



BGC Dawson

PROGRAMS

POLICIES AND PROCEDURES

PROGRAM POLICIES AND PROCEDURES

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INTRODUCTION

BGC Dawson is a community-based, multi-service organization that supports the healthy physical, educational, and social development of children, youth, seniors, and families. The organization is a member of Boys and Girls Clubs of Canada (BGCCAN), and the relationship is guided by a Membership Agreement. The organization is a fully independent incorporated society and registered charity, with its own Board of Directors, Constitution, and Bylaws. Over the course of its long history BGC Dawson has provided a safe, caring environment and quality programs for children, youth, seniors and families to help them achieve their full potential as contributing adults, citizens, and leaders.

Who We Are

As part of BGCC across Canada, we are part of Canada's largest child, youth and family serving federation. In large cities and small towns, rural areas and Indigenous communities, in every province and one territory, Boys and Girls Clubs open their doors and welcome all children, youth and families.

Locally we support the needs of children, youth and families in the City of Montreal. Tailored to the needs of these communities, our programs tackle relevant social issues, encourage and empower children, youth and families, and help them set a path for success. The organization holds fundraising events and activities annually in order to keep program costs affordable for families, provide transportation, provide healthy meals and snacks and most importantly to guarantee that no child is denied access to BGC Dawson programs due to financial barriers.

Mission

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

Vision

All members of the community discover and achieve their dreams to be healthy, successful, and active participants in society.

Core Values

Belonging

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

Respect

We ensure that everyone – children, youth, adults, seniors, volunteers, staff – is heard, valued and treated fairly.

Encouragement and Support

We encourage and support each individual to explore, learn, and develop skills to allow them to achieve their dreams.

Working Together

We collaborate with young people, adults, families, seniors, volunteers, organizations and government to support meaningful participation and positive contributions in the community..

Speaking Out

We advocate for children, youth, families, and seniors so that we can make our world better.

D1 - Safe and Healthy Environment

BGC Dawson ensures that programs are safe for participants, employees, volunteers and visitors. Health and Safety are an integral element of planning, implementation, and the environment of allocation of resources for programs.

Employees and volunteers receive health and safety training. BGC Dawson implements preventative measures to reduce health and safety risks and are ready to react appropriately to incidents that occur.

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4101 - Transportation Policy

RATIONALE

To ensure the safety of all persons riding in organization vehicles or operating personal vehicles on organization business.

POLICY

1. AUTHORIZED VEHICLE USE POLICY:

Providing transportation services to clients is a mission-critical function. However, the organization recognizes its responsibility to provide safe and efficient transportation. The following rules apply to all drivers and vehicles:

- Only people approved and authorized by the organization are permitted to drive either an agency owned vehicle or any other vehicle on the organization's behalf.
- Agency owned vehicles are not to be driven for personal use without the permission of the Executive Director or his/her designee.
- While driving on behalf of the organization, personal errands should be avoided.
- Do not leave an unattended vehicle with the keys in the ignition.
- Transportation for clients and staff requiring emergency medical care will be implemented only by ambulance service or parent(s)/ guardian(s).

Both clients and program participants are covered by the organization's Liability Insurance Policy for any approved organization sanctioned purposes while in an agency or personally owned vehicle. All personnel when on BGC Dawson business will receive a car allowance for costs related to the use of their vehicle, at a specified rate per kilometer which will be determined by the Executive Director annually. This fee is intended to repay the employee for expenses related to operating their vehicle including the cost of gas, oil, tires, maintenance and insurance.

Employees are required to submit proof of insurance if they are operating their own personal vehicle for organization's business. A minimum requirement of \$2 million liability limit be carried by the vehicle owner. The purchase of "comprehensive" and collision insurance is at your discretion.

BGC Dawson assumes no financial responsibility for personal vehicles. In the event of an accident, or another claim when using a personally owned vehicle, the vehicle owners'

insurance coverage is primary. If the liability insurance coverage of the owner vehicle is exhausted, the organization's Liability Insurance will provide supplementary coverage to the limit of the organization insurance policies.

All personnel when on organization business will receive a car allowance, at a specified rate per kilometer which will be determined by the Executive Director annually.

2. DRIVER SELECTION POLICY:

The purpose of the agency's Driver Selection process is to screen and identify qualified drivers while restricting or eliminating unacceptable drivers. All employees that drive an agency-owned vehicle, a rented vehicle or a personal vehicle on behalf of the organization must be approved to drive before they are permitted to drive for the organization.

The driver selection process includes the review of:

- a) the employee or volunteer's driver's license for currency and validity, and meets Ministry requirements for the type of vehicle they will be driving;
- b) any license restrictions that might render the employee ineligible as a driver;
- c) the individual's motor vehicle record (drivers abstract);
- d) drivers of rented vehicles must be 21 years of age
- e) drivers of 15 passenger vans or 24 passenger buses carrying one or more passengers must have an "F" class license

3. DRIVER TRAINING POLICY:

BGC Dawson recognizes the importance of training its drivers. All approved drivers must receive driver orientation prior to being permitted to drive for the organization. In addition, all approved drivers must participate in ongoing driver training sessions as scheduled by the organization.

It is the policy of the organization to monitor driver performance on an ongoing basis. Employees for whom driving is a major responsibility are subject to the following periodic monitoring:

- A certified driver's abstract must be obtained every three years to determine continuing compliance with the organization's criteria; a declaration will be reviewed and signed by the employee on an annual basis. It is the employee's responsibility to report any violation according to the Highway Traffic Act within 24 hours. Additional driver criteria (e.g. current license, special certificates) are verified annually;

- Supervisors conduct regular performance reviews and conferences to discuss and resolve performance issues and concerns;
- Supervisors of employees who drive organization vehicles will keep drivers current on safety updates and recommendations by the National Highway Transportation and Safety Administration for 15 passenger vans and 24 passenger buses (www.nhtsa.gov), and coordinate full employee orientation including behavior management and characteristics of the 15 passenger vans and 24 passenger buses (i.e. trailering and unique features, road conditions).•Up to date photocopies of the employee's certifications as well as orientation must be in the employees file. (Originals will also be kept and given to the Executive Assistant. Supervisors are required to ensure employees have current:

- Certifications (i.e. F Class, and drivers abstract). The drivers abstract will be updated every three years.
- Supervisors will train drivers on the proper use of communication devices and procedures prior to using any organization vehicle.

4102 – Reporting Emergency Situations Policy

PURPOSE

To ensure the safety of all persons riding in organization vehicles or operating personal vehicles on organization business

PROCEDURE

1. MEDICAL EMERGENCY PROCEDURES:

In the event of a medical emergency that requires medical attention the following procedure shall be used:

- Stop the vehicle in a safe area and turn on the hazard lights
- Call 911 if EMS are required
- Call your direct supervisor, state where you are and the nature of the emergency. If your direct supervisor is unavailable call one of the listed Managers and/or Coordinators located in the vehicle driver's log binder
- Attend to the participants needs to the best of your ability
- Wait for EMS. Police and/or an administrator's direction before moving the vehicle
- If BGCD employees are on board have them check the participants medical emergency form for further information or instructions
- If driver is the only adult on the bus enlist the help of older participants to help with younger ones during the emergency, reassure participants

2. ACCIDENT PROCEDURES:

Persons authorized to drive for BGC Dawson will be trained by their Supervisor to follow the following procedure if they are involved in an accident while driving any vehicle for the organization:

- Call 911
- Tend to any medical and safety needs
- Decide if an emergency evacuation (fire, smoke, unsafe conditions) must be done – relocate and account for all passengers in a safe location together away from any danger
- Remain in the vehicle if safe to do so
- Do not move the vehicle unless directed to do so by the police
- Contact Roadside Assistance as it pertains to the vehicle, this will be located in the driver's log binder.
- Call your direct supervisor, state where you are and the nature of the emergency. If your direct supervisor is unavailable call one of the listed Managers and/or Coordinators located in the vehicle driver's log binder

- DO NOT RELEASE participants without proper authorization by BGCD and police
- Protect accident scene if it is safe to do so (flares, etc.)
- Do not discuss the accident or admit fault to any other driver involved or bystander.
- Record the name, address and driver's license number of the other involved drivers, using the organizations Incident Report Form.
- Record the police report number, police officer's badge number and time, date and place of accident on the Incident Report Form
- Record the names and addresses of any witnesses.
- Injuries
 - Date, time, location of accident
- Weather conditions, road conditions, visibility
- List of participants in vehicle
- Description of accident
- Damages
- Any BGC Dawson vehicle in an accident no matter how minor must be reported immediately to the appropriate supervisor.
- Driver will complete and submit an Incident Report.
- In the event of an accident the supporting organization employees will contact parents/guardians/caregivers of the involved participants.
- Executive Director will notify the insurance carrier
- The Executive Director will review the procedures followed with respect to the accident and determine if Improvements are required.

3. VEHICLE BREAKDOWN/FAILURE:

In the event of a mechanical breakdown of a BGCD vehicle the driver will:

- If possible, pull over and stop in a safe place and turn on hazard lights
- Make the decision if an evacuation is required
- Move participants to a safe area away from danger and account for all participants
- If possible and safe to do so set out flares, etc.
- Contact Roadside Assistance as it pertains to the vehicle, this will be located in the driver's log binder.
- Call your direct supervisor, state where you are and the nature of the emergency. If your direct supervisor is unavailable call one of the listed Managers and/or Coordinators located in the vehicle driver's log binder. A plan for transportation of passengers will be initiated and coordinated.
The Executive Director or the Maintenance Supervisor will make arrangements to recover the vehicle, repair it or replace it.

EQUIPMENT PROCEDURES:

3.1 LOCATION OF SAFETY EQUIPMENT:

Safety Equipment including the first aid kits and vehicle support supplies (i.e. booster cables, snow brush, and flares) are to be placed and secured in the designated area. First aid kits will be checked each month by a maintenance employee. Vehicle support supplies will be checked each month by the Maintenance Supervisor Finance and Plant, when completing the review of the logbook.

- All maintenance and safety checks will be documented in the driver's log of each of the agency's vehicles.

3.2 TRANSPORTATION and STORAGE OF EQUIPMENT:

No article or equipment will be transported on organization vehicles unless:

- It is safely secured.
- it is protected and contained as to not to cause injury, and not become a projectile • Client items are required to be placed securely on the floor i.e. backpacks.
- No items can be secured to the roof of the vehicle.
- Trailer - requires that all trailering devices be inspected and approved by the Maintenance Supervisor monthly and recorded in the trailering vehicles driver's logbook.
- Prior to utilizing a trailer all drivers may receive training on trailing by the Maintenance Supervisor and/or designate.
- It is the due diligence of the driver to circle check the trailer before and after use.
Circle
check of the trailer must be documented in the vehicles driver's logbook.

VEHICLE USE PROCEDURE:

All drivers must:

- Book vehicle use with reception in the main office.
- Sign out the vehicle keys and communication device at the office.
- Portable phones are required for safety purposes. Phones and vehicle keys must be booked out and in through the main office.

Circle checks must be completed every 24 hours and documented in the vehicle's driver's logbook. Every driver is responsible to ensure there are no unsafe hazards before driving at any time.

