



# **BGC Moncton Afterschool Program**

**15 Everett Street  
Moncton NB, E1C 3Z6  
Tel: (506) 855-7288  
Fax: (506) 855-7848**

**Email: [program@bgcmoncton.com](mailto:program@bgcmoncton.com)**

**Website: [www.bgcmoncton.com](http://www.bgcmoncton.com)**

# **PARENT HANDBOOK**

**TABLE OF CONTENTS**  
**BGC Moncton Afterschool Program**

WELCOME.....	3
PURPOSE AND MISSION STATEMENT.....	3
PHILOSOPHY.....	4
GOALS AND OBJECTIVES.....	5
DESCRIPTION OF THE PROGRAM.....	5
INCLUSION POLICY.....	6
HOURS OF OPERATION AND POLICIES.....	7
TRANSPORTATION / OUTINGS.....	13
ADMISSIONS AND ENROLLMENT.....	13
PAYMENTS AND FEES.....	14
PERSONAL BELONGINGS.....	16
VACATION / ABSENSES.....	16
HEALTH AND WELLNESS.....	17
EVACUATION AND EMERGENCY PROCEDURES.....	21
DISCHARGE / COMPLAINTS / GRIEVANCES.....	22
CHILD GUIDANCE.....	23
CHILD ABUSE AND NEGLECT.....	24
PARENT INVOLVEMENT AND RESPONSIBILITIES.....	25
EMERGENCY CONTACT LIST.....	26
SPECIAL TECHNIQUES FOR POSITIVE DISCIPLINE.....	26
PRIVACY POLICIES.....	27

## **WELCOME**

Choosing a child care centre that meets the needs of your child and family is a tremendous responsibility. We thank you for choosing BGC Moncton Afterschool Program for your child/ren. It is very important that you agree with our philosophies and policies as defined in our handbook as these are the principles on which the program and interactions with your child and family will be based.

It is also very important that you are comfortable with the environment and educators who will be responsible for your child's well-being, security and early childhood learning during his/her attendance at the centre. Take the time necessary to get to know the educators and or the Director.

Every child care centre licensed through the Department of Education & Early Childhood Development has access to a wealth of information regarding many different programs such as: Day Care Assistance Program, NB Public Health, Talk with Me, NB Libraries, Dairy Farm of NB, etc. Please remember to speak to the Director for more information regarding areas of interest for your family.

Ask any questions about the centre and areas of the program that are important to you and your family. It is well worth the time and effort required to find and secure a space in a centre where your child will be safe, secure and happy for his/her early years. Although some children adjust very well to change, frequent changes in a child's routine and child placement can be very disruptive and detrimental to their development of trusting, and long-lasting relationships.

At BGC Moncton Afterschool Program we are committed to ongoing professional growth and development in order to keep up to date with current trends. We attend various workshops and conferences throughout the year in order to better ourselves and be able to provide quality programs. All educators have their First Aid and CPR certificate and all have had a criminal record check with Vulnerable Sector, and a Social Development Check.

## **PURPOSE AND MISSION STATEMENT**

We at BGC Moncton Afterschool Program believe that all children are unique and deserve the opportunity to learn, play and grow in all areas of development. We make all possible efforts to create an environment that is educationally stimulating, healthy, and secure where the children have the opportunity to explore, discover, and create as well as to learn to share, cooperate, and communicate with others in a pleasant atmosphere.

We will do our best to support and empower every child regardless of their abilities and their family in their growth and development with unique, exciting, challenging, and developmentally appropriate programs to enhance and promote child and family strength and growth.

BGC Moncton Afterschool Program also strongly believe that professional development for all staff is extremely important for them to provide quality, exciting, and fun-filled programs for all the children in our care.

## **PHILOSOPHY**

Our philosophy is that children learn best through play; therefore, we believe that learning should be fun and that the learning through play will serve the children in our care in a positive manner and establish early learning which will be filled with healthy and meaningful experiences. Through carefully constructed environment and play experiences, we attempt to meet each child's unique needs for social, emotional, physical, creative, and intellectual development, by providing various activities and outings. We encourage children to think, reason, question, and experiment. We foster self concept, self confidence, respect, cultural diversity, and encourage creative expression. We believe every child is unique with special skills and talents that need to be fostered.

### **Philosophy on Integration**

BGC Moncton Afterschool Program recognizes that many children who have additional needs require licensed, quality educational environments in which to grow and develop and meet their full potential. It is at times obvious that extra resources such as an aid and special equipment will be necessary, but not necessarily for all.

BGC Moncton Afterschool Program believes that all children deserve the opportunity to learn, play, grow, and change in all areas of development. The philosophy at the centre is to provide a milieu whereby the child feels included, nurtured, safe and special; a place where parents feel equal with other families and have a sense of knowing that their child is integrated and not segregated.

Inclusion is fundamental for all children, recognizing that each child is unique and may have diverse needs. Our program is designed to embrace and support every child. We believe in providing a nurturing and accepting environment where every child is valued and included. Our play-based and developmentally appropriate programming ensures that all children have the opportunity to learn, grow, and thrive together.

The program will provide for an open communication and collaboration with the parents. All children and family members will enjoy the same respect. The Educators will model before the community, peers, and colleagues respect and a demonstration of the principles of inclusion of all children as outlined in the New Brunswick Child Day Care Standards.

The Director will not continue to offer a program to a family when:

- It becomes clear, at any point in the liaison, that the best interest of the child is not being served.
- That the quality of the program or programs at BGC Moncton Afterschool Program is in jeopardy.

Parents will be requested to remove their child from the program:

- When it is apparent that the child is causing himself, herself, or others, that is, children, and/or staff at BGC Moncton Afterschool Program, cause for concern about safety issues. Efforts will always be made to work with parents to resolve concerns before discharge is considered.

## **GOALS AND OBJECTIVES**

Our goal is to provide an environment of opportunities for everyone involved with the centre, to develop his/her full potential with daily experiences and fun filled activities regardless of their abilities.

