South East
2. Children whose Parents/Guardians have been deemed as an “Essential Profession” through Municipal recruitment or workforce programs (referral based)
3. Siblings of children currently attending BGC South East programs
4. Priority based on transportation programs/transportation availability
5. New children who do not fit in the above categories

#### Determining Placement Priority when a Space Becomes Available(Full Day/B&A Programs)

When space becomes available in the program, priority will be given to those families who are first on the waiting list. Once these children have been placed, other children on the waiting list will be prioritized based on program room/age availability and the chronology in which the child was placed on the waiting list.

#### Offering an Available Space

Parents of children on the waiting list will be notified via email that a space has become available in their requested program. Parents will be provided a timeframe of 48 hours/2 business days in which a response is required before the next child on the waiting list will be offered the space. Where a parent has not responded within the given timeframe, the licensee or designate will contact the parent of the next child on the waiting list to offer them the space.

#### Responding to Parents who inquire about their Child's Placement on the Waiting List

The site Manager will be the contact person for parents who wish to inquire about the status of their child's place on the waiting list. The site Manager will respond to parent inquiries and provide the child's current position on the list and an estimated likelihood of the child being offered a space in the program.

#### Maintaining Privacy and Confidentiality

The waiting list will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list and therefore only the child's position on the waiting list will be provided to parents.

Names of other children or families and/or their placement on the waiting list will not be shared with other individuals.

\*The wait list policy is available to families upon request\*

## **Important Program Policies & Procedures**

## Safe Arrival and Dismissal Policy

- BGC South East will ensure that any child receiving child care at the child care centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the child care centre may release the child to.
- A parent/guardian may request that a child who is 13 years old or older be released from child care without supervision. Parents/Guardians must provide written and signed authorization and instructions for the release of the child including the time of dismissal.
- Where a parent/guardian provides written instructions for the release of their child from care without supervision, the parent/guardian is aware that the child care is no longer responsible for that child upon their dismissal.
- Where a parent/guardian provides written instructions that their child will not attend the program if their bus is cancelled through Tri-Board transportation services or BGC South East transportation services, the Parent /Guardians will not be contacted for a safe arrival call and their child will be considered absent for that day.
- Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

### **Accepting a child into care**

1. When accepting a child into care at the time of drop-off, program staff in the room must:
  - o greet the parent/guardian and child.
  - o ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on registration forms or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email).
  - o document the change in pick-up procedure in the daily written record.
  - o sign the child in on the classroom attendance record.

### **Where a child has not arrived in care as expected**

1. Where a child does not arrive at the child care centre by parent drop-off and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must:
  - o inform the supervisor/Manager and they must commence contacting the child's parent/guardian no later than 40 minutes after their usual arrival time. Staff shall call the child's parent/guardian at least once and leave a message if there is no response. If there is no response, proceed in calling the next guardian/contact for the child.
  - o Staff or Supervisor must continue to contact the parent/guardian until they are able to confirm the child's absence from care. If the parent/guardian cannot be reached, authorized emergency contacts may be reached to confirm the child's whereabouts
2. Where a child does not arrive at the child care centre via bus or alternate transportation the staff will inform the supervisor/Manager and commence contacting the child's parent/guardian no later than 10 minutes after their usual arrival time.
3. Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

### **Releasing a child from care**

1. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the child care may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
  - o confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
  - o where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.

### **Where a child has not been picked up as expected (before centre closes)**

1. Where a parent/guardian has previously communicated with the staff a specific time or time frame that their child is to be picked up from care and the child has not been picked up within 20 minutes of that time, a staff member shall contact

the parent/guardian by phone call and advise that the child is still in care and has not been picked up.

- o Where the staff is unable to reach the parent/guardian, staff must call again and leave a message for the parent/guardian. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.
- o Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall wait until program closes and contact the emergency contact and then refer to procedures under "where a child has not been picked up and program is closed".

### **Where a child has not been picked up and the centre is closed**

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived within 10 minutes, staff shall ensure that the child is offered a snack and activity, while they await their pick-up.
2. One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall contact the parent/guardian first and then proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian.
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall contact other authorized individuals listed on the child's file.
4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by an hour past closure, the staff shall proceed with contacting the local Family & Children's Services: (613) 545-3227. Staff shall follow the FACSLA's direction with respect to next steps.