- Before using the vehicle, drivers must sign the driver's logbook.
- After each use of a vehicle drivers must do a visual check of the inside and outside of the vehicle and record their ending mileage.
- Drivers are responsible for following up with the Maintenance Supervisor when recording any concerns in the logbook. The Maintenance Supervisor will check the logbook once per month.
- Ensure that roadside safety materials are in the vehicle and that the date on the fire extinguisher tag has not expired.
- Ensure that all passengers wear seat belts and use booster seats if required

- If any unsafe situation occurs while driving, the vehicle is to be pulled over to a location that is safe to address the issue.
- Ensure all passengers are accounted for during pick up and drop off and that no passengers remain on the van unsupervised at any time.

VEHICLE ACCIDENTS

Any organization vehicle in an accident no matter how minor must be reported immediately to the appropriate supervisor.

In the event of an accident the driver’s responsibility is to the passengers using the following guidelines:

- Remain with the vehicle and passengers
- Determine if anyone is injured
- Immediately report accident via radio or cell phone, and ask for assistance (request ambulance if necessary)
- No passenger will be allowed to leave the scene unless the officials agree to release them

In the event of an accident the vehicle operator will if possible, request the employee at the organization to contact parents/guardians. If this cannot be completed the vehicle operator must contact parents/guardians personally. The vehicle operator will attempt to make arrangements for another organization vehicle to complete the pickup/drop offs.

The vehicle operator will complete an incident report immediately upon returning to the organization. The Building Manager will review the procedures followed with respect to the accident and determine if improvements are required.

PROCEDURE

PRIVATE VEHICLE

In the event of an accident or other claim when using your own vehicle your insurance company coverage must be exhausted first. The organization’s insurance will provide supplementary coverage to the limit of organization policies. Private vehicle is only used in an extreme emergency when organization vehicles are unavailable

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POLICY

All accidents/incidents shall be reported immediately and documented on BGC Dawson’s Incident Form.

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4103 - First Aid Kits Policy

RATIONALE

To ensure that each program location has the appropriate first aid kit, based on location, programming, number of participants, and risk of injury.

POLICY

A first-aid kit and first-aid manual is readily available for first-aid treatment in each location, program area and other designated locations including vehicles owned by BGC Dawson, off site locations. The kit shall be large enough so that each item is in plain view and easily accessible. In the event of an off-location trip or outdoor activity, a first-aid kit is taken along.

PROCEDURE

Ensure that employees are prepared to administer first aid for minor injuries and have basic supplies accessible at all times.

Facilities, programs and vehicles owned by BGC Dawson are assessed by the maintenance supervisor annually to determine the number of first aid kits, central location(s) for first aid kits, extra supplies needed and the kits for off-location programming and trips.

A record will be kept of all circumstances respecting an accident or injury as described by the injured individual, employees' onsite, the date and time of its occurrence, the names of witnesses, and location and first aid treatment given.

Each first aid kit contains an inventory list of the items that should be contained in the kit and instruction designating where the kit is to be centrally located in the facility.

First aid kits must be stocked with the following materials at a minimum:

- Band Aids
- Sterile, individually wrapped, cotton gauze pads
- First-aid tape
- Dressings (to apply pressure to larger wounds and help stop bleeding)
- Pins and clips

- Scissors
- Tweezers
- Cleansing wipes, alcohol free wipes
- Latex gloves

First-aid instruction booklet published by a recognized first-aid training organization and a list of emergency telephone numbers, including those for ambulance, fire, police and poison control

A list of required items to be contained in the kit and instructions stating where the kit is to be located

Program Directors and supervisors will check the contents of all first aid kits, regularly, to ensure that they are adequately stocked and that a supply of extra supplies is on hand, he/she will initial and date a sign-off sheet to indicate that the check has been conducted and kits are stocked. Each month the maintenance supervisor will confirm in the emergency log in reception that first aid kits were checked.

All employees and volunteers are informed of the central location(s) of first aid kits and extra supplies, the minimum contents of first aid kits, their responsibility informing maintenance to restocking first aid kits after supplies are used and their obligation for carrying first aid kits during all off-location activities or field trips.

Supervisors conduct random spot checks to monitor adherence to the policy. If kits are low or stock is depleted prior to monthly checks, employees should contact maintenance staff and ask for supplies.

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4104 – Access to Emergency Services Policy

RATIONALE

As a safety precaution, program staff need to be able to contact emergency services, no matter where they are.

POLICY:

Program staff have immediate access to a reliable communication device at every program site so that they are able to call for emergency support services at all times.

PROCEDURE:

Coordinators and supervisors will ensure the availability of a reliable communication device for the programs they support. Program staff carry either a 2-way radio or cellular device with sufficient battery power if the program site does not offer a reliable communication device i.e. telephone.

Prior to commencement of a program, staff are advised of the location of a communication device and of any special instructions for reaching an outside line (e.g. dial 9 first). Staff know the number of the site phone/ device in case it is requested by emergency services personnel. Phones/devices are labeled with their numbers.

If using cellular telephones or 2-way radios, staff are trained on how to use them, how to check their reliability, recharge batteries, and how to ensure that activities are operating in an area where the reception is clear for their communications devices.

Supervisors conduct random spot checks to monitor adherence to the policy.

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4105 - Health and Safety Standards and Regulations Policy

RATIONALE

To protect the well-being of children, youth and seniors by complying with local health and safety codes.

POLICY

All programs and facilities comply with applicable health and safety codes in order for children to participate in the program. Standards and regulations include health and safety, fire, municipal, building codes and the safe drinking water act.

PROCEDURE

1. Health and Safety Policies

BGC Dawson will develop, approve and implement and comply with health and safety policies as required. These policies will be documented and updated in the appropriate Operational Policies and Procedures Manual.

2.. Adherence

To ensure adherence the organization will:

- a) Include adherence to the Health and Safety Policy in each job description.
- b) Provide training.
- c) Perform and record regular inspections of the property and building by the assigned program staff..

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4106 - Health and Safety Policy

RATIONALE

BGC Dawson,(Dawson Community Centre), is very interested in the health and safety of its employees and others in our workplace. Protection of employees from workplace-related injury or occupational disease is a very important, ongoing objective of the organization .

The organization will make every effort to facilitate, foster and provide a safe, healthy workplace environment for its employees. Everyone, not only the organization , but also all of the employees, must jointly and co-operatively be dedicated on an ongoing basis to minimizing and reducing risk of injury in our workplace.

All of the managers and supervisors in our workplace will be held responsible and accountable for the health and safety of employees under their supervision. Supervisors are subject to certain duties in the workplace, too, including a duty to ensure that equipment and facilities are safe and that employees perform their own duties and responsibilities in compliance with established or required safe work practices and procedures.

Every employee must protect his or her own health and safety by working in compliance with the law and with safe work practices and procedures established by the organization .

Employees will continue to receive information, assistance and training from time to time and competent supervision in their specific employment duties to promote, raise awareness for and protect their health and safety, as may be applicable.

It is in the best interests of everyone to continue to be very mindful of and consider health and safety in every activity in our workplace. Commitment to health and safety must form an integral part of this business and organization, not only for the organization , but also for every employee.

This Health and Safety Policy is posted by BGC Dawson to ensure that everyone is aware of the organization 's commitment to the health and safety of every person who is employed by BGC Dawson . Any questions, concerns or issues arising that may relate to the health or safety of any employee of the organization should be promptly brought to the attention of the

organization , including to the Executive Director, or the Program Director.

POLICY

All employees, volunteers and members will be responsible for Health and Safety as specified in the CNESST.

PROCEDURE

Responsibilities are prescribed in particular for the employer, supervisor and worker. Each party has specific responsibilities to meet. For details, refer to the current CNESST, however, the following are summarized below:

Responsibilities of the Employer – BGC Dawson

The employer shall ensure that:

- The equipment, materials and protective devices required by the law are provided.
- The equipment, materials and protective devices provided are maintained in good condition as prescribed.
- The measures and procedures required by law are carried out.
- Information, instruction and supervision are provided to protect the health and safety of workers.
- A competent person is appointed as supervisor.

Responsibilities of the Supervisor

The Supervisor shall ensure that:

- Workers work in the manner and with the protective devices, measures and procedures required by the act and regulations.
- Workers use or wear the equipment, protective devices or clothing that the employer requires to be used or worn.
- Workers are advised of any potential or actual danger to their health and safety.
- Workers are provided, where prescribed, with written instructions as to the measures and procedures to follow for their protection. **Responsibilities of the Worker** The worker shall:
- Work in compliance with the provisions of the act and regulations.
- Use or wear the equipment, protective devices or clothing that the employer requires to be worn.
- Report to the employers or supervisor any problem with equipment which may endanger the worker or other workers.
- Report to the employer or supervisor any contravention of the act or regulations and of any hazards on the job site.
- Never work in a manner that may endanger anyone (i.e. remove any guards from a tool or piece of equipment).
- Never engage in any prank, contest, feat of strength, unnecessary running, rough and

boisterous conduct in the workplace.

Responsibilities of the Health and Safety Representative

The health and safety representative performs site inspections; helps to mediate disputes over unsafe conditions; may assist in investigating serious accidents; and confers with supervisor, workers and helps to interpret the CNESST whenever necessary. The representatives will investigate all critical injuries. A Health and Safety Representative will be effective only where there is full cooperation and respect between representative, management and the workforce.

Responsibilities of the Health and Safety Committee

The Health and Safety Committee shall operate in accordance with the CNESST and the structure and function of a Joint Occupational Health and Safety Committee. The committee should consist of two employees and two management staff.

Hazardous Materials

BGC Dawson employees and volunteers will handle hazardous materials in accordance with CNESST Act, and the Code.

Purpose - Employees and volunteers may be exposed to hazardous materials at BGC Dawson of various kinds. The substances can be used in settings where employees and volunteers work or by employees and volunteers in the course of their job.

Workplace Hazardous Material Information Systems (WHMIS)

In effect across Canada, since October 31, 1988, WHMIS is designed to protect the Health and Safety of workers by providing information about hazardous materials on the job. Controlled products under WHMIS include six classes, identified by appropriate symbols.

WHMIS ensures everyone the right to know about workplace materials and provides information in three ways - Labels, Safety Data Sheets and Worker Training

a) Labels

Supplier Labels are required on controlled products and must include:

- Product identifier
- Appropriate hazard symbols
- Risk phrases (such as dangerous if inhaled)
- Precautions (such as wear rubber gloves)
- First aid measures
- Supplier identification

b) Statement that a material safety data sheet (SDS is available for the product) Safety Data Sheets (MSDS) SDS's must provide:

- Product information
- Hazardous ingredients
- Physical data
- Fire and explosion data
- Reactive data
- Information on health effect
- Preventative measures
- First aid measures
- Name and telephone number of parties preparing the SDS and date of preparation

c) Training - The organization must:

- Develop and provide a program of worker instruction
- Ensure that employees and volunteers are trained to apply the information
- Provide all hazardous information received from the suppliers and other sources
- Review the program at least annually

Training must include;

- Explanation of the content and purpose of labels and SDS's
- Procedures for safe storage, handling and disposal of controlled products
- Emergency Procedures

Right to Refuse

All employees will exercise their right to refuse unsafe work.

Purpose - It is important to ensure that employees are aware of their right to refuse unsafe work and are comfortable in exercising that right if warranted by the situation. This ensures adherence to the CNESST Act.

Building and Property Inspections

Purpose - Inspection of the building and property will ensure that attention is drawn to possible hazards which can be remedied immediately to reduce the risk of injury or illness to employees, volunteers, members and visitors.

When conducting inspections follow these basic principles:

1. Daily Inspections

Daily inspections will be carried out by the charge person opening the building or program site each day. All employees are responsible to report and take out of service any equipment deemed to be unsafe.