### **Goals**

1. To promote assistance and encouragement to each child, to state his/her needs, and to take responsibility for his/her actions.
2. We offer special outings and special programs to better help a child grow in a positive manner.
3. To provide a stimulating, loving, and warm environment.
4. To encourage each child to develop his/her full potential physically, emotionally, socially, and intellectually.
5. To assist and nurture the child's intellectual and creative development.
6. To provide for the child's physical needs.
7. To promote positive self-esteem for each child.
8. To promote educational activities while having fun.
9. To promote a sense of independence, the ability to communicate, to make decisions, to socialize and share, to discover, and to explore in a safe, healthy, and stimulating environment
10. To promote and encourage language development.
11. To promote empathy and sympathy for self and others.
12. To promote an understanding of and respect for diversity and acquire a positive regard for each other.
13. To promote and act to change unfair practices.

## **DESCRIPTION OF THE PROGRAM**

### **After School Program (Ages 5 to 12)**

After spending a long day at school, children are given the opportunity to relax following their school day and have the option of interacting with their age group informally. Age appropriate materials are provided and integrated into the program. We enhance our program by participating in BGC Moncton's daily activities. These activities are provided on the premises only, if otherwise, the parent will be advised for this particular activity.

We offer an after-school tutoring program and a homework help program on a regular basis; however, it is the parents' responsibility to ensure the completion of assignments and/or ensure the outcome of the homework done at BGC Moncton Afterschool Program.

The program is geared for children ages 5 to 12 who require after-school care between 2:30 p.m. to 5:30 p.m. A variety of activities are available to the children enrolled in the after school program. The activities include art projects, drama, science, exercise and supervised free play, gym activities, outdoor play, homework help and/or tutoring, and computers. Full-day service is also provided for school closures, on storm days, and professional development days for teachers.

The program focuses on group co-operation, responsibility, free and structured play, inventive/dramatic play, and individual growth. We also have a 24 passenger bus for school pick-ups and special outings.

## **INCLUSION POLICY**

### **What are the benefits of inclusion?**

Everyone wins with inclusion! Children learn about the differences, respect, and empathy. Children get to see the positive in helping others. Families become a part of the team and feel supported through their journey. Educators get something much greater than what can be taught in books; they get to feel the experience firsthand, the advantages of inclusion.

### **What are the principles of inclusion?**

The principles of inclusion are the following:

- Access
- Participation
- Support

Our policy will explain how we respect the principles, and how it will affect our programs, our environment, and our services.

### **Access**

Children of all abilities are accepted into our program, providing supports are in place at time of enrollment.

Contact is kept with the funding “officer” who refers families with children with disabilities.

An inventory of the child’s needs is on hand prior to the child starting with items provided; checked off and “ready to go”.

We establish the child’s needs, abilities, and interests. Meetings are scheduled with the families, to listen to their expectations, and take time to ask all the appropriate questions needed. A plan of action is written to ensure a smooth transition to Daycare.

With the parent's permission, we establish contact with any professionals that might be involved in the child’s life.

Through carefully constructed environments and play experiences, we attempt to meet each child’s unique needs for social, emotional, physical, creative, and intellectual development.

The learning environment/activities are modified for the child’s success.

Observation and documentation are used to support all modifications.

### **Participation**

The learning environment needs to be a loving, supportive, and safe place for all children. We strongly believe in promoting growth and supporting everyone’s abilities.

Observation and documentation is done to identify strengths and needs. This is turn, is used to develop a plan with goals for success.

Opportunities are provided for children to play and learn together, so they develop relationships with others.

Supports are provided in the natural environment with peers as much as possible.

### **Support**

Family priorities for their child are acknowledged and respected. They are supported in working out what their child's needs are and how to best meet those needs.

Families are encouraged and supported to make decisions in regards to: referral options, and support.

Staff work with parents, community professionals, and school staff.

Supports for the child are coordinated, and complimentary.

Each partner is respected for his or her knowledge and expertise, there is open and positive communication.

Goals are planned for the child and appropriate supports are adapted and coordinated.

The facility supports professional development and in-service training.

We are committed to learning more about various strategies, models, intervention support, and exemplary inclusive practices.

Centre staff provides support to children in need of self-regulation through modeling appropriate behaviour, and many other strategies that have been learned through professional development, and the support of community resource professionals.

Efforts will always be made to work with parents to resolve concerns before discharge is considered.

For further information, please refer to our Inclusion Program Support Guide, as well as the Supporting All Children document.

## **HOURS OF OPERATION AND POLICIES**

### **Hours of Operation**

The center will be open from 7:30 a.m. to 5:30 p.m. There will be an additional late fee of \$10.00 charged for each 15 minutes past the pick-up time.

## Days of Operation

The Center will be open Monday to Friday, excluding the following days:

- New Year's Day
- Family Day
- Good Friday
- Easter Monday
- Professional Development Days
- Victoria Day
- Canada Day
- New Brunswick Day
- Labor Day
- Thanksgiving
- Remembrance Day
- Christmas Eve
- Christmas Day
- Boxing Day

**\*Please note: regular child care fees will be charged for these days.\***

The centre will be closed for two days during the year for Professional Development. You will be notified in advance so you can make alternate arrangements for child care.

## Storm Closure

The decision to close BGC Moncton Afterschool Program due to poor weather will be made by the Director of Program Services in consultation with the Executive Director. If the centre is to be closed in the morning, call 506-858-0949. We will leave a message on the voice mail that morning if we are closed; otherwise we are open as usual. In the event of a closure, we will also post a message on Slack.

Remember your safety, your child/ren's safety, and our educators safety is always our priority.

Here are some factors for closing the centre:

- Sufficient number of employees to safely operate. The day care is required to meet provincially regulated child to staff ratios as stipulated by the Department of Education and Early Childhood development.
- Weather forecasts, current weather, and road conditions.
- Power and/or water outage.
- Public transit (Codiac Transit) ceases to operate.
- Snowplows cease to operate.
- Contagious disease/illness outbreak.

The centre will be closed during a storm if Codiac Transit or the snowplows are pulled off the roads. Please listen to radio notifications when there is a storm. In the event that a storm escalates during regular program time, please contact the centre at noon to verify in case we are unable to contact you. If the buses and snowplows are pulled off the roads after the day care opens, parents will be asked to come and pick up their child/ren within one hour.