### **Dismissing a child from care without supervision procedures**

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

### Programming Activities

Our quality program adapts the principles of recreation based programming in partnership with PRO's HIGH FIVE programming style. Programs will focus on physical activity, creative arts, education, nutrition, personal health & wellness & sport. While incorporating the principles of HIGH FIVE; Caring Leaders, Friends, Participation, Mastery & Play we encourage all members to try new things while in our programming.

### Illness, Medication, and Administration of Drugs

The following items do not constitute drugs or medication (unless they are prescribed by a health professional), and will be part of the registration package using a blanket authorization process.

\*sunscreen

\*skin lotion

\*lip balm

\*insect repellent

\*hand sanitizer

\*diaper cream

Whenever possible, parents are encouraged to administer drugs or medications to their children at home if this can be done without affecting the child's treatment schedule.

Prescription and over-the-counter medications for acute, symptomatic treatment will only be administered to a child where a parent of the child has given written authorization to do so by completing the child care centre's Authorization for Medication Administration. All medications must be given directly to the supervisor or manager of the program, to be placed in a locked medication box.

**ALL MEDICATION MUST BE BROUGHT TO THE PROGRAM IN THE ORIGINAL CONTAINER THAT IT WAS PRESCRIBED IN, WITH THE NAME OF THE CHILD AND THE DOSAGE REQUIRED ON A PHARMACY LABEL. ONLY THE EXACT AMOUNT LISTED WILL BE GIVEN. INSTRUCTIONS THAT**



**ARE WRITTEN ON THE “PERMISSION TO ADMINISTER MEDICATION FORM” MUST MATCH WHAT IS PRINTED ON THE PHARMACY LABEL OF THE MEDICATION.**

### Contagious Disease and Communicable Illness

Your child is to be excluded from care while he or she is infectious, as defined by the South East Health Unit. You may be requested to provide medical documentation before returning your child to care. In the case of a pandemic environment you may be asked to have your child tested (i.e. COVID-19) and/or isolate until symptom free. We reference the South East Health Unit's List of Childhood Diseases poster to determine diseases, their spread and their contagious periods. These posters are displayed for reference. Notice of all confirmed cases of communicable diseases will be posted.

### Symptoms of Ill Health

If your child displays symptoms of ill health during the day we will separate your child from the others and you will be asked to pick-up your child as soon as possible. If we believe that your child may require medical attention we will advise you of that based on observations taken. Often in these cases there may be an exclusion period as outlined by South East Public Health (ie. diarrhea or vomiting, children may be excluded until symptom free for 48 hrs.)

### Low-Grade Fever

A body temperature of 38 degrees C (100.4 F) is considered a low-grade fever. In this case, we monitor the temperature by taking it every hour and watch for other symptoms.

### High-Grade Fever

If a child develops a fever over 38 degrees C (100.4F), you will be contacted and asked to pick-up your child. Your child must be fever free (without fever reducing medication) for 24 hours before returning to the program. If a child is fever free (without fever reducing medication) from the afternoon through the evening, when fevers tend to peak and the child's behaviour is normal, then he/she may return to the program. In some cases a fever or contagious illness may not be present however, if your child is not well and therefore not able to participate in the program we will ask that you pick-up your child as soon as you are able, and they may return when they are symptom free for 48 hrs.

### Respiratory Illness

An acute respiratory infection (ARI) is any new onset (either upper or lower respiratory tract), which presents with symptoms of a new or worsening cough or shortness of breath and often fever.

A case (child or staff) of respiratory illness can be defined as a child or staff with fever and at least any of the following symptoms:

- Sore throat, difficulty swallowing
- Tiredness and not able to participate
- Muscle aches
- Loss of appetite
- Headache
- Chills
- New or worsening runny nose
- New or worsening cough

In the event that your child presents with any of the symptoms above, as well as a fever and/or is unable or unwilling to participate in daily activities/routines, Parents/Guardians will be contacted to pick up the child from the program.

The child will be required to remain home until symptoms have been improving, and the child has been fever free without the use of fever-reducing medications for 24 hours.

### Anaphylaxis/Allergies

Anaphylaxis is a severe allergic response to an allergen. It involves several body systems and can lead to death if untreated. Anaphylaxis may be caused by food, insect stings, latex and medications. A child will not be permitted to attend programs without their emergency medication. When a child with an anaphylactic allergy enrolls in the program, information about the allergen(s) will be communicated to other parents.