Equipment Inspections

Department supervisors are responsible to ensure that equipment used by their employees and volunteers is in good repair and safe for use.

Water Line Flushing

Employees in various settings where BGC Dawson programs are operated are responsible for the flushing of all water lines to prevent the possibility of bacteria and other diseases being transmitted by the water supply. BGC Dawson maintenance will assume this responsibility in BGC Dawson operated buildings. Employees from other sites where

programs are being operated will be assigned this duty.

Personal Protective Equipment

BGC Dawson is committed to accident prevention. Personal protective equipment (PPE) is available for all employees/volunteers against duties that could be harmful or cause injury. It is the duty of each employee/volunteer to use or wear the equipment, protective devices or clothing that the organization requires to be worn as per the CNESST Act.

Purpose - Safety is a responsibility shared by both the organization employees/volunteers. Some duties at BGC Dawson involve chemicals and or hazardous conditions that require the use of Personal Protective Equipment (PPE) . This policy will also come into effect during any future pandemic.

1.0 BGC Dawson Responsibilities

- Ensure that the right equipment, material and protective equipment are provided.
- Maintain all PPE in good condition.
- Make sure that all PPE is used as prescribed.
- Ensure that all PPE works in the manner and with the protective devices, measures and procedures required by the Occupational Health and Safety Act.
- Identify the hazards in the workplace and provide the necessary PPE.

2.0 Employee/Volunteer Responsibilities

- Use or wear the equipment, protective devices or clothing that they/their employer requires to be used or worn.
- Never remove any protective device without providing an adequate temporary protective device. The PPE should be put back on as soon as possible.

3.0 Specific Personal Protective Equipment

Certain duties at BGC Dawson require the use of specific personal protective equipment. Employees and volunteers are required to wear such equipment as directed by managers and supervisors. All employees and volunteers must know what each is used for and where it is located. The following is a list of personal protective equipment (PPE) and its function:**Wet Floor Sign**

To prevent slips and falls.

To be used to indicate spills or "just" mopped areas.

Latex Gloves

To be worn when providing health and/or personal care or when handling/dealing/cleaning up body fluids or objects contaminated with body fluids.

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4107 - Sanitary Practices and Procedures Policy

RATIONALE

To ensure that sanitary practices protect the health and well-being of program participants, employees, volunteers and other stakeholders.

POLICY

Sanitary procedures, including washing hands, cleaning equipment and all areas of the program space that are used, are followed for all elements of the programs. The last employee leaving the program area is to ensure that all sanitary practices have been completed.

Program participants will not be permitted to attend programs if they exhibit symptoms of potential illness. Supervisors will ensure employees and program participants follow good sanitary practices.

PURPOSE

BGC Dawson is committed to maintaining and ensuring that sanitary practices protect the health and well-being of everyone, meet best practices, comply with health and safety regulations and the local Health Unit.

PROCEDURE

If symptoms of illness exist or present during attendance in a programming, employees will separate participants from others and contact parents/guardians/caregivers to take them home. If they cannot be reached the emergency contact(s) will be contacted. Symptoms of the illness are to be noted in the participant's records. A contagious participant should remain home for the appropriate period to support recovery and the health of others. Some illnesses, communicable diseases and viruses will need to be reported to the local Health Unit. If prescription medication needs to be administered while the participant is attending a BGC Dawson program a drug administration form will be submitted by the parent/guardian/caregiver.

Program Coordinators/Supervisors are to monitor, and ensure standards for cleanliness are maintained at all times. They are to identify program spaces, equipment, and frequency of use and implement a plan to support proper sanitary maintenance. Supervisors will train employees on their duties to maintain sanitation practices, conduct random checks and monitor adherence to the policy and procedures. Any concerns are to be reported to the appropriate supervisor

immediately.

Communicable Diseases

- Participants too ill to play are requested to remain at home.
- In cases of a participant being exposed to or is suffering from a communicable disease, the parents will be notified, may be asked to take their child(ren) home for 24 hours and may be required to provide a physician's note to return.

General Signs and Symptoms of Infectious Communicable Illness-

- Elevated temperature, flushing, pallor or listlessness
- Acute cold, nasal discharge, coughing
- Vomiting, diarrhea
- Red or discharging eyes or ears
- Undiagnosed rash or infections
- Unusual irritability, fussiness, restlessness
- Head Lice

Personal Hygiene and Health

- Maintain a high-level of personal hygiene, including care for skin and hair.
- Clean hands with soap and water after utilizing the washroom.
- In the event of illness refrain from continued participation in the program, if there is a danger of transmitting the condition.

Day to day sanitary practices include:

- Washing hands with soap and water frequently
- Washing hands with soap before preparing, serving or eating, after serving food, as well as after bathroom use, sneezing, coughing and playing outside
- Washing equipment with mild disinfectant
- Discouraging sharing of hats to prevent the spread of head lice, towels, brushes and sharing drinks or cups and other personal items

- Promoting and using antibacterial sanitizers located throughout the facility, and in first aid kits.
- Implementation of periodic facility checks to maintain a tidy and clean facility.
- All areas must be neat and orderly.
- Materials must be sorted in appropriate cabinets, shelves, desks.
- Ensure that all program areas at the end of the day are clean, materials are put away. Lockup procedure is followed – equipment rooms as well as entrance and exit doors are locked.
- Each employee is responsible to clean up after themselves (coffee cups, lunch wrappers), and ensure that participants in your program do the same. Program and meeting rooms must be returned to their original condition after use.
- Signs and posters – only current events are to be posted. Posters/signs must be taken down the morning after the expiry date.
- Food and beverages must be consumed only in designated areas. This is for employees and program participants.

- Smoking is not permitted inside the facility or on the organization grounds.

WASHROOMS:

- Paper towel or hand dryers and liquid soap are to be available in washrooms. Employees are to ensure that sufficient supplies are ready, available and that all sinks and toilets are disinfected each day.
- Floors are to be washed each night.

PLAYROOMS:

Floors

- All floor areas will be cleaned daily.

Tables

- All meal tables must be disinfected after use and at the end of each day.

Toys and Equipment

It is the responsibility of the assigned program staff for ensuring that toys, equipment, cots, linens, and furniture are disinfected weekly and when needed.

- Dramatic play clothes are to be laundered weekly.
-

Kitchen

- Hair should be tied back, and a hairnet must be worn.
- Hands must be cleaned with soap and water prior to and after handling, preparing and eating food and/ or beverages. Remove rings if possible. Wear gloves if hands are cut or wearing band aids.
- All food/ beverages shall be maintained in their proper locations and used prior to its date of expiry.
- All food/ beverages shall bear the correct labels, indicating the contents.
- Microwaves to be wiped out after each use
- Refrigerators should be thoroughly cleaned once a month.
- All dishes should be washed in the dishwasher. Dishes that are not dishwasher safe should not be placed in the dishwasher but washed by hand using the following three sink method:
Scrape or rinse dishes into SINK -
 - i. to wash dishes in a clean detergent solution
 - ii. rinse dishes clear 43C/110F water and
 - iii. sanitize dishes in 24C/ 75F water containing 100ppm chlorine, 200ppm quaternary ammonium or 25ppm iodine, immersing dishes for at least 45 seconds, allow dishes to dry.

NOTE: Employees using the dishwasher are required to be trained and practice the guidelines set out in the dishwasher owner's manual.

Other Space - (Hall / Coat room, employee rooms, office)

- All spaces are to be maintained in a professional manner at all times. Floors are to be vacuumed and washed each day.
-

Linens

- All towels, face cloths and bedding must be laundered once per week, when soiled or whenever another child has used it.

Periodic Cleaning

- All rugs within the program shall be shampooed three times a year.
- All curtains, windows and walls will be cleaned as necessary and a minimum of once per year.

Garbage

- All garbage shall be removed twice daily including soiled diapers.
- Receptacles are to be disinfected daily.
- Utilize and promote recycling.

Fumigation

- Fumigation will occur whenever deemed necessary. Procedures set out by the local Public Health Unit will be followed.
-

Animals

- All birds/ animals must be purchased from a reputable dealer, and isolated from the children for two weeks before they are permitted to handle them. (A veterinarian should be contacted to confirm if purchased animals require immunization).
- All cages are to be cleaned weekly.
- Any dog or cat being allowed on the premises must be accompanied by an up- to -date immunization record.
- All children must be well supervised when handling animals and must not be permitted to place hands in fish tanks.
- Any employee, volunteer or child that handles the animals, pet food, cages, or animal bedding must wash hands immediately afterwards.
- Pets must not be allowed (with the exception of seeing eye dogs) around food preparation or serving area, and birds should not be above any children's work area.
- Participants should not kiss animals.

Toxic and Combustible Materials/ Chemicals

BGC Dawson is a toxic chemical free facility. Any combustible materials must be stored properly and sealed and stored in a safe location.

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4108 – Food Preparation Policy

RATIONALE

To guarantee the safety and well-being of children through safe food handling practices. POLICY
All employees and volunteers follow safe procedures at all times when food is being prepared, served, and stored. Precautions are taken to prevent food-related illnesses resulting from allergies, bacteria and/or other forms of contamination.

PROCEDURE

Participation in training such as food handler's courses sponsored by local Public Health departments is documented in the employees' personnel files. Documentation includes the date, and the type of training content received.

Supervisors conduct random spot checks of food storage, preparation and serving areas and monitor adherence to the policy and procedures.

Allergies

Parents/ guardians are required to provide the organization with medical information for each child registered, including whether the child has any allergies.

a list setting out the names of the children receiving after school care who have allergies or food restrictions, and their respective allergens or restrictions,

- is posted in each cooking and serving area;
- is posted in each play area or playroom; and
- is available and accessible in any other area in which children may be present.

Employees are made aware of the participants who have food allergies and the types of foods that must be avoided. Participants are advised that the sharing of food is prohibited due to risks

associated with food allergies (e.g. brown bag lunches).

Program staff read food labels and are able to identify ingredients that may trigger an allergic reaction.

When a participant with a life-threatening food allergy is present in a program, the food product and all foods containing the allergen as an ingredient are banned from the program (e.g. a "no peanut" product policy).

Meals and snacks menus meet the requirements set out in the Health Canada documents "Canada's Food Guide" and "Healthy Eating Recommendations" (2019).
<https://foodguide.canada.ca/en/>

Storage

Food is stored safely at a cool temperature to prevent the growth of bacteria that can cause food poisoning. If a refrigerator is available it is to be used. When a refrigerator is not available, a cooler with cool or ice packs is to be used. When neither is available, food is to be stored in the coolest place available for the shortest time possible. When food cannot be stored safely, it is not to be part of the program.

Precautions are taken to ensure that food is not stored in an area that can be accessed by animals, rodents or insects.

Cleanliness of Food Preparation and Serving Areas

Anyone handling food washes their hands prior to preparing the food and when preparing different types of food to ensure that foods are not mixed when children with allergies are present. Preparation areas, counters, all utensils and serving dishes are cleaned with hot soapy water prior to use, preferably with an antibacterial soap.

Food is not served in grassy areas which may have / are known to have been recently sprayed with insecticides or herbicides.

Hand Sanitation

Step	Procedure
1	Wet hands and arms with warm water.
2	Use an antibacterial soap and lather hands and arms.
3	Wash hands and arms thoroughly. A nailbrush may be used to clean under the nails and between fingers.
4	Wash for 30 seconds.
5	Rinse thoroughly under warm running water.
6	Dry hands with a disposable towel or a hot air dryer. Do not use kitchen utensil or cleaning towels.