Our bus services will be suspended anytime schools are closed due to poor weather and/or road conditions.

## Arrival and Departure

Upon arrival, parents are to enter the centre with their child and make contact with your child's educator before you leave, so that your child can be safely signed in. For safety reasons, a staff member must also be aware of when your child is leaving the centre at any time. You are

responsible for your child while you are on the premises. Children are not permitted to leave with any person under the age of 16. This is important for the safety and well being of your child/ren.

If due to custody reasons you do not want the alternate parent to collect your child/ren, a copy of the legal order must be given to the centre for our files.

For your children's protection, we will only release children to those on your authorization list, according to Child Profile Form. Even then, we will need confirmation from you that same day. If an educator is not familiar with the pick up person, they will check the identification against the authorized list and reserve the right to request identification from anyone picking up your child/ren.

### **Slack**

Our Centre uses an app called Slack for daily communication between educators and parents. Once registered, parents/guardians will receive a Slack invite, via email, that will contain instructions on how to set up your account.

### **Community Liaison**

We have regular contact with many services and professionals in our community. We often depend on some of them for planning our field trips and sometimes to enhance our programs.

### **Smoking/Vaping**

Smoking and vaping are strictly prohibited on the premises and inside the building, including in the bus, outdoor play area, and near the children. We thank you for your cooperation and understanding of our policies. This is to ensure the safety of all children, staff, and parents.

## **TRANSPORTATION / OUTING**

We offer transportation services for after-school children, providing pickups from St. Henri, Queen Elizabeth, Beaverbrook, and Birchmount schools. Our drivers hold a Class 4 driver's license, as well as certifications in First Aid, CPR, and will have undergone a Criminal Record Check with the Vulnerable Sector check.

The BGC Moncton Afterschool Program will occasionally organize outings during school breaks and professional development days. Parents will receive advance notification of all outings and will be required to complete a consent form for their child(ren) to participate. All outings will be supervised in accordance with the required adult-to-child ratio.

## **ADMISSIONS AND ENROLLMENT**

Once you have visited our centre and met with our Director of Program Services and have decided to place your child/ren in our care, there are procedures that need to be followed. All forms must be fully completed. All licensed centres in this region are mandated by the Department of Social Development to provide the following information:

1. Child Profile – Province of N.B.
2. Immunization Records – Province of N.B.
3. Consent for Outings – Province of N.B.
4. Emergency Care and Transportation – Province of N.B.
5. Administration of Medication – Province of N.B.
6. Acknowledgment of Receipt of Parent Handbook and acceptance of terms there in
7. All others provided by the centre

No child identified as suffering from a communicable disease, as established by the Minister of Health, shall be admitted to the centre. When possible, it is recommended that your child/ren visit the centre before admission to our program to familiarize him/her to our surroundings. A copy of **your child's immunization record is required by law and must be updated as immunizations are given by your health care professional.** If you choose not to immunize your child, a waiver must be provided by the New Brunswick Department of Health.

This documentation goes directly into your child's file and it is the responsibility of the parent to keep records updated. These records could be crucial should a medical emergency arise. Failure to do so could result in your child being removed from the centre until records are updated or an appropriate waiver is signed.

There is also a non-refundable \$50.00 registration fee due before your child begins at the centre. If he/she doesn't start at the centre right away, this fee will keep his/her space until the agreed-upon date.

When filling in an application form for their child, parents must provide proper information on illnesses that may be transmitted to others and risk their well-being or life ie: AIDS, Herpes, smallpox, etc.

When your child is not attending the Centre due to any reason, you must call and inform the staff. If due to illness, please report the illness. We must keep a record of all illnesses in case an epidemic develops. This is necessary to prevent the spread of communicable diseases in the centre as per the order of the Department of Health.

Parents are responsible to read all of the centre's policies and abide by them. Parents should not expect the staff or the Director to make exceptions to the policies.

## **PAYMENTS AND FEES**

Fees are based on a non-profit budget and on the cost of operating the centre. **Fees are subject to a yearly review. Parents will be given no less than 4 weeks' notice of any fee change.**

### **Registration Fee**

Registration fee for all programs is \$50.00 per child

### **Payment Policy**

All payments are due on the 1<sup>st</sup> of each month for the current month. Payments can be made by e-transfer to [payments@bgcmoncton.com](mailto:payments@bgcmoncton.com) or you can set up pre-authorized credit card payments.

Receipts for Income Tax purposes are given out by February 28 each year. A monthly invoice will be given to you for the upcoming month.

Parents are advised to retain their receipts issued for each individual payment for income tax purposes. Should your family be chosen for an audit, Revenue Canada may request to see each individual receipt being claimed, as well as the annual income tax receipt.

Normal regular fees will be charged when your child is ill and not attending the Centre, no matter how long your child is ill for and regardless if they were required by the Centre to leave due to the Department of Health regulations.

If your account is not paid in full on the 1<sup>st</sup> of each month, a \$50 late fee will be added to your account. If the fees are not paid in full within the first week of the month, this may result in a disruption of child care services.

Please keep the Centre updated on all address changes as year-end receipts will be mailed to the address on file (especially for children no longer at the Centre).

All families are required to provide 2 weeks' notice before removing their child from the program. Should notice not be provided, payment shall be made in lieu of notice; however, due to waiting lists, we ask that you please give as much notice as possible.

	<b>After School Rates</b>	
<b>Type of Care</b>	<b>Per day</b>	<b>Per week</b>
After School 5-12 years	\$20.16	\$100.80
After School Full Days 5-12 years	\$31.09	\$155.45

### **Full-Day and Afterschool Day Rates**

The full-day rate will only be invoiced when services are actually attended with the exception of March Break and Summer Break.

- You will receive an email prior to invoicing for the upcoming month with the dates that school is closed and that we are open for the full day. You will have a deadline of the 18<sup>th</sup> of the month to inform us if your child(ren) is not attending on any of those dates.
- Your invoice will reflect these full days, unless you let us know that your child(ren) will not be attending, **no later than the 18<sup>th</sup> of the month.**
- If you inform us prior to the 18<sup>th</sup> of the month that your child(ren) will not be attending BGC Moncton Afterschool Program on any of those school closure days, then your invoice will not be charged the full-day rate, only the afterschool day rate.
- You do not need to tell us if your child is attending, only let us know if they are NOT attending.