If your child has an anaphylactic allergy, an **Individual Emergency Plan** must be completed and signed by a parent/guardian. This form will include a photo of the child and will be posted in all program spaces. The supervisor/manager will complete training from parents/guardians regarding epi-pen use and information. The supervisor/manager will then train all program staff, placement students and volunteers. All staff, placement students and volunteers must sign off on Anaphylactic Policies and Individual Emergency Plans.

If a child requires treatment for an anaphylactic allergy, program policy is to administer medication and immediately call 9-1-1 for the child to be transported to the hospital.

### Strategies to Reduce the Risk of Exposure to Anaphylactic Allergens

The following strategies to reduce the risk of exposure to anaphylactic causative agents must be followed at all times by employees, students and volunteers at the child care centre:

- Do not serve foods where its ingredients are not known.
- The caterer or cook will review ingredients before food is served to children to verify that causative agents are not served to children with anaphylactic allergies.
- In cases where a child has food allergies and the meals and snacks provided by the child care centre cannot meet the child's needs, ask the child's parent to supply snacks/meals for their child. All written instructions for diet provided by a parent will be implemented.
- Ensure that parents label food brought to the child care centre with the child's full name.
- Where food is provided from home for any children, ensure that appropriate supervision of children is maintained so that food is not shared or exchanged. Parents will check food labels before sending lunches. It is important that lunches are nut free, nutritious and meet the guidelines in Canada Food Guide.
- Do not use craft/sensory materials and toys that have known allergens on the labels.
- Share information about anaphylaxis, strategies to reduce the risk of exposure to known allergens and treatment with all families enrolled in the child care centre.
- Make sure each child's individual plan and emergency procedure are kept-up-to-date and that all staff, students, and volunteers are trained on the plans.
- Refer to the allergy list and ensure that it is up to date and implemented.
- Update staff, students, and volunteers when changes to a child's allergies, signs and symptoms, and treatment occur and review all updates to individualized plans and emergency procedures.
- Update families when changes to allergies occur while maintaining the confidentiality of children.
- Update or revise and implement the strategies in this policy depending on the allergies of children enrolled at the child care centre.

## Nutrition and Food Policy

Canada's Food Guide is used to develop our menus to ensure we are meeting the nutritional needs of the children in our care and we also adhere to South East Public Health policies. Children in full day care will be provided with a morning and afternoon snack as well as a mid day meal prepared on site. Between-meal snacks will promote good dental health, and served at times that will not interfere with a child's appetite for meal time. All monthly menus are posted at the front door with any changes or substitutions being noted daily.

### Food Safety

Kitchen staff/cooks are trained in Food Safety to ensure proper handling of food.

### Dietary Restrictions

Substitutions to accommodate food allergies/restrictions will be provided when the food allergen/restriction is being served. We offer both a vegetarian/non vegetarian menu to accommodate some food preference/restrictions. If we cannot accommodate the request, families may provide their own food items that follow our bagged lunch policy.

### Bagged Lunch Policy

All children will be provided with a healthy snack each morning, lunch and afternoon snack. Menus will be posted in program space for parents and guardians to view, with any changes or substitutions being noted daily.

If children bring lunches or snacks from home:

- Parents will check food labels before sending lunches from home. It is important that lunches are nut free, nutritious and meet the guidelines in Canada Food Guide. Lunch should include items from each food group plus 1 extra fruit or vegetable and should not include foods which are low in nutritional value and/or high in sugar content.
- Parents must label food brought to the child care centre with the child's full name (containers and bags).
- Where food is provided from home for any children, staff will ensure that appropriate supervision of children is maintained so that food is not shared or exchanged.

## Emergency and Accident Response

All BGC South East staff are trained in First Aid/CPR. Emergency telephone numbers are posted in each room.

## Emergency Procedures

BGC South East has Emergency Management Policies and Procedures. Parents will be informed about lockdown procedures and Emergency Response Plans on an annual basis through a newsletter. The newsletter will indicate what is expected of them should they arrive at BGC South East during a lockdown drill, or if they are present within the building when a lockdown is called. If the lockdown is a drill, parents and students will be given notice prior to the drill.