When to Wash Hands

Bacteria can hitchhike on people; therefore it is important to wash hands frequently and after any possibility of contamination. Always wash your hands.

- After using the toilet.

- After coughing, sneezing, eating, drinking, smoking, or touching your skin or hair.
- After handling soiled equipment or utensils.
- Immediately before starting any food preparation and after breaks.
- During food preparation as often as necessary to prevent contamination - especially when working with raw food and changing tasks.
- If you use plastic gloves, the same rules apply. Remember to wash hands before wearing gloves and wash or change gloves after breaks, touching raw foods, changing tasks, etc.

Sanitation of Cloths used to wipe tables and counters

Bleach and water bucket for cloths must be emptied every night after the kitchen has been cleaned.

It shall be refilled in the morning (1/4 cup bleach to the whole bucket of water).

All cloths are to be put in laundry every night.

Every time a cloth is used for wiping a table, it must be rinsed out with hot tap water and then dipped into a bucket of bleach and water before using on another surface (counter).

Food Safety Training for children, youth, seniors and volunteers:

- Each cooking session will begin with a review of proper hand washing techniques and a review of Safe Food Handling techniques including; handling and maintenance of equipment, food storage, food preparation and service.
- In Youth Services, and as appropriate in all programs cooking sessions will finish with review of proper dishwashing procedures.
- Youth will participate in a basic food service lesson every quarter. Participation in this training is required to aid in safe food preparation.
- All food leaving the building with participants will include information on safe food storage.

Other Dietary Restrictions

BGC Dawson provides families with the opportunity, upon registration, to inform staff of any dietary restrictions, aside from allergies in the participant's registration package. Individuals with identified dietary restrictions are accommodated in such a way that respects their culture/religion/accessibility needs. A list of the names of the individual who have allergies or food restrictions, and their respective allergens or restrictions,

- will be posted in each cooking and serving area;
- will be posted in each play area or playroom; and
- will be available and accessible in any other area in which children may be present.
- employees are to be made aware of the participants who have these restrictions and the types of foods that must be avoided.

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4109 - Incident Reporting Policy

RATIONALE

To ensure incidents are documented and that appropriate follow up is implemented.

POLICY

A system is in place to record and respond to incidents on a daily basis. Supervisors are immediately made aware of any serious participant injury or conditions with potential for the same. All employees observing or involved in an incident must ensure that the incident is documented according to the Incident Reporting procedure.

PROCEDURE

Incidents are:

- Serious Occurrences (see Policy)
- Any injuries, which requires First Aid, however minor.
- Any participant whose behaviour for which the behaviour management procedures were not effective.
- Any patterns of participant behaviour that requires ongoing intervention by an employee or volunteer
- Any situation, which resulted in loss of or damage to property.
- Any situation, which is harmful to the organization's image or its positive atmosphere.
- Any unlawful activities.
- Any event that threatens the safety/welfare of a participant, employee, volunteer and /or the public.

Reporting Process:

- The employee witnessing the incident or first on the scene will document the incident on an Incident Report Form as soon as possible and before the end of the shift on which the incident occurred. The employee will ensure parents/caregiver has been advised and their signature obtained on the report.

- The report is then given to that person's immediate supervisor or placed in the supervisor's mailbox to be reviewed on the following business day.
- It is the writer's responsibility to contact the supervisor or designate if immediate follow up by them is required.
- The supervisor will review the material provided and if required at their level, it is signed by them and passed on to their supervisor.
- Similarly, the report is reviewed by each supervisor, signed and passed on when follow up is completed.
- When the report reaches the Executive Director, it is reviewed and if no further action is required, it is filed.
- Incident Reports are maintained as per the organizations records management policy.

Guidelines for Reports:

1. FACTUAL

- Document only the facts of the incident for any statements you make, you should be able to prove or back up if requested to do so.
- Remain objective when making comments about clients.
- Never state assumptions. Pay close attention to your wording, using words such as "seems" or "appears" followed up with proof.

Example: "Joe Smith appeared somewhat depressed today" (i.e. no direct eye contact, "teary" eyes, slow gait, little verbal interaction.) Factual accountability is always required.

2. CLEAR

- keep language simple and understandable.
- When writing your report, keep in mind that the reader needs to see the situation just as you have seen it.

NOTE: Reports should be done individually as opposed to collaboration. Any employee seeing or hearing something leading up to the incident must take the time to fill out a report.

3. CONCISE

- Avoid making reports or documents too cumbersome.
- Identify only the important components of information, if nothing of particular significance has occurred, only give a description. However, if the writer is required to write a report summarizing an accident or altercation, the length of detail will be reflected in whatever is required to fulfill numbers 1 and 2 listed above.

Follow-up:

Communication with parents/guardians regarding incidents, shall take place as deemed necessary/appropriate by the Supervisor. Parents/guardians shall be informed of any incident in which an incident report was written, whereby a participant's physical or emotional wellbeing was affected. For all other follow-up related to an incident, which is within the organization's control, shall be completed within three business days.

Incident reports will be reviewed on a regular basis to identify trends and support improvement.

Refer to: For Incident Report Form

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4110 - Serious Occurrence Policy

POLICY

The health and safety of individuals and the premises of this facility are to be considered at all times; therefore, in the case of any and all serious occurrences the following procedure must be followed.

1. Report all serious occurrences within 24 hours.

Serious Occurrence Response – Immediate Actions

The supervisor in consultation with the Executive Director or designate, is responsible for determining whether an incident in a preliminary inquiry is deemed to be a Serious Occurrence as defined by these procedures and whether, therefore, it should be reported to the Ministry and the Board. The Executive Director will be made aware of all Serious Occurrences in a timely fashion.

Listed below are the actions to be taken if a serious occurrence has occurred, or is suspected,

1. The child shall be provided with immediate medical attention when warranted call 911.(police, fire and ambulance)
2. Immediately following the incident the parent/guardian/advocate, and where applicable, the person or agency that placed the child will be notified
3. Notification to appropriate agencies (Police, fire, CAS, ambulance)
4. Appropriate steps shall be taken to address any continuing risks to the child's health or safety. (Note: the need for the same or similar steps to address the health and safety of other children should also be considered, as appropriate.)The employee or any other person witnessing or having knowledge of the occurrence shall report the matter to the supervisor or person designated by the organization to conduct serious occurrence inquiries.
5. The supervisor or designated person shall immediately begin a serious occurrence inquiry, in accordance with the following steps. The purpose of the inquiry is to gather information regarding the actual or alleged occurrence(s).
6. All persons having knowledge of the occurrence should be asked to remain on the premises until the supervisor or designated person has interviewed them, or indicated that there is no

need for their involvement at that point.

7. The inquiry information gathered by the supervisor or the designated person will form the basis of the later *Serious Occurrence Report* , and therefore should include as many of the following details as possible at this time:
 - Description of the occurrence
 - Child's allegation (if applicable)
 - Date, time, place where it occurred
 - Time occurrence reported
 - Reason for the occurrence (if known)
 - People involved
 - Action taken
 - Current status • Parties notified:
 - Coroner in all cases of death
 - Police/CAS, as applicable • Parents/others, as appropriate
 - Further action recommended:
 - Specific to immediate situation; and/or
 - Related to potential underlying factors (e.g. review of particular internal policy/procedure, review of program/treatment plan for child, employee training need, modification to physical plant, etc.)
8. If on the basis of the inquiry, there is reason to suspect that a child has been abused (and/or in need of protection, in the case of a child), the supervisor or designated person shall ensure immediate contact with:
 - The Children's Aid Society, and police as appropriate, in the case of a child (Note: it is the person who has reasonable grounds to suspect that a child is or may be in need of protection, who is legally obligated to make a report to the CAS)
9. An Incident Report must be completed by the employee involved.
10. Information on the incident must be logged in the communication book.

PROCEDURE

In case when a client must be transported to the nearest emergency facility the Supervisor is to call 911.

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4111 - Building Lock Up Policy

RATIONALE

To ensure the facility is locked and secure by employees in a safe, efficient manner.

POLICY

The facility BGC Dawson operates programs from will be locked in a safe, efficient manner that follows the facilities lock up procedure.

PROCEDURE

This sequence should be followed step by step every operating day by the last person to leave the building. The process is aimed at ensuring not only that the building is locked, but also to ensure that everyone has left. In addition, it is also a time to spot potential problems (i.e. broken equipment, safety hazards, and messes needing to be cleaned). Carry a notepad to record anything which should be reported to your supervisor. Leave a detailed note explaining the problem for the reception personnel so that the problem can be rectified. If immediate action is required, telephone someone on the call list.

Starting the Building Lock Up Procedure.

Any employee required to set the alarm will be trained on the Alarm system when they are hired. The last two employees to leave at night must set the security alarm. Setting the Alarm

- Close and lock the doors
- Close and Lock all interior and exterior doors
- Close all exterior windows (administration area, classroom, board room)
- Ensure that all appliance are Turned off in the kitchen, and any related program rooms and board room. Ensure coffee makers are turned off , all lights, and appliances are off.

- Ensure bathroom door and all Offices are locked

Arming and Disarming the Security System with New Card Access Fobs

There is one keypad located at the entry door to BGC Dawson for arming and disarming this area.

On-Call Alarm Procedure

An employee is on-call when approved by the Executive Director or designate, to be available outside of regular hours to work as required and may need to physically attend a BGC Dawson location if a matter cannot be dealt with remotely.

There is no expectation that an employee must remain at their home while on-call. If an on-call employee is away on holidays, they should redirect the call to another team member on the list.

While on-call, an employee may be required to respond to a situation either remotely or by attending the workplace, depending on the nature of the situation.

On-call would be defined as non-work time, during which designated team members are available to handle job-related activities and emergencies out of hours.

All on-call employees are to review and be aware of the Continuity of Operations Plan, have the relevant skills (and access permissions where appropriate) to provide the support required.

The on-call team are required to complete an incident form after they have responded to a call. Incident reports are to be sent to the Executive Director or designate.

The Management team will monitor the frequency and length of on call related issue to support.

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4113 - Containment Policy

RATIONALE

Human rights and personal dignity must be afforded to everyone; therefore, violent or aggressive actions that jeopardize safety cannot be tolerated.

POLICY

The use of restraining measures by employees shall be within the framework of the Criminal Code of Canada.

PROCEDURE

Containment is a method by which an employee, with proper training, temporarily assumes control over, and responsibility for, the member's safety and behaviour.

Containment is a method of last resort and should be used only to ensure safety and risk of injury to a person being restrained or to others.

1. Use of Physical Restraint

- a) The application of restraining measures shall be used only when an employee has reasonable grounds to believe that the action shall prevent injury to person being restrained or others
- b) Restraint methods shall not be used as punishment.
- c) Physical restraints shall only be used to prevent the member from harming her/himself or others.
- d) The least obtrusive method shall be used
- e) The use of restraints shall be reported to the Supervisor as soon as possible and accompanied by a written Incident Report.

2. Use of Limiting Measures

The decision to use holding is based on the lead person who takes charge that this is a technique specifically useful for that member. It is not a technique to be used readily by a trained employee but when necessary the following steps shall be followed:

- a) Employee to hold arms without inflicting pain.
- b) Maintain holding until the member is able to remain with the employee in a relaxed and

calm manner or without physical restriction.

- c) Have additional employees actively monitoring the containment.
- d) Dialogue during holding is generally to calm the member with the objective being for him/her to regain control.

- e) Parents/ guardians must be informed immediately.
- f) Debrief with staff involved within 48 hours.