- If you have notified us that your child will not be attending on a school closure day, we will not be able to accommodate any changes to that decision after the fact; however, they would still be able to attend on that day at the regular time of 2:30 p.m.
- Full-day rates will be charged during March Break and Summer Break whether your child(ren) attends or not.

### **School Pick-Up**

It is imperative you notify the centre by 12:00 p.m. if your child will not be attending and does not need to be picked up at school. Not notifying the centre is subject to a warning and then a penalty charge of \$15.

### **Financial Assistance**

Day Care Financial Assistance Program is available through funds from the Department of Social Development N.B. to parents/guardians who qualify. For more information, you may contact the department at 1-866-426-5191. When an operator answers your call, you'll need to inform him/her that you are calling regarding the child care assistance program. You do not need to be on income assistance to be eligible for this program.

## **PERSONAL BELONGINGS**

Each child will be provided with space to keep his/her personal belongings during his/her attendance at the centre. Clothing guidelines are in place to respect the health, hygiene, personal, and cultural beliefs of all families using our centre.

Items required and clearly marked with child/ren names:

1. It is recommended that children be dressed in comfortable casual clothing that allows freedom of movement.
2. In case the soiling of clothing occurs, each child requires 2 full changes of clothing including socks, underwear, pants, and shirts each day.
3. Suitable footwear is required to be worn in the playground at all times (flip flops are not permitted).
4. Spaghetti strap tops are not allowed as they increase the risk of sun exposure.
5. Non-marking soled sneakers (to be left at the centre).
6. Appropriate outdoor clothing (according to season) ie: splash pants, snow pants, hats, mittens, swimsuits, etc.
7. Weather-appropriate footwear ie: sneakers, rubber boots, winter boots, hats, mittens...etc.

## **VACATION / ABSENCES**

Our centre is licensed through the Department of Social Development. Based on regulations, as defined in the Child Day Care Facilities Operator Standards, each Licensed Daycare is registered for a given number of child spaces. Essentially, when you register your child at BGC Moncton Afterschool Program, you are renting a space. That space belongs to your child and may not be given to another child until your child is no longer attending the centre. You are, therefore, financially responsible for that space for every day of the week of your child's registration, regardless of his/her attendance. If your child is unable to attend the centre due to an illness, you

are still responsible for paying your weekly childcare fees.

Our centre must follow guidelines as set out by the New Brunswick Health Department, and as such you will be asked to pick up your child/ren **within the hour** due to any illness as outlined by the guidelines. These guidelines are there to ensure the health and well-being of your child/ren and the other children who attend the centre. We need to keep track of illnesses in case of an epidemic outbreak. It is therefore very important to let us know the reason for your child's absence on any given day. Normal fees will be charged due to absence regardless of whether your child/ren is ill or on vacation.

## HEALTH AND WELLNESS

### Child Illness

Your child's health is important to us. It is necessary that parents have alternative plans for the care of their child if their child is ill. We follow the Department of Family and Community Services and Public Health's Guide for Managing Illness in Child Care Facilities in New Brunswick. The guide has preventative procedures to ensure the health of all children and staff.

### Potential Illness - Illness Exclusion Policy

In general, if a child is too sick to participate comfortably in the program activities and has symptoms or a condition that may compromise the health of other children, it is recommended that the child should not attend day care.

**Parents must exclude children from day care with any one or more of the following symptoms or conditions, and that parent(s) inform the centre as soon as possible: (Please refer to Exclusion Chart for more detailed lists of contagious infections and symptoms.)**

- a) **Fever/Temperature** – a temperature of 37.9° C or greater taken by ear, 37.5° C or greater taken by armpit or mouth accompanied by behavior changes or other signs of illness. We require your child to stay home when a temperature is present.
- b) **Diarrhea** as defined by an increase in frequency of stools and/or change to unformed loose, watery stool. Fever, loss of appetite, nausea, vomiting, abdominal cramps, mucus or blood in stool may occur. Any change from the child's normal stool (i.e. solid or semi solid to a liquid or semi liquid state). Diarrhea stools are more frequent than normal bowel movements and may contain mucus or blood. Your child **cannot** return to the centre until free of watery loose stools for **48 hours**.
- c) **Vomiting** illness with two or more episodes of vomiting in the previous 48 hours (in excess of typical infant spit-ups). Your child cannot return to the centre until vomiting has stopped for **48 hours**. Vomiting means throwing up of stomach contents that may be preceded by nausea.
- d) **Mouth sores** associated with an inability of the child to control his/her saliva.
- e) **Rash** with fever or behavior changes.
- f) **Infections** (i.e. infected eyes with discharge, pink eyes) until **24 hours** after treatment has started and authorized by a physician.
- g) **Infestations** (i.e. scabies, head lice, pin worm) until after **1<sup>st</sup>** treatment with a medicated product and no evidence of lice. Must make certain all nits have been picked out of hair.

All child care centres have been mandated by the Department of Social Development and Public

Health to develop a policy for children that acquire vomiting and/or diarrhea at home or at the centre. Therefore, according to the Department of Social Development and Public Health as per the Health and Wellness Policy in the BGC Moncton Afterschool Program Policy Book, you must keep your child/ren at home if they show any symptoms of vomiting and /or diarrhea. Please ensure your child/ren do **not return** to the **centre** until vomiting has stopped for 48 hours and /or your child/ren is free of loose stools for 48 hours.

If your child does develop vomiting and/or diarrhea at home, they are not allowed to come to day care and **the parents are required** to inform the centre of their child's absence and symptoms so that all documentation may be completed. Should your child develop vomiting and /or diarrhea at the centre, they will need to be picked up within one hour of the centre contacting you. If your child/ren has vomiting and/or diarrhea for more than 24 hours, then a doctor's note stating your child has now recovered from his/her illness is required before your child/ren is allowed to attend the daycare centre. You will be required to sign a Return After Exclusion form supplied by the New Brunswick Department of Social Development in order for your child to be granted re-entry to the daycare centre.