### Communication with Parents/Guardians

- 1) As soon as possible, the CEO must notify parents/guardians of the emergency situation (via email or BGC South East's traditional social media platforms) and that the all-clear has been given.
- 2) Where disasters have occurred that did not require evacuation of the child care centre, the Manager/Coordinator/Supervisor must provide a notice of the incident to parents/guardians by email or in person.
- 3) If normal operations do not resume the same day that an emergency situation has taken place, the CEO must provide parents/guardians with information (via email or BGC South East's traditional social media platforms) as to when and how normal operations will resume as soon as this is determined.

### Minor Injury Response

Children may get a minor injury at BGC South East including, but not limited to, minor bruising, minor cuts and scratches. These injuries will be treated according to first aid practices and the child will remain in the program. A parent/guardian will be contacted if a staff member suspects that more medical attention is required or if the child exhibits extreme discomfort. If the parent/guardian is unavailable, the staff will contact the individuals listed as the child's Emergency Contact.

### Documentation of an Accident

An accident form will be completed;

- As soon as possible by the staff witness after the injury occurs
- Reviewed and signed by the Manager/Supervisor by the end of the day
- Given to the parent/guardian upon pick up to review and sign
- A copy of the Accident form will be provided to the parent/guardian

### Specialized Services

## Inclusive Environment

BGC South East offers play-based programs that are inclusive to all. We will ensure that children with exceptionalities who may require extra support will have an individual support plan in place that will allow the child to function and fully participate in a meaningful and purposeful manner. The individual support plan will be developed in conjunction with the family and supporting agencies (ie. Community Living Kingston). Any necessary support, equipment or modifications to the program will be accommodated. The support plan will be signed by the parents and will be reviewed on an ongoing basis. Pedagogical documentation will assist educators in understanding the child and assist in developing the support plan and modifying the environment.

## Child Behaviour and Guidance Techniques

1. Participants will be guided in a positive manner that is appropriate to their age and developmental level
2. Guidance will assist participants to understand and learn self discipline and appropriate behaviours
3. All rules and guidelines will be clearly outlined to all participants - they will be repeated and reviewed as necessary
4. Staff, students, and volunteers will use positive, supportive voices and vocabulary, model acceptable behaviour and not discuss the child's misbehaviour in front of others

We welcome children with special needs, providing that the needs of all children can adequately be met with the personnel and resources available to us.

## Adherence to Sanitary Practices & Child Illness

BGC South East adheres to the South East Health Unit's sanitary practices. We will ensure that the equipment and furnishings are maintained in a safe and clean condition and kept in good state of repair.

We also follow the health unit's policy regarding communicable diseases. If a member is thought to be ill, the child will be separated from the other members until parents/guardians are able to pick up the child.

## Weather Guidelines

Children may be outside for up to two hours per day (in full day programs) unless there is inclement weather (outlined below).

### Winter:

- Children will not go outside at temperatures below -25 degrees Celsius (with or without the wind-chill).
- Temperatures close in range to -25 degrees Celsius are used as indicators that children should spend minimized time outdoors.
- **Parents are responsible for providing appropriate outdoor clothing for their children.**

### Summer:

- Staff will reduce the amount of time children spend outdoors when temperatures are above 25 degrees Celsius.
- Staff are instructed to take children to play in areas with adequate shade and to ensure drinking water is readily accessible.
- Sunscreen will be required before going outdoors each day when UV is 5+.
- Parents can provide sunscreen for their children (must be labeled with the child's name), or can complete a permission form for the child to use sunscreen provided by BGC South East.
- **Parents are responsible for providing appropriate outdoor clothing for their child**

### Bad Weather/Program Cancellations

Cancellation information will be posted on our website, and will be announced on our social media platforms. In the event of severe weather conditions, all cancellation information will also be provided to families through these methods.

There will be no refunds for unpreventable closures due to bad weather.

### Field Trips

If any off site activities take place a notice will be sent home in advance informing you of the destination, time and date. A permission form will be sent home with your child(ren) for parental consent.

### Personal Belongings

BGC South East are not responsible for any lost items or belongings. All personal items must be labeled, and not shared with other children. Parents must provide personal items such as diapers, wipes, and second sets of clothing, hats, indoor shoes etc.

**BGC South East does not assume any responsibility for any items brought to the centre that may become lost, stolen or broken. BGC South East recommends children not bring personal belongings/toys to the program for this reason.**

## Parent/Guardian Issues and Concerns Policy

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. 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 BGC South East and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided 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 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 (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

### Conduct

Our centre 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, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.



Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p><b>Program Room-Related</b></p> <p>E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the classroom staff directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the supervisor or licensee.</li> </ul>	<ul style="list-style-type: none"> <li>- Address the issue/concern at the time it is raised</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- arrange for a meeting with the parent/guardian within 2 business days.</li> </ul> <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> <li>- the date and time the issue/concern was received;</li> <li>- the name of the person who received the issue/concern;</li> <li>- the name of the person reporting the issue/concern;</li> <li>- the details of the issue/concern; and</li> <li>- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.</li> </ul>
<p><b>General, Centre- or Operations-Related</b></p> <p>E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the supervisor or licensee.</li> </ul>	<ul style="list-style-type: none"> <li>- the date and time the issue/concern was received;</li> <li>- the name of the person who received the issue/concern;</li> <li>- the name of the person reporting the issue/concern;</li> <li>- the details of the issue/concern; and</li> <li>- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.</li> </ul>
<p><b>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the individual directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the supervisor or licensee.</li> </ul> <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 2 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<b>Student- / Volunteer-Related</b>	Raise the issue or concern to <ul style="list-style-type: none"> <li>- the staff responsible for supervising the volunteer or student</li> </ul> or <ul style="list-style-type: none"> <li>- the supervisor and/or licensee.</li> </ul> All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.	

### 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 Child, Youth and Family Services Act*. For more information, visit <http://www.children.gov.on.ca/htdocs/English/childrensaid/reportingabuse/index.aspx>

**Escalation of Issues or Concerns:** Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the CEO.

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act., 2014* and Ontario Regulation 137/15 should be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch.

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

**Contacts:****Family and Children's Services of Frontenac, Lennox and Addington** 613-545-3227**Jeff Helsby**-Associate Director Authorized Recreation, 613-507-3306 ext.101 [jeff@bgcsoutheast.ca](mailto:jeff@bgcsoutheast.ca)**Sara Bolton**- Supervisor, Integration & Inclusion 613-507-3306 ext. 229 [sara@bgcsoutheast.ca](mailto:sara@bgcsoutheast.ca)**Heather Cunningham**- Director, Programs 613-507-3306 ext. 602 [heather@bgcsoutheast.ca](mailto:heather@bgcsoutheast.ca)**Harold Parsons**, Chief Executive Officer 613-507-3306 ext. 222 [harold@bgcsoutheast.ca](mailto:harold@bgcsoutheast.ca)**Contact Information****West End Community Centre**

1300 Bath Rd.

Kingston, Ontario

K7M 4X4

**phone:** 613-507-3306 ext. 100**email:** [samantha@bgcsoutheast.ca](mailto:samantha@bgcsoutheast.ca)**Rideau Heights**

77 McCauley St

Kingston, Ontario

K7K 2V8

**phone:** 613-561-3777**email:** [rideauheights@bgcsoutheast.ca](mailto:rideauheights@bgcsoutheast.ca)**St Francis of Assisi**

114 Wiley St.

Kingston, Ontario

K7K 5B4

**phone:** 613-453-0463**email:** [stfrancis@bgcsoutheast.ca](mailto:stfrancis@bgcsoutheast.ca)**Joyceville**

2903 Joyceville Rd.

Joyceville, Ontario

K0H 1Y0

**phone:** 613-453-9468**email:** [joyceville@bgcsoutheast.ca](mailto:joyceville@bgcsoutheast.ca)**Harrowsmith**

4121 Colebrook Rd.

Harrowsmith, Ontario

K0H 1V0

**phone:** 613-561-5709**email:** [harrowsmith@bgcsoutheast.ca](mailto:harrowsmith@bgcsoutheast.ca)**Amherstview**

70 Fairfield Blvd

Amherstview, Ontario

K7N 1L4

**phone:** 613-561-0576**email:** [amherstview@bgcsoutheast.ca](mailto:amherstview@bgcsoutheast.ca)

To report your child's absence from the program, please call the appropriate location and leave a message for the corresponding Manager/Coordinator.

**FOLLOW US!**

Follow us on the following social media platforms for program information and cancellation

**Website:** [www.bgcsoutheast.ca](http://www.bgcsoutheast.ca)**Facebook:** BGC South East**Instagram:** bgcsoutheast**Twitter:** @BGCSoutheast

Last Updated: 04/28/2025