3. Standards

The employee involved in the use of physical restraints shall:

- a) Deliver a message of caring and support to the member and ensure that the member hears these messages.
- b) Ensure the member understands the relationship between his behaviour and the restrictive techniques being used.
- c) Ensure that behaviour alternatives are presented to the member.
- d) Seek support from another employee and/or supervisor as needed.

4. Striking a Member

Striking a member is prohibited. Any incident of an employee striking a member must be reported, reviewed by the Executive Director and disciplinary measures enforced.

5. Reporting and Debriefing

- a) The use of contaminants shall be reported to the Program Director, and/or the Executive Director as soon as possible who shall ensure that policy was followed.
- b) The use of contaminants shall be recorded and follow the appropriate Serious Occurrence Reporting procedure and shall include the type of restraint used, the time the restraint was applied, and the time the restraint was removed.
- c) A discussion shall be held with the individual involved in order to prevent a recurrence of a similar incident.

6. Training

All supervisory employees shall be trained in the use of the appropriate and approved restraint methods by an agency recognized by provincial/regional government.

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4115 - Anaphylaxis Policy

POLICY

BGC Dawson programs will adhere to a strategy which will reduce the risk of exposure to anaphylactic causative agents. Programs will develop a communication plan for the provision of information on life-threatening allergies to support the needs of a participant with severe allergies.

PURPOSE

To ensure the health and wellness for participants with severe allergies.

PROCEDURE

1. When registering a participant into any program, the parents/legal guardians/caregivers will advise the organization of their child's allergy/allergies. An allergy prevention checklist will be completed, and will include:
 - a) Detailed food list related to the allergy. Discussion will occur during registration regarding the parent's responsibility related to providing appropriate food for their child if the programs are unable to meet their complex dietary requirements.
 - b) Detailed list of material, medication, fabrics, latex that commonly produce allergic reactions
 - c) Clear definition of the allergy – is it life threatening or just creates body irritation?
 - d) List of signs and symptoms of possible reactions to exposure to an allergic causative agent

The checklist will be kept in the child's file and with the emergency information in the attendance binder.

2. An individual **Anaphylaxis Canada Emergency Plan** for each child with a severe allergy will be completed. The plan will include a photograph of the child, and copies will be kept in the child's file, the attendance binder, the program space/classroom with the child, and the kitchen (if appropriate for the allergic agent).

The plan includes:

- a) Identification of the allergen(s)
- b) The symptoms of that person's allergic response
- c) The location, dosage and expiry date of the auto-injector (EpiPen)
- d) Actions to be taken in case of a severe/anaphylactic reaction
- e) Emergency contact information
- f) Signature of Parent/Legal Guardian/Care Giver

One of the following requirements must be met in consultation with a physician:

- a) The auto-injector (EpiPen) will have a prescription label on it from the pharmacy; or
- b) The Emergency/medical plan will have a signature from a physician – this is a prescription.

3. Employees will receive training from the parent/legal guardian/caregiver of the child at risk of having an anaphylactic reaction.

This training will include:

- a) How to recognize the signs and symptoms of an anaphylactic reaction in their child
- b) Procedure to follow if their child has an allergic/anaphylactic reaction
- c) The administration of the medication
- d) The training specific to each child will be signed and dated by employees at completion

4. The individual plan for the child with anaphylaxis and the emergency procedures in respect of the child shall be reviewed as follows:

- a) Prior to the expiry date of the medication provided for the emergency response
- b) By all employees before they begin their employment and at least annually afterwards
- c) By volunteers and students who will be providing care/acting as leaders in the program attended by the child at risk of anaphylaxis

5. Parents will be requested to inform the organizations in writing of any changes to their child's medical condition. The Emergency Plan will be updated as necessary.

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4116 - Administration of Medication Policy

RATIONALE

To ensure the health and well-being of participants.

POLICY

BGC Dawson prefers that all medication be administered at home before arrival. However, in cases when this is not possible, the Supervisor or designate is responsible for the administration of any and all medications as well as ensuring that all the necessary forms and releases are dated and signed by the parent/legal guardian as required.

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4117 - Emergency Preparedness Policy

POLICY

The purpose of this policy is to provide clear direction for all employees and licensees to follow to deal with emergency situations. The procedures set out steps for employees to follow to support the safety and well-being of everyone involved.

Clear policies and procedures will support all individuals to manage response and

responsibilities during an emergency, resulting in the safest outcomes possible.

DEFINITIONS

All Clear

A notification from an authority that a threat and/or disaster no longer poses a danger and it is deemed safe to return to the premises and/or resume normal operations.

Authority

A person responsible for providing direction during an emergency situation (i.e. emergency services or supervisor).

Emergency

An urgent or pressing situation where immediate action is required to ensure the safety of children, youth, seniors, and adults in attendance.

Emergency Services Personnel

Persons responsible for ensuring public safety and mitigating activities in an emergency (i.e. law enforcement, fire department, rescue services).

Evacuation Site

The designated off-site location where shelter is obtained during an emergency. The evacuation site is used when it is deemed unsafe to be at or return to BGC Dawson..

Meeting Place

The designated safe place that is near BGC Dawson, where everyone is to initially gather before proceeding to the evacuation site or returning to the centre if evacuation is not necessary.

Employee

Individual employed by BGC Dawson, (Dawson Community Centre)

Unsafe to Return

A notification from an authority that a threat and/or disaster continues to pose a danger and it is unsafe to return to the premises.

PROCEDURE

Employees will follow the emergency response procedures outline in this document by following these three phases:

1. Immediate Emergency Response;
2. Next steps during an emergency; and
3. Recovery

Employees will ensure that children, seniors, youth are kept safe, are accounted for and are supervised at all times during an emergency situation.

For situations that require evacuation of the BGC Dawson, the meeting place to gather immediately is located at:

- **Happy Face Day Care Centre, next door.**

DISASTER REQUIRING EVACUATION:

If it is deemed “unsafe to return” to the designated site staff will direct all participants to the identified alternate meeting place.

LOCKDOWN

If it is deemed “unsafe to return” to the designated site staff will direct all participants to the identified alternate meeting place.

-

For any emergency situations involving a member with an individualized plan in place, the procedures in the child’s individualized plan will be followed.

If any emergency situations happen that are not described in this document, the supervisor will provide direction to employees for the immediate response and next steps. Employees will follow the direction given.

If any emergency situations result in a serious occurrence, the serious occurrence policy and procedures will be followed.

All emergency situations will be documented in detail by employees in the daily written record. Phase 1 of Policy: Immediate Emergency Response

LOCKDOWN: Employees

Any employee directly supervising (or assisting in the supervision of) children, youth, seniors will be responsible for those members during a lock-down. Any employee not directly supervising members should not attempt to change locations within the facility but should remain where they are and lock-down the room in which they are located.

Children/Youth/Seniors/Members

Should be familiar with the procedure; follow directions during drills and during a crisis event.

Police

Police will assist with drills. In the event of a crisis situation, once the police arrive it is their role to assume command of the situation.

Parents /Caregivers

Parents, and caregivers will be aware of this procedure and the importance of reviewing with their children, and family, the need to follow directions during a drill or crisis situation

Types of Lock-Down

1. “Hold and Secure” - the threat is outside the building.

Keep everyone inside the building. All exterior doors to the building are to be locked. Employees, children/youth and tenants can continue to move freely throughout the interior of the building. No one (except the police) should enter or exit the facility during a hold and secure lock-down. The employee who witnesses the threat outside the facility (on BGCD property or in immediate vicinity), is to get support immediately (supervisors, office employees, etc.) to get the following steps done in this order:

- Inform all employees of the threat as quickly as possible

- Get all members/participant and employees inside the building, making sure that all children/youth, seniors, members, and employees are accounted for
- Lock exterior doors, close all window coverings and windows
- Advise all employees and user groups that they are to remain in the building until further notice

2. **Full lock-down – threat is inside the building**

Employees must immediately:

- Inform all employees of the threat as quickly as possible
- Take attendance to confirm all the children/youth and employees are accounted for.
- Lock exterior doors, close all window coverings and windows
- Stay out of sight lines. Hide behind/under furniture as best as you can and turn off the lights

Inside the building

Employees will make sure children and youth are out of harm's way. Employees who are supervising members/participants are to stay with them in the area they are located when the lockdown is initiated OR bring them to the closest secure area. In terms of this procedure, not secure areas would be the Gym, the Hub and the hallways. Employees are to remain with the children/youth/ seniors, participants and **lock the doors to the room/area.**

Outside the building

If you are outside when a lock-down has been initiated

- Do NOT come back into the building
- Move as far away from the Dawson Centre as possible and head to the evacuation sites for lockdowns:
- Take attendance
- Remain at your evacuation site until you are notified otherwise by the police or a member of the management team

BOMB THREAT

DISASTER REQUIRING EVACUATION:

The employee who becomes aware of the disaster must inform all other employees of the incident and that the centre must be evacuated as quickly and safely as possible. If the disaster is a fire, the fire alarm pull station must be used and employees must follow the centre's **fire safety plan.**

Employee must immediately:

- Remain calm and gather children/youth/ seniors, participants, attendance binder with contact information, and any emergency medication.
- If possible, employees should take a first aid kit and non-emergency medication.
- Escort the children/youth to the evacuation site.
- Take attendance to confirm all participants and employees are accounted for.
- Keep children/youth/ seniors, participants, calm and await further instructions.

Designated employees will help any individuals with medical and/or special needs who need

assistance to go to the meeting place . If possible, assigned employees will do a sweep to determine that the building has been fully evacuated.

DISASTER – EXTERNAL ENVIRONMENTAL THREAT: (i.e. gas leak)

The employee who becomes aware of the external environmental threat must inform all other employees of the threat as quickly and safely as possible and according to directions from emergency services personnel advise whether to remain on site or evacuate.

If remaining in the building:

Employees, children, youth, seniors, and participants who are outdoors must return to their program area immediately.

Employee must:

- Remain calm and take attendance to confirm that all children, youth, seniors and employees are accounted for.
- Close all room windows and all doors that lead outside.
- Seal off external air entryways located in the program rooms.
- Continue with normal operations and await further instructions.

The supervisor of each program must:

- Seal off external air entryways and place a note on all external doors with instructions that no one may enter or exit the building until further notice
- Notify maintenance to turn off all air handling equipment (i.e. heating and ventilation)

If directed to evacuate:

Follow the procedures outlined in **Disaster Requiring Evacuation.**

NATURAL DISASTER/TORNADO WARNING:

The employee who becomes aware of the tornado or warning must inform a Supervisor or Manager who will proceed with announcements/communication about the tornado or warning.

Employees who are outdoors must ensure that everyone return to their program rooms immediately.

Employees must immediately:

- Remain calm and gather all the children/youth
- Go to the safest area without windows
- Take attendance to confirm all the children/youth and employees are accounted for.
- Wait for further instructions

NATURAL DISASTER/EARTHQUAKE:

Employees who are inside the building must:

- Instruct children/youth, seniors to find shelter under a table and away from unstable structures
- Ensure that everyone is away from windows and outer walls
- Help individuals who require assistance to find shelter and for individuals in wheelchairs; lock the wheels and instruct the individual to duck as low as possible and protect their head and neck
- Assess the safety of everyone and wait for the shaking to stop

Once the shaking stops:

- Gather all participants with the attendance binders and emergency information and

emergency medication

- Exit the building through the nearest safe exit
- If possible, employees should take a first aid kit and non-emergency medication
- Employees should gather at the meeting place and await further instructions.
- Designated employees will help any individuals with medical and/or special needs who need assistance to go to the meeting place. If possible, the supervisor will do a sweep to determine that the building is fully evacuated.
- Employees who are outside the building must:
Immediately ensure that everyone stays away from buildings, power lines, trees and other tall structures that may collapse and wait for the shaking to stop.