If it is observed that there are more than 2 children with vomiting and/or diarrhea within the span of 48 hours, according to the Department of Social Development and Public Health, an outbreak response must be initiated. This involves the staff immediately notifying the Department of Public Health (856-2814) upon first suspicion that a child, staff, volunteer, or parent has a communicable disease or that there is an unusually high number of children with vomiting and/or diarrhea symptoms; this is according to the *Management Illness in Child Day Care Facilities, Parent's Role and New Brunswick Child Day Care Facility Exclusion Reference Guide*.

We all need to work together to prevent an epidemic from developing. Your role, as a parent, is to make sure your child/ren does not attend daycare if he/she is vomiting and/or has diarrhea within the past 48 hours. Our role as a daycare facility is to prevent the spread of such illnesses to other children by making sure that the centre is disinfected with a bleach solution, especially if an outbreak occurs and then a cleaning process is put into place. It is very important to have full disclosure when a possibility of an illness is present, for example, as a parent, it is imperative that if your child has been vomiting and/or has had diarrhea in the past few days or within the past 48 hours, that you inform the centre so that we can take the appropriate steps to ensure that an outbreak does not occur. Also, if you have a child at home (that does not attend the centre) with any symptoms of vomiting and/or diarrhea, then your child may be contagious and we must be informed of that possibility so we can keep a close eye on your child to make sure that the symptoms do not develop.

When your child is not attending day care due to illness, please make staff aware and let us know what symptoms are present. We have an obligation to keep a record of any illness communicable or not, as per the Department of Social Development. In certain situations, it will be mandatory for forms to be filled out by the physician and/or parents before the child can be re-admitted to our program. This is necessary to prevent the spread of communicable diseases in the centre.

This policy is in place to make sure that your child gets the treatment he/she needs, as well as, to help minimize and prevent the spread of illnesses. It is important to follow this policy so that we can stop the spread of illnesses to other children, as well as, preventing the re-infection of your

child/ren.

### **Communicable Disease Control**

In order for your child to return to the centre after having a contagious communicable disease, the centre requires that the guidelines of the exclusion chart specific to that disease be fulfilled as well as a note from your child/ren's doctor.

- Staff will not be permitted to work while having a communicable disease and must stay away from workplace during the incubation period.
- Children will not be permitted to attend the centre with a communicable disease or two episodes of diarrhea for at least 48 hours.
- The cook must use good judgment regarding food preparation when signs of illness are present.
- Frequent hand washing is encouraged, as is, sanitizing gel between hand washing.

### **Medication**

- If a child requires prescription medicine, the parents must sign a form allowing the staff to administer the medicine in the prescribed amounts. Parents must sign the medication form located in the kitchen (Appendix 11.1.7 A). All staff of the centre will only administer prescription medicine prescribed by a physician. Medication must be in its original container, fully labeled with drug name, dose and dosage intervals, and child's name. Time of drug administration by staff will be posted for inspection. **Employees of BGC Moncton Afterschool Program are never to give over-the-counter drugs (ie: cough syrup, lozenges, etc.)**
- The staff of BGC Moncton Afterschool Program will only administer Acetaminophen when supplied to the centre by the parent, only if a child has developed a fever while in our care and the parent has been advised and a mutual decision has been reached. The parents must sign the consent form for administration of Acetaminophen (Appendix 11.1.7 B) when picking up their child. All other medication must be authorized by a physician.
- If a child becomes ill during the day, parents will receive a call to come and pick their child/ren from the centre. The child may need to be absent from the centre until he/she feels better and a return after exclusion form may need to be signed for the child to be re-admitted to the centre. Parents must fill out, sign and date the medication authorization forms each time medication is to be given.
- **PLEASE NOTE:** If an ambulance is required to transport a child to the hospital, the cost will be assumed by the parents.

### **Medical Emergencies**

Although supervision is constantly given, accidents happen, such as falls, tripping, bumps, and accidents with other children, etc. If your child is injured in a non life threatening way, your child will be assessed by the educators and see if appropriate/necessary first aid will be provided. An incident report will be filled out and parents will be advised. If there is an emergency and we need to call an ambulance, all costs associated will be the responsibility of the parents.

### **Outbreak Response**

- BGC Moncton Afterschool Program staff will immediately notify the Department of Public Health upon first suspicion that a child, staff, volunteer, or parent has a

communicable disease.

- BGC Moncton Afterschool Program staff will also notify the Department of Public Health immediately of an unusually high number of children with diarrhea symptoms.
- Accurate and detailed record keeping will be done.
- The Department of Public Health will conduct an inspection to assist with minimizing the spread of the illness.
- All staff will cooperate with this important process and communicate with all staff parties to alleviate stress as much as possible.
- The Director, in consultations with the Executive Director and Board of Directors, may close the centre as a precaution to further spread the infection.
- Parents will be notified by telephone and memo of suspicion of any communicable diseases.
- BGC Moncton Afterschool Program will also need to provide the Department of Public Health with the children's personal information such as date of birth, and the home telephone number.
- BGC Moncton Afterschool Program will exclude the child/ren from the rest of the children, in the administration office away from the others.
- Parents are to arrive promptly (**within 1 hour**) of being notified by the centre that the child is ill.
- Additional cleaning of toys and equipment (including washroom door handles, water taps, door jams, light switches, and flush handles) is performed using 1000ppm of Chlorine Solution:
  - **Chlorine Solution Used: ¼ Cup of Chlorine Bleach  
2 Cups of Water**
- All small toys are run through the dishwasher using a rinsing agent called Sani-Q.
- These processes are done above and beyond normal cleaning each and every time a child vomits and/or excrements. This is why it is so important to immediately exclude the sick child, and move to the designated sick room.
- BGC Moncton Afterschool Program will abide by the Guide for Managing Potential Illness in Child Day Care Facilities in New Brunswick mandated by the Department of Social Development.
- All forms will need to be filled out by the parents and/or physician and returned to the centre before a child can be re-admitted to our program.
- Staff will not be permitted to work while having a communicable disease and must stay away from the centre during the incubation period.