The supervisor must:

- Conduct a walkthrough of the building to ensure all individuals have evacuated where possible.

Missing Participant

- Notify Supervisor and/or designate immediately about missing child, youth or Senior
- In collaboration with all program areas, a search will be organized of the building
- Phone home to inform participants' parents/guardian/caregiver
- Supervisor or Designate will notify police, give description including clothing and location last seen / possible route.

If it is known that a child has ran away from the centre, the supervisor or designate will contact the parents and call Police immediately.

Phase 2 of Policy: Next Steps During the Emergency

Where emergency services personnel are not already aware of the situation, the front office must notify emergency services personnel (911) of the emergency as soon as possible.

Where the Dawson Centre building has been evacuated, emergency services must be notified of individuals remaining inside the building, where applicable.

If the Program Director is not already on site, they must be contacted and informed of the emergency situation and the current status once it is possible and safe to do so.

Throughout the emergency, employees will:

- Keep calm and help to keep children/youth/seniors calm
- Take attendance to confirm all the children/youth/seniors and employees are accounted for.
- Maintain constant supervision and checks on children/youth and engage children/youth in activities if possible

In a situation where injuries have been sustained, employees with First Aid training will assist with administering first aid. Employees must inform emergency personnel of severe injuries requiring immediate attention and assistance.

PROCEDURES TO FOLLOW WHEN “ALL CLEAR” IS GIVEN:

- The individual who receives the “all clear” from an authority must inform all employees that the “all clear” has been given and that it is safe to return to the building
- Employees who have assisted individuals with medical/special needs with exiting the building will assist and accompany these individuals with returning to the building
- Employees must take attendance to ensure everyone is accounted for and escort the children back to their program rooms.
- Supervisor will communicate with Executive Director who will determine if operations will resume and communicate this decision to employees.

COMMUNICATION TO PARENTS/GUARDIANS WHEN GIVEN AN “ALL CLEAR”:

- As soon as possible, the supervisor must notify parents/guardians of the emergency situation and that the “all clear” has been given
- Where disasters have occurred that did not require evacuation of the building, the supervisor must provide a notice of the incident to parents/guardians by posting on program doors/entrances.
- If normal operations do not resume the same day that an emergency situation has taken place, the supervisor must provide parents/guardians with information as to when and how normal operations will resume as soon as this is determined.

PROCEDURES TO FOLLOW WHEN “UNSAFE TO RETURN” IS GIVEN:

1. The individual who receives the “unsafe to return” notification from an authority must inform all employees of this direction and instruct them to proceed from the meeting place to the evacuation site, or the site determined by emergency personnel.
2. Employees must take attendance to confirm that all children/youth are accounted for and escort children/youth/seniors to the evacuation site.
3. Designated employees who have assisted individuals with medical/special needs with exiting the building will assist and accompany these individuals to the evacuation site.
4. The designated staff will post a note for parents/guardians on the entrance of their site with the information on the evacuation site and where it is and when it is safe to do so.
5. Upon arrival at the evacuation site, employees must:
 - Remain calm and take attendance of children, youth, seniors and employees.
 - Keep children/youth calm and engage them in activities if possible
 - Keep attendance of children/youth as they are picked up by their parents/guardians or authorized pick ups
 - Remain at the evacuation site until all children/youth have been picked up
 - Supervisor will make sure that all employees depart safely as well

COMMUNICATION WITH PARENTS/GUARDIANS WHEN AN “UNSAFE TO RETURN” IS GIVEN:

1. Upon arrival at the emergency evacuation site, the supervisor will notify parents/guardians of the emergency situation, evacuation and the location to pick up their children.
2. Where possible, the Administration staff will update the voicemail at the Centre with evacuation details and will follow up when the emergency situation has ended.

Phase 3 of Policy: Recovery
(After an Emergency Situation has ended)

Procedures for Resuming Normal Operations:

- Reopen the organization sites and its programs.
- Complete all necessary documentation as assigned.
 - The Executive Director will coordinate with the police regarding media releases and interviews
 - Evaluating the efficiency of the Violent Incident Emergency Response Plan/Emergency Management Plan and make changes if necessary
- Cooperating with emergency personnel to complete investigation
- The Executive Director will contact insurance company if necessary

Procedures for Providing Support to Children and Employees who Experience Distress:

- Bring in Crisis Counselors to provide counseling to children, youth and employees
- Employees provide support for children and youth

Procedures for Debriefing Employees, Children/Youth/Seniors and Parents/Guardians:

- Debriefing by emergency personnel to the employees present during the incident
 - In concert with the Executive Director, the supervisor will provide appropriate information to parents / guardians / employees / children / youth
- Maintaining consistent contact with parents/guardians proceeding incident

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4118 - Fire / Emergency Evacuation Plan

RATIONALE

To prepare employees for crisis situations so that they understand the steps required to ensure that emergencies are handled as quickly and effectively as possible, and to minimize risk to everyone.

POLICY

In all cases of emergency or crisis, appropriate procedures are in place and employees take appropriate actions:

In preparation for any emergency or crisis the following conditions are in place.

- i. Personnel must be aware of evacuation procedures and practice these on a monthly basis with program participants.
- ii. Evacuation procedures must be documented for program locations [both internal and external] and attached to the emergency evacuation plan.
- iii. Employees must be aware at all times of the location of the nearest telephone/ mobile device as well as the numbers for emergency services.
- iv. Employees must be aware of BGC Dawson Crisis Communication Plan.

In all emergencies, take steps to ensure the safety for everyone. For example, in the event of a fire, evacuate the facility. Senior staff will be contacted immediately to begin the steps in the crisis communication plan.

All external media communications are handled by the Executive Director or designate.

PROCEDURE

SECTION I - EMERGENCY EVACUATION PROCEDURE When

to Evacuate:

The emergency evacuation procedures should be implemented in any situation, where remaining in a building or outdoor area would present a risk to the health and safety of the occupants. Examples of when emergency evacuation procedures should be carried out would include:

- Fire in facility;
- Sudden structural instability (i.e. explosion, collapsing roof or wall);

- A gas leak or chemical hazard is detected that poses potential danger to occupants;
- An illegal act or threatening situation which endangers the health and safety of occupants; (except in the case of a lockdown), or
- Natural disaster (i.e. due to weather).

Evacuation Procedure:

1. If evacuation is necessary, sound alarm by pulling nearest pull station.
2. Leave the fire/danger area immediately. Employees should exhibit a controlled, assertive manner in evacuating all patrons from the building to the grass area on the east side (Lindsay Street) of the building. Keep children and other patrons in a group away from the street.
3. The Executive Director will be apprised of the situation immediately and take charge of the situation. The Executive Director should be contacted as soon as possible after any building evacuation.
4. All employees (leaders) who are responsible for a group of participants have one main responsibility, which is to ensure that they get the participants out of the building in an orderly fashion immediately. Employees should be familiar with the emergency exit and alternate exit from each room. These are to be posted on the wall of each program space.

Under NO circumstances shall any employee, except the Executive Director or designate, make information concerning the emergency or evacuation (including their own family/friends and or parents/family of participants).

Emergency phone numbers and emergency medical service call-in procedures will be posted at telephones, in first aid kits, and at the front desk reception.

5. Page Communication - The employee responsible for facility intercom will announce, "Attention" (repeated at least once) then pause 5 seconds before stating "We have a full building evacuation. Please leave by the nearest exit", say this announcement a total of two times.

The highest ranking employee will be responsible for ensuring all occupants have exited the building. They will appoint an assistant(s) to help them conduct a facility sweep to search for remaining occupants provided this doesn't endanger their own personal safety. Employees conducting the sweep will close doors and shut off electrical switches. Under no circumstances should employees put themselves at risk while conducting the sweep. Getting out safely is the primary goal for everyone.

6. The Supervisory personnel will be responsible for:
 - Communication as appropriate.
 - Call 911 and conduct the Emergency Services Call In (See attached)
 - Ensure all staff have keys, attendance any and all kits and accessories for an emergency.

IF YOU ARE IN A ROOM AND THE FIRE ALARM IS HEARD

Feel the door and doorknob

for heat before opening the door. If it is not hot, brace yourself against the door, and open slightly. If you feel air pressure or a hot draft, close the door quickly.

If you find no fire or smoke in the corridor, close the door behind you and leave by the nearest exit/stairwell.

If you encounter smoke in a corridor, consider taking the corridor to the other side of the building where another corridor may be clear, or return to your room.

If you cannot leave your area, or have returned to it because of fire or heavy smoke, remain in your office/room and:

- Close the door.
- Unlock the door for possible entry by firefighters.
- Dial 911 and tell the Fire Department. You are then to signal fire fighters.
- Seal all cracks where smoke can get in by using wet towels or sheets to seal vents. A roll of wide strong masking tape is useful.
- Crouch low to the floor if smoke enters the room.
- Move to the most protected room and partially open the window for air. Close the window if smoke comes in.
- Wait to be rescued. Remain calm. Do not panic or jump.
- Listen for instructions or information which may be given by authorized personnel or over a loudspeaker.

7. In the event the senior person determines that the building cannot be re-entered, all employees, volunteers and program participants will be evacuated to the designated evacuation site.

SECTION III - FIRE PREVENTION AND SAFETY

Fire Extinguishers

Types of fire extinguishers to use are:

- Class "A" Dry Chemical Multi-Purpose - ordinary combustible material such as wood, paper, etc.
- Class "B" Dry Chemical Carbon Dioxide Foam - flammable liquids such as oils, solvents, greases.
- Class "C" Dry Chemical Multi-Purpose - electrical equipment such as motors, generators, panels

Location of Fire Extinguishers

All employees must be familiar with the location and operation of fire extinguishers. They are identified by a sign and must be readily accessible at all times. Extinguisher areas must be kept clear of stock and equipment at all times.

Emergency Lighting:

Emergency lighting is located above all exit doors and throughout the organization. Emergency lighting is activated whenever there is a break in the power and will operate for approximately one-half hour. Batteries will automatically recharge when the power supply is restored. The maintenance supervisor will check exit lights daily to ensure they operate and that they have not

been damaged. The Health and Safety Rep will check the emergency lighting system, batteries, units and lamps monthly to ensure they are operational. The check is also logged in the emergency book located at the Front Desk.

The logbook will be reviewed monthly by the Executive Director or designate.

SECTION IV - FIRE DRILL PURPOSE

The purpose of a Fire Drill is to ensure that all occupants, employees and volunteers are totally familiar with the Emergency Evacuation Procedures, resulting in an orderly evacuation with efficient use of exit facilities, and reducing the risk of personal injury in the event of a real fire or other emergency situation.

Employee Responsibilities

A Senior Staff person will implement a fire drill monthly. All persons must evacuate the building. The drills will be done at various times to enable all employees, volunteers and members to be involved. Designated Supervisors will develop a quarterly schedule for fire drills. Designated Supervisors will record each fire drill including the following information:

- Date and time of fire drill
- Length of required time to complete evacuation
- Notification to monitoring station prior to the drill including the time and date of call
- Number of people evacuated
- Names of individuals refusing to leave premises
- Comments and concerns
- Designated Supervisor's signature

FIRE DRILLS AND EVACUATION

POLICY

The Municipal Fire Code requires that employers conduct fire drills for the building. Drills will be conducted once per month and will require the evacuation of all building occupants during such drills.

PURPOSE

Fire drills are necessary to ensure safety and that:

- building occupants are familiar with evacuation procedures and routes;
- provincial legislation and Ministry of Education
- fire drill procedures are current and understood by occupants and officials; and
- fire warning equipment is working properly.

SCOPE

The policy applies to the BGCD location. Offsite programs will utilize the fire drill plan developed by the building owner, i.e. school board.

DEFINITIONS

Supervisor Designate (SD) Full

Time Staff

PROCEDURES

Fire drills are scheduled and assigned to the Supervisor Designate and a follow up report is to be completed and for site.

In the event that the fire alarm is activated, and it is discovered that it is a false alarm - the evacuation procedures must still be followed, in all cases, and counted as a fire drill.

Fire drill schedules will be circulated in advance so that staff can be made aware of the approximate week of the drill, thereby eliminating unnecessary concern or panic during building evacuation. Fire drills are critical for ensuring the safety of everyone that enters our organization. Practicing fire drills helps ensure individuals have the knowledge to safely escape a fire without injury to themselves or others.

Management is responsible to oversee and ensure compliance of the fire plan. A copy of the organizations fire plan shall be readily available and/or posted in all program/storage areas. Plans will be reviewed regularly, or when changes are required. A copy of the plan shall be given to the fire department to support continuous improvement and approval.

A current copy of the organization fire plan is also kept on the Health and Safety Board and all program rooms.

At no time should anything be blocking exit doors and exit routes. Staff should remain vigilant and responsible for removing items or request support.

Whenever the alarm sounds, the entire building will evacuate by designated routes to a predetermined assembly area. During an evacuation, entry to the facility will not be permitted until an "all clear" has sounded.

The Supervisor Designate (SD) will take charge of the evacuation plan.

The SD and all program/ Management staff will meet on the adjacent playground outside where attendance

The building will be divided into 8 (eight) quadrants:

- 1 Main program rooms
2. Gym
3. Kitchen and storage Areas
4. Offices
5. washrooms
6. Basement
7. All corridors and entranceways
8. Second floor

In an emergency everyone (staff, children, seniors, parents and visitors) will leave their area immediately by the emergency routes posted.

After everyone has evacuated and arrived at the designated meeting space, they will remain there until the SD verbally declares the " ALL CLEAR" for safe return to the building.

Supervisors are responsible to ensure their staff are fully aware of the evacuation procedures and Fire Plan, any changes and adhere to the plan.

DAY OF DRILL

- i. SD will:
 - Call the alarm monitoring station, they must be notified of the drill
 - ii. Notify the office of the pending drill, it will be the responsibility of the program in the building to turn off lights and shut doors as they exit.
(This is only carried out if it is safe to do so and the employee is not putting themselves in danger.)
 - iii. The staff person will go to the pull station to be used,
All program staff will wait for the alarm to go and then start the evacuation and evacuate.
 - v. The SD uses the screwdriver to reset the pull station (use the screwdriver to hold down the small spring so you can close the door) after checking that the back hallway doors auto closed and the fire panel provided indication as to the pull station locations.
 - vi. The SD resets the fire panel to normal operations
 - vii. During the Fire Drill – the SD coordinating the drill will monitor the evacuation process and note any of the following:
 - Are individuals closing the doors upon exiting rooms?
 - Are individuals remaining calm and proceeding towards the nearest exit?
 - Are individuals assembling at the designated meeting location?
 - Are the program staff ensuring the safe evacuation of all individuals?
 - Are all individuals being accounted for?
 - Locations where evacuation signage needs to be updated.
 - Are exits guarded to prevent re-entry into the building?
 - viii. The SD running the drill records the time taken to evacuate, date/time of drill.
 - ix. Make sure everyone is accounted for and remains outside until given an all clear to reenter the building.
 - x. Communicate to Fire non- emergency and alarm monitoring that the drill has been successfully completed
 - xi. SD to complete reports and ensure any and all follow up is communicated and completed.

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4119 – Lock Down Policy

POLICY

Lock-down procedures are in place to protect the physical and emotional well-being of participants in cases when necessary.

PURPOSE

Although highly unlikely, the possibility of a major violent incident at the BGC Dawson is a reality. Having a procedure in place will impact how the staff and members will react.

Staff: Any staff directly supervising (or assisting in the supervision of) participants will be responsible for those participants during a lock-down. Any staff not directly supervising participants should not attempt to change locations within the facility but should remain where they are.

Children/Youth/Senior/Members: Should be familiar with the procedure, follow directions during drills and during a crisis event.

Police: will assist with drills. In the event of a crisis situation, once the police arrive it is their role to assume command of the situation.

Parents: will be aware of this procedure and the importance of reviewing with their children the need to follow directions during a drill or crisis situation

Training: The procedure will be a part of the intake training package.

Drills: Drills shall come under the direction of BGC Dawson Staff, BGC Dawson will run at least three drills per calendar year – at least two during the school year and at least one during summer camp.

A record of the drills will be kept by the Administration staff. The date, time and areas of strength and improvement will be recorded. Feedback will be communicated to management.

Review:

As the facility and programs continue to grow and expand, this procedure and policy will be under annual review by the BGC Dawson’s Board of Directors. **Types of Lock-Down**

1. **“Hold and Secure”**: the threat is outside the building.
Keep everyone inside the building. All exterior doors to the building are to be locked. All staff, participants should exit rooms with exterior windows. These rooms should not be accessed until the hold and secure lock-down is over. No one (except the police) should enter or exit the facility during a hold and secure lock-down. The staff person who witnesses the threat outside the facility (on BGCD property or in the immediate vicinity), is to get support immediately (supervisors, office staff, etc.). The following steps shall be completed in this order (or at the same time if there are enough staff to do so safely): a) **Call 911.**

b) **Get all children/youth/Seniors and employees inside the building, making sure that all participants and employees are accounted for.**

c) **The hold and secure lock down shall be announced in person or by cell phone by one of the following:**

- a member of the Management Team
- the most senior person on site
- the office staff

The announcement is **“HOLD AND SECURE. HOLD AND SECURE. INITIATE HOLD AND SECURE. HOLD AND SECURE. HOLD AND SECURE. INITIATE HOLD AND SECURE.”**

d) **Lock exterior doors, close all window coverings and windows.**

e) **Advise all staff and user groups that they are to remain in the building until further notice. The hold and secure lock-down is over when announced as above by a Director or Manager. This will be followed up by a check of each space/program throughout the facility to ensure staff and participants are aware the hold and secure is over.**

2. **Full lock-down**: armed individual posing a threat i.e. gun, knife, explosives, etc. has entered the building.

Violent Incident Occurs (armed individual posing a threat i.e. gun, knife, explosives, etc. has entered the building)

BGC STAFF (whichever staff perceives the threat)



Initiate lock-down. and say CLEARLY AND LOUDLY "LOCKDOWN, LOCK-DOWN, INITIATE LOCK-DOWN.

LOCK-DOWN, LOCK-DOWN,
INITIATE LOCK- DOWN"

CALL 911 IF IT IS SAFE TO DO SO. LET THEM KNOW WHAT THE THREAT IS AND SAY THE BUILDING IS IN LOCK-DOWN. POLICE SHOULD COME TO FRONT DOOR

(Ellis Ave.
STREET DOOR).

OFFICE STAFF/FRONT DESK STAFF

- 1) Lock front doors if it is safe to do so.**
Proceed to the room which has been established as the "Command Centre"
- 2) Announce Lock Down**
Through internal phone or cell phone system across all program areas.
- 3) The front desk (or whoever is in the server room) will call 911 whether or not they were the one who initiated the lock down.**

Violent Incident

For this procedure, a violent incident will be defined as an armed individual posing an immediate threat to life (i.e. has a gun, knife, explosives, etc.).

When a Violent Incident Occurs:

DO NOT CONFRONT THE INDIVIDUAL POSING A THREAT. If you are the one calling 911 AND if it is safe for you to gather details without putting yourself or others in harm's way, the following information may be helpful to police:

- location and number of suspects
- suspect is moving or stationary?
- identity of suspect
- description of suspect (clothing, physical build, etc.)
- description of weapons
- possible motive or threats made
- any known injuries and location of casualties

Violent Incident Emergency Response Plan

Upon hearing the “lock down” announcement, staff should immediately begin the lock-down procedure.

During lock-down procedures, staff and children/youth/members should ignore the fire alarm should it go off, unless smoke is visible.

Lock down is in effect until it is canceled by a member of the management team – the Executive Director OR the Program Director, or designated Manager. This is the announcement that will indicate that the Lock-Down is over “**This is (name), (title), the lockdown is over. The lock down is over.**” This announcement will be made via internal phone or cell phone system

Call 911

The call to 911 should be made by the person who initiated the lock-down if possible and also by the office staff, whether or not the office staff was the staff who initiated the lock-down.

When you call 911, provide the following information:

- your name, your location
- describe situation
- identify whether anyone is injured and the nature of the injuries
- stay on the line and continue to provide information as requested
- explain that best approach/entry point to the facility .
- begin to document times/events

Lock-down

Inside the building

Staff will endeavor to keep children and youth, seniors out of harm’s way. Staff who are supervising children and youth are to stay with them in the area they are located when the lock-down is initiated OR bring them to the closest secure area. In terms of this procedure, unsecure areas would be the Gym, the Hub and the hallways. Staff are to remain with the children/youth and **lock the doors to the room/area.**

Staff are to assess whether anyone is injured and to provide first aid if it safe to do so.

- **Staff/children/youth/ seniors are to move away from windows and doors. Everyone is to remain quiet. No one is to use phones, cell phones or walkie-talkies. These devices should be turned off in the building once the staff and participants are in a secure location. Cell phone use is permitted by staff ONLY to communicate vital information to the police or EMS.**
- **If there are window coverings, close them/pull them down if it safe to do and you can do so quickly.**
- **Stay out of sights lines. Hide behind/under furniture as best as you can.**
- **Turn off the lights**
- **Evidence suggests the best practice is to lock down i.e. staff should not attempt to evacuate the building but stay where they are OR move only to a nearby room that is more secure, and lock-down. However, each individual staff should always keep in mind that evacuation is always an option, based on the information they have at the**

time.

- **Disregard fire alarm unless you see smoke.**
- **Staff/children/youth/seniors are to remain in their secure location until advised otherwise by the police or a member of the management team.**

Outside the Building

Staff should always have a cell phone when they have children/youth in their care. When taking a group of children, or participants outside for a program, be sure to take a cell phone with you. If a lock-down is initiated and a group is outside, the charge person for each program will communicate by cell phone to the staff outside to let them know that a lock-down has been initiated.

If you are outside when a lock-down has been initiated OR if you evacuate the building:

- Do NOT come back into the building
- Move as far away from the Centre as possible and head to the evacuation sites for lock-downs.
- Take attendance
- Remain at your evacuation site until you are notified otherwise by the police or a member of the management team.

DESIGNATED COMMAND CENTRE

The Gym will be designated as the Command Centre for a lock-down situation. The Command Centre should have staff contact lists (for Directors, Managers and Coordinators), several copies of maps (layouts) of the facility/property and a copy of the lock-down procedures (this procedure and the office procedure) and at least one cell phone.

POLICE

Once police arrive on the scene, they have command on the situation.

CRIME SCENE

Staff and children/youth/seniors are not to tamper with or handle evidence. As much as possible, leave objects exactly as they were so as to protect the crime scene.