### **Nutrition**

BGC Moncton Afterschool Program does not serve snacks or lunches. Parents are responsible for sending nutritious and nut-free snacks. Parents must also send lunches on full days.

### **Outdoor Play**

- According to the guidelines of the Department of Social Development, outside play is a program requisite. It is also an important part of BGC Moncton Afterschool Program.
- If a child is not healthy enough to go outside, it is assumed that they are not healthy enough to attend childcare.
- Please dress your child appropriately for outside play both in winter and summer. Raincoat and rain boots on rainy days and a jacket appropriate for the weather. In the

winter, each child should have a winter jacket, winter boots, snow pants, hats and mittens.

- Prevention of skin cancer is important to us. In the summer, sleeveless shirts are not recommended and each child should bring a bathing suit, towel, sun hat, sunglasses, and water shoes every day. Each child should have a change of clothes at all times.
- Of course, you can be assured that the staff will use good judgment about outside play in consideration of weather conditions.

### **Sunscreen**

To protect your child/ren from skin damages caused by the harmful ultra violet rays, you must provide a hat for your child/ren. Children are required to wear their hats during outside play. Children are encouraged to play in the shaded area as much as possible. Children are required to bring a water bottle with them to prevent any dehydration from occurring. You will also need to sign a consent form to permit application of sunscreen.

## **EVACUATION AND EMERGENCY PROCEDURES**

BGC Moncton Afterschool Program is equipped with an AC/DC fire alarm system. Fire drills are conducted monthly. If you find yourself on the premises during a drill or an emergency, please follow posted signs and exit the building in an orderly manner along with the children and staff. The evacuations of the building's exits are posted near each classroom. The Emergency Care form Appendix 11.1.12 must be signed by the parents.

Should an emergency arise which requires evacuation of the premises, all occupants of the centre will proceed to the Moncton Headstart. Parents will be called from there to pick up their children. If an ambulance is required, the parents are responsible for the cost.

### **Moncton Headstart**

1111 Mountain Rd. Moncton  
506-858-8252

The following steps will be taken in case of an evacuation/emergency situation at the centre. Our alarm system is connected to both the fire and police stations, therefore; when the alarm sounds, both departments will respond immediately

- When the alarm sounds all staff members will gather the children, and carry an attendance sheet, emergency contact list and a first aid bag.
- Staff members will exit the building and proceed to our designated safe area which is the back left field or the Moncton Headstart if need be.
- When all children and staff are accounted for, call 911 if not yet called.
- The Director/Operator or person in charge will check all washrooms, offices, closets, etc. to ensure no one is in the building before exiting. This person should be the last one to leave the building.
- Under the direction of the Director/Operator, calls will be made to parents to make arrangements to pick up their children within the hour. Parents must sign the attendance sheet when picking up their child/ren.

## **DISCHARGE / COMPLAINTS / GRIEVANCES**

### **Discharge**

Our personnel are trained to address numerous issues common among children. Occasionally, situations arise that are out of the ordinary. This can be a very unpleasant situation to deal with for both the parent and the staff. The following procedures should be adhered to as closely as possible.

1. If you are removing your child on a positive note, such as, change of job, relocating, shift work, etc., we require 2 weeks notice.
2. The centre may request that the service provided to your child cease if the following occurs:
  - Child's personality and behavior is disruptive and even harmful to the other children/staff.
  - If the child is unable to cope with the After School care setting despite the cooperative effort of staff and parent.
  - Failure on the parent's part to pay for child care at the agreed-upon time frame. Parents will be given one opportunity to correct the payment issue and if it becomes an issue again, parents will be given immediate notice to remove their child and a payment of 2 weeks will be required.
  - Medical information including if Medicare number and immunization records are not provided within 2 weeks of admissions.
  - For any other reason decided upon by the Board of Directors.
3. Any incident involving your child/ren will be discussed with the parent and will be kept in his/her file, along with a written summary of the discussion that took place with you, the parent. If these types of incidents continue and we can't seem to resolve them, then this will be grounds for immediate dismissal. Documentation will be kept in the child's file and payment will be due for services rendered to the point of discharge.

All measures will be taken to ensure this does not happen. We will provide adequate supervision and intervention in an attempt to prevent these situations from escalating to the point that a discharge would be necessary.

Examples of serious misbehaviour may include, but are not restricted to the following: biting, kicking, bullying, name-calling, pushing and shoving, rude and aggressive behavior, and consistent failure to follow the Centre's rules of expected behavior

### **Complaints / Grievances**

It is our goal to strive for quality and excellence in the care of your child/ren; therefore, any positive comments or suggestions are greatly appreciated and can be made to the Director of the facility.

We always welcome your input and feed back towards the care of your child/ren. The Director of Program Services appreciates questions or discussions of any kind that influence a positive outcome for your child/ren; however, if you feel that there is a problem concerning the facility or a staff member, please follow the following steps:

1. Speak with the educator involved with your child/ren.
2. Allow follow up from the educator to you.
3. If you are still not satisfied with the results of your concerns, please make an appointment

- to personally talk to the Director of Program Services.
4. All comments made to the staff members are relayed to the Director so that the Director is aware of any problems or issues. If a complaint is made, the Director will listen carefully to the issue that the parent has and will attempt to work with the parent(s) to rectify the problem. At this time, it may be appropriate to discuss any other issues that the Director may feel are important concerning the child/ren in the context of the complaint.

We know that communication is essential to the success of your child/ren's care. It is imperative that we can share openly any concerns or questions that may arise. We believe in an open door policy and encourage parents to feel free to call and check on your child/ren's day if you have any concerns. We try to put ourselves in the parent's place and we recognize that you have a right to expect the best care possible for your child/ren.

Communication between parents and staff members is very important. We encourage daily interaction between parents and staff to ensure that as parents, you are kept informed of how your child/ren's day was and that you are made aware of any specific incidents. Also, it is equally important that staff members are kept informed of any concerns parents may have about your child/ren, at the centre and/or at home, that may assist in the care of your child/ren.

All comments are taken very seriously and we will all do our best to ensure your complete satisfaction as quickly and effectively as possible. We aim to keep parents stress-free and self-assured knowing that their children are in our loving care.

## **CHILD GUIDANCE**

Positive guidance techniques are used to reduce frustration and boredom that leads to disruptive and or inappropriate behavior. Children are encouraged to participate and cooperate with each other and staff. They are also encouraged to share, practice good manners, and are assisted in developing a positive attitude. All interactions between educators and children, including matters of discipline, will provide a learning experience and opportunity to understand moral values.

Inappropriate behavior will be minimized by:

- Allowing children to make choices.
- Setting clear and consistent limits for appropriate behavior.
- Providing a sufficient number of interesting and stimulating activities.
- Being aware of interactions occurring in the classroom and redirecting inappropriate behaviors.
- Providing positive reinforcement for positive behaviors to promote children's recognition of expected behaviors.
- Giving advance notice of transition time.
- Management practices shall be used in order for a win-win situation to occur.

The primary form of discipline used within the centre will be redirection. If this fails, we will sit down with the child and talk to him/her and the child may be asked to sit at the toy table.

Withholding food or special activities as a punishment will not be permitted. The use of corporal punishment, verbal, emotional, or physical punishment is not permitted by the Child Day Care Facilities Operator Standards.

## CHILD ABUSE AND NEGLECT

Child abuse is a serious problem. Children have the right to live a life free from violence, free from abuse and neglect and they depend on others for their safety and well-being. Children have the same rights and freedom as adults and are not responsible for the violence perpetrated against them. The protection and safety of children is everyone's concern. We are committed to protecting children and helping them grow.

The primary responsibility for ensuring the safety and well-being of children lies with each child's parents(s)/guardian(s)/caretaker(s). Children depend on their parents to love, nurture, and protect them. Parents have a duty to provide for their children's emotional and physical well-being, while also being responsible for supervising their children. Others also have a special duty to help keep children safe. This includes professionals who care for children. **Therefore, it is our legal obligation to report any suspected cases of abuse, while respecting the fact that families have a right to the smallest invasion of their privacy. It is not our responsibility or intention to offer an interpretation or explanation of our observations.**

### Types of Abuse

Child abuse happens when someone or a certain situation threatens the development, security and survival of a child. According to the protocols in the *Child Victims of Abuse and Neglect*, many forms of abuse are criminal in nature. Child abuse can include sexual abuse, physical abuse, physical neglect, emotional maltreatment, and verbal abuse.

- **Sexual abuse:** refers to any sexual act involving a child and a parent, caretaker, any person in a position of trust, and or any other person.
- **Physical abuse:** refers to all actions resulting in non-accidental physical injury or harm.
- **Physical neglect:** refers to acts of omission by the parent/guardian/caretaker. This includes failure to provide for the child's basic needs and appropriate level of care with respect to food, clothing, shelter, health, hygiene, and safety.
- **Emotional maltreatment:** refers to both emotional abuse and emotional neglect of the child.
- **Verbal abuse:** is a kind of battering which doesn't leave evidence and it often is difficult to see because it doesn't leave visible scars. It involves name calling, yelling at or ignoring, put downs, blaming, criticizing, belittling, insulting, rejecting, or threatening with abandonment.

### Reporting Child Abuse

The protection and best interest of children prevail over the interest of parents(s)/guardian(s)/caretaker(s), or families when cases of child abuse are reported or investigated. The first concern of both the police and the Child Protection Services is the protection of the child. As After School educators, we may find ourselves in a position where a child shows some indication of abuse or neglect. Legally, the Director and staff members have a responsibility to report any suspected cases of abuse. No proof of abuse is needed, only a suspicion based on observations that have been made. When it is suspected by any staff that a

child may have been neglected or abused, the matter shall be referred immediately to Child Protection Services of the Department of Social Development and informed that a report of abuse has been filed.

The following information will be provided to the Child Protection Professional:

- The child's complete name, date of birth, and address
- Parent(s)/guardian(s)/Caretaker(s)' name and address
- Details of the suspected abuse or neglect
- The name of the person who identified the suspected abuse/neglect, their address, and phone number
- The name and address of the facility and the name of the Director

We cannot contact the parent(s)/guardians(s)/caretaker(s).

## **PARENT INVOLVEMENT AND RESPONSIBILITIES**

Parents are encouraged to visit the centre with their child, at least once, prior to enrollment. Where this is not possible, parents need to arrive early on the first day to ensure their child is comfortable emotionally and to complete the admission package and child profile which are both required to meet the Provincial Standards.

BGC Moncton Afterschool Program invites the active participation of all parents as an integral and essential part of the ongoing care of their children. Parents are invited to join the Board of Directors and participate in the various board committees. Parents are also welcomed to spend time at the centre and volunteer to assist with activities at the centre, such as regular fund raising, annual Christmas concert, activities, and outings.

Parents are advised to check the white board and parent's bulletin board for information. The emergency contact list, daily schedule, fire and health inspection, and our license are posted in the entry way. Parents are also advised to read the white boards daily (in the hallway) to be updated on your child's daily activities.

Parents are encouraged to attend parent/teacher meetings to discuss their child's progress. If more time is required or more specific problems are encountered, parents are invited to call the Director and make an appointment. The parents may also be contacted by the Director of Program Services to discuss a particular problem their child may be experiencing in the program.

Parents are also responsible to read and keep themselves informed on the Illness Exclusion Policy and must follow this policy.

Parents are asked to park their cars in the parking lot and never leave their vehicles running. This presents a health and safety risk for children and parents.

We believe, that as parents, you are the primary educators of your children. Our role as educators is to support and facilitate the development and education of your child. We need your input and value your suggestions and observations. You are the expert when it comes to knowing your child, we appreciate your perceptions, feelings, and observations about your child. We encourage you to become actively involved in your child's education. We encourage parents to be involved with our program and feel free to come in and visit at any time. It gives you an

opportunity to see your child learning new things every day.