MEDIA

Police representatives handle media relations regarding the incident and police response. Only the Executive Director will comment to the media on behalf of the BGC Dawson, (Dawson Community Centre) with approval from the Police.

Post Violent Incident Follow-up

It will be important to follow-up after the incident as violent incidents can have a major impact on staff and children/youth.

Follow-up procedures may include the following:

- Referring staff to an Employee Assistance Program (EAP) if needed.
- Referring participants/parents to appropriate support services.

- Providing appropriate information to parents/guardians/staff/ children/youth/seniors and the community
- Debriefing by police to the staff present during the incident
- The Executive Director will coordinate with the police regarding media releases and interviews
- Evaluating the efficiency of the Violent Incident Emergency Response Plan and make changes as necessary
- Cooperating with police to complete investigation
- Maintaining contact with any injured victims and their families
- Complete all necessary documents.

Safety and Prevention

The following practices will be helpful in the event there is a Violent Incident Emergency response and even to possibly prevent the need to initiate a lock-down:

- Keep doors off the hallways that access the program areas locked at all times
- Keep your program room doors closed.
- If you are working sign-in, make sure you check the identification of anyone you do not know.
- If you have a group, make sure you are carrying a cell phone. ALWAYS bring a cell phone on you when you take a group outside.
- If you have BGC Dawson key, carry it on you at all times. In case of a lock-down, you will be ready to lock-your doors.
- **A threat rarely happens without signals/red flags occurring beforehand. Be vigilant in your work and take note of any behaviours/indications from anyone that there may be a threat to the staff/children/youth/seniors/participants of the BGC Dawson, (Dawson Community Centre.**

Lock-down Procedure For Front Office Staff and Administration/Management

If a threat is perceived to be in or entering the building, by any entrance of the building - the following procedure is to be adhered to:

- If it is safe to do so, the office doors are to be locked.

If there are staff/children/youth at sign-in in the lobby, the gym.

The office staff is to lock the door and call/announce via cell phone **“LOCK-DOWN, LOCKDOWN, INITIATE LOCK-DOWN. LOCK-DOWN, LOCK-DOWN, INITIATE LOCK-DOWN”**.

The office staff is to then call 911. They are to describe what the threat is in the building (gun, knife) and say that the building is in lock-down.

Once the office person has completed the call to 911, they are to call the Executive Director or a member of the management team to alert them that the building is in lock-down. This call must be made quietly.

Once in their “lock-down rooms”, the doors are to be locked, the lights are to be turned out and the curtains/blinds are to be closed. Everyone should stay away from windows and hide as best

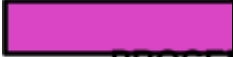
they can in their locked-down rooms. Everyone should stay quiet for the duration of the lockdown. Phones (cell phones or landlines) are not to be used for the duration of the lock-down and these devices should be turned off.

Any staff person can call a lock-down. That person should then call 911 immediately after, if it is safe for them to do so.

As a contingency, the front desk staff (or whoever is in the Server Room) will also call 911 (even if they did not initiate the lock-down), in case the person who did initiate the lock-down, was unable to make the phone call.

Office Staff Lock-Down Checklist

Task	Staff Responsible
If possible: lock office doors and grab sign in lists	All present Staff
Any children/parents/guests in the lobby are to go to the gym	All present staff
Call 911	All present staff
Call Executive Director,	Program Directors staff
Shut off/turn off cell phones	All present program staff

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4120 – Concussion Policy

POLICY

BGC Dawson is committed to the safety of its employee’s and participants regarding the occurrence of or the suspected occurrence of a concussion and the safe return to work and play. Awareness of the signs and symptoms of concussion and knowledge of how to properly manage a concussion is critical to recovery and helping to ensure the individual does not return to physical activities too soon, risking further complications. **Safety comes first.**

DEFINITION:

A concussion:

- is a brain injury that causes changes in how the brain functions, leading to symptoms that can be physical (e.g., headache, dizziness, vomiting), cognitive (e.g., difficulty concentrating or remembering), emotional/behavioural (e.g., depression, irritability) and/or related to sleep (e.g., drowsiness, difficulty falling asleep);
- may be caused either by a direct blow to the head, face or neck, or a blow to the body that transmits a force to the head that causes the brain to move rapidly within the skull;
- can occur even if there has been no loss of consciousness • cannot normally be seen on X-rays, standard CT scans or MRIs.

PURPOSE

If a concussion is not identified and properly managed, it can result in permanent brain damage and, in rare occasions, even death. To educate employees and enforce the safety rules of both the working and sporting environments. All employees must be aware of the signs and symptoms of concussions and the protocol regarding first aid to be given and the follow up with parents/guardians/caregivers. No employee or participants will be allowed to return to work/play until after having completed “The 6 Steps to Return to Play” and have been cleared by a doctor.

PROCEDURE

Upon the witnessing of or the reporting of an incident that may be or is related to a concussion the suspected injured party needs to cease all activity immediately.
 First aid needs to be provided immediately ranging anywhere from, sitting out, ice packs or the

calling of an ambulance.

A concussion checklist will be started .

Parents/legal guardians/caregivers need to be notified of the trauma immediately and Incident Reports will also need to be completed by the employee.

Return to Play Process

The return to play process is gradual and begins after a doctor has given the player clearance to return to activity. If any symptoms/signs return during this process, the player must be reevaluated by a physician. No return to play if any symptoms or signs persist. Remember, symptoms may return later that day or the next, and not necessarily when exercising!

Step 1: No activity, only complete mental and physical rest. Proceed to step 2 only when all symptoms are gone. This includes avoiding both mental and physical stress.

Step 2: Light aerobic exercise, such as walking or stationary cycling. Monitor for symptoms and signs. No resistance training or weightlifting.

Step 3: Sport specific activities and training (e.g. skating).

Step 4: Drills without body contact. May add light resistance training and progress to heavier weights.

The time needed to progress from non-contact to contact exercise will vary with the severity of the concussion and the player.

Only go to step 5 after medical clearance. (Reassessment and note)

Step 5: Begin drills with body contact.

Step 6: Game play. (The earliest a concussed athlete should return to play is one week).

Note: Players should proceed through return to play steps only when they do not experience symptoms or signs and the physician has given clearance. Each step should be a minimum of one day. If symptoms or signs return, the player should return to step 1, and be re-evaluated by a physician.

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4121 - Weather Conditions

POLICY:

A system is in place that describes the methods and frequency for extreme weather situations both for monitoring and taking action during weather situations and cancellation of programs and/or closure of a facility.

PURPOSE:

BGC Dawson is committed to maintain the health and safety of all children, youth, seniors, participants, and employees participating in programs. Regulations and procedures are in place for cancellation of programs, monitoring of weather conditions and forecasts for all areas where programs are held.

PROCEDURE:

Cancellation of program

Whenever it is determined that the health or safety of program / service participants and/or employees (paid and non-paid) would be placed at risk or that conditions or events prevent performance of safe operation/service delivery, the program supervisor shall make a decision regarding when and if to close/cancel a program/service to support the safety for everyone. The Executive Director and/or Senior Management team shall make a decision if the organization/s will be closed.

Department supervisors are responsible to have a plan (including communication) if the health or safety of program / service participants and/or employee's (paid and non-paid) is at risk or that conditions or events prevent performance of safe operations / service delivery. These plans are to be reviewed annually by senior employees in charge of the department(s) i.e. Managers of departments.

All staff shall be informed of the plans, ALL cancellations and/or closure of BGC Dawson programs/services. Coordination of closures of programs/services and facilities is required between department supervisors; this includes securing and locking up of the facility. The office and senior employees on site will be made aware of all cancellations/closures and reasons for this decision.

Announcements will be made as soon as possible following any decision to close a program/ service and phone calls made to clients and employees when required. Notification of closing

or cancellation will also be listed on the local radio station and other communication tools should be considered including the organizations web site and other social media. Supervisors are responsible for determining the appropriate method of communicating closures that affect only their programs/services

Employees who are not directly affected by the conditions warranting closure or who have been informed of the program closure are not paid to work during such times.

Monitoring Weather impacts

Department heads will monitor the weather conditions for the day(s) of the program they are responsible for implementing, Forecasts will be communicated to the program employees to ensure they are prepared for the day's weather conditions and if any modification in the program is warranted.

If extreme weather occurs the following actions will occur.

- In extreme heat (30°+ C including humidex) or extreme cold (-20° C including wind chill), programs will be modified, if possible, to ensure participants are participating in a safe manner.
- Extreme Cold: Extra and appropriate clothing for the cold weather, reduced time outside.
- Extreme Heat: Extra drinks (water), plan activities that are less active, or plan active games during cooler time of the day, stay in the shade, modify programs to be inside during the hottest time of the day.

Severe Storms such as Thunderstorms, Hurricanes, and Tornado Inside buildings:

- Stay away from all windows and doors. Move to an interior corridor away from windows. Stay away from the lobby, walkways, atriums and other large glassed in areas, and large open areas with a long roof span or skylights.
- If available take a cell phone, walkie talkie, first aid kit and flashlight
- Crouch down along the wall and protect your head with your hands from possible debris and remain in sheltered area until given the all clear by emergency personnel or full time employees.
- Once the all clear has been given - if you are in a location unaffected by the severe weather and it is safe to, you may continue on with your program.
- If the building was affected by the incident, attempt to safely exit the building. If unable to do so, seek help by calling 911. If no phone is available try to get the attention of outside personnel by making noise such as yelling.

Outside Buildings

When instructed or conditions warrant a bus will be called to bring all participants and employees back to the organization when attending off site field trip activities; once you are back at the organization follow the inside building procedure above. Out trips - employees should

always determine the emergency procedures to which location they are going.

This must be done before attending the location, if possible, so it can be gone over with the participants, if unable to do so beforehand - it must be done immediately upon arrival at your destination

If you are located off site/field trip and there is no shelter available, lie in a ditch or other earthen depression.

Do no attempt to outrun extreme weather.

Once the all clear has been given and if you in a location unaffected by the severe weather please continue with your program. If your program site was affected by the incident, attempt to get to a safe location. If unable to do so, seek help by calling 911. If no phone is available, try to get the attention of outside personnel by making noise such as yelling

During both the inside and outside procedures, at all times be sure you have done a head count of all participants in your care – before, during and after.

Once the threat of the severe weather has passed an assessment of the situation will occur and if necessary parents/guardians/caregivers will be called to pick up children. This policy and procedure will be communicated through orientation and training and will be reviewed at a minimum of once per year. Documentation of the review will be maintained by senior department employees.

Cancellation Procedure for Departments

If programs and services are canceled, the Executive Director will communicate as follows:
Managers > to all program staff

Mental Health – Support Services

Program employees shall make a decision regarding when and if to cancel a program/service to support the safety for everyone. This decision must be communicated to the department Manager as soon as possible. All reasonable efforts to contact the affected clients must also be made as soon as possible. Programs/services provided to clients within schools during regular school times may be canceled when school buses are canceled by a local school board (snow days). This is done at the discretion of the direct service worker and their assessment of travel conditions. Parents or guardians shall be made aware of this policy prior to the enrollment of their children's enrollment in the program.

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4122 - Pandemic Planning

POLICY

A pandemic planning policy is in effect and is considered as part of local emergency planning. In case of such an event (COVID)) considerations for everyone's health, wellness and safety is included in planning and decision-making.

PURPOSE

To protect the well-being of all employees, volunteers and participants and to ensure the