Parents are partners in providing the highest quality care for their children. Parents are responsible for reading all of the centre's policies and abide by them. Parents should not expect the staff or Director to make exceptions to the policies. Parent's talents and suggestions enrich our program. Please discuss with the staff if you can play an active role in your child's experience at our centre. Some examples are:

- Donation of toys, games, and craft supplies
- Contribution and/or support towards special events
- Help with annual fix-up day
- Give suggestions for improvement of the program, fundraising ideas, and overall improvement
- Helping with supervision at special events
- Participating in a committee
- To enhance our program by continuing the communication with your child at home about his/her day at the centre

## **EMERGENCY CONTACT LIST**

Quality Assurance Monitor.....See parent board in entrance  
Director of Program Services: Colby Stright.....506-858-0949, ext. 202  
Program Manager: Jimmy Hickey.....506-858-0949 ext. 204  
Administration Office: Julie Seely.....506-858-0949, ext. 103  
Executive Director: Ashton Beardsworth.....506-858-0949, ext. 105

The Board of Director's President changes every 2 years; therefore, please check the parent information board for the most current President (on the board in entry way).

## **SOME SPECIAL TECHNIQUES FOR GOOD DISCIPLINE**

Discipline and punishment is not the same thing. When we talk about discipline, we are referring to guidance which helps the child to control his/her own actions. Discipline is a positive approach, which teaches children self-direction. The goal of discipline is to encourage children to learn to direct their own behavior. All behaviors have a meaning, whatever the child does is his/her way of getting what he/she needs: attention, warmth, love, comfort, food, or sleep.

- Limits should be stated kindly but firmly. Let the child know there are limits to what he/she is permitted to do and that the adults will hold him to these limits (mean what you say and be prepared to carry through on it).
- Be sure that the standards you are setting are within the child's abilities.
- A child should not be punished for not liking limits. The adults should understand that the child will be unhappy and somewhat resentful about some restrictions.
- Consider the temperament and the uniqueness of each child. Different children will respond widely to different situations. Some have a very low tolerance of frustration.
- Whenever possible, give a reasonable explanation to a child for doing something, but to

- avoid justifying or arguing. Speak in a pleasant voice kneeling at the child's level.
- Be positive; give the child a few real choices. When there is no choice, tell the child what to do rather than what not to do. Speak in a pleasant voice kneeling at the child's level.
- Be matter of fact. Take compliance for granted, for example, we will do this. Don't give the child a choice if you are not willing to let him/her have a choice.
- Before making a request or giving directions, be sure you have the child's attention. Be sure he/she understands what is meant. Give abrupt commands only in an emergency.
- If a break from the activity is necessary, it should be for a few minutes only and then you should speak to the child again and let him/her rejoin the group or redirect his/her play.
- Use suggestions rather than commands. The most effective ones are positive, unhurried, specific, and encouraging.
- If commands must be used, give as few as possible. Too many commands confuse and irritate a child. Be sure all commands are reasonable and important, then ensure they are carried out.
- Let the child know it is alright to show his/her feelings. At the same time, be sure he/she understands you will not allow him/her to hurt himself, hurt others or break things.
- Forced compliance is never as effective as happy cooperation.
- Threats are seldom effective. They invite testing.
- Be aware of how long children can sit, and how much movement and various activities they require. Remember that children can be counted on to act their age.
- Provide opportunities for children to be involved in indoor and outdoor play. Children need plenty of opportunities to be active, but they also need an even balance of quiet activities.
- Take advantage of special situations and children's ideas whenever possible. A program that remains flexible will prevent many problems.
- A child's sense of time is very different from that of an adult. Children need large blocks of time in which they can move freely towards self-directed tasks.
- Don't do for a child what they can do for themselves.

These are just a few practical techniques of good discipline which we hope will serve you well when having issues with your child.

Thank you for helping us to maintain a healthy environment for all the children in our Centre.

## **PRIVACY POLICIES**

Approved March 10, 2004 by the Board of Directors of the Boys & Girls Club of Moncton Inc.

### ***Our commitment***

The Moncton Boys & Girls Club Inc. is committed to protecting the privacy of the personal information of its **employees, members, donors and other stakeholders**. The Moncton Boys & Girls Club Inc. values the trust of those we deal with, and of the public, and recognizes that maintaining this trust requires that we be transparent and accountable in how we treat the information that you choose to share with us.

During the course of our various projects and activities, the Moncton Boys & Girls Club Inc.

occasionally gathers and uses personal information. Anyone from whom we collect such information should expect that it will be carefully protected and that any use of or other dealing with this information is subject to consent. Our privacy practices are designed to achieve this.

### ***Defining personal information***

Personal information is any information that can be used to distinguish, identify or contact a specific individual. This information can include an individual's opinions or beliefs, as well as facts about, or related to, the individual. Examples of personal information include SIN #, age, marital status, and language. Exceptions: business contact information and certain publicly available information, such as names, addresses and telephone numbers as published in telephone directories, are not considered personal information

Where an individual uses his or her home contact information as business contact information as well, the Moncton Boys & Girls Club Inc. considers that the contact information provided is business contact information, and is not therefore subject to protection as personal information.

### ***Privacy practices***

Personal information gathered by the Moncton Boys & Girls Club Inc. is kept in confidence. The Moncton Boys & Girls Club Inc. personnel are authorized to access personal information based only on their need to deal with the information for the reason(s) for which it was obtained.

Safeguards are in place to ensure that the information is not disclosed or shared more widely than is necessary to achieve the purpose for which it was gathered. We also take measures to ensure the integrity of this information is maintained and to prevent its being lost or destroyed.

We collect, use and disclose personal information only for purposes that a reasonable person would consider appropriate in light of the circumstances.

### ***Updating of privacy policy***

The Moncton Boys & Girls Club Inc. is regularly reviewing its privacy practices for its various activities. Any revisions to the policy will be made available at our location at 15 Everett Street.

### ***Contact information***

Questions, concerns or complaints relating to the Moncton Boys & Girls Club Inc. privacy policy on the treatment of personal information should be e-mailed to our Privacy Officer, at [admin@bgcmoncton.com](mailto:admin@bgcmoncton.com).

Further information on privacy and your rights in regard to your personal information may be found on the website of the Privacy Commissioner of Canada at [www.privcom.gc.ca/](http://www.privcom.gc.ca/)

In accordance with the "***Privacy Policy***" of the Moncton Boys & Girls Club Inc., we must make this information available to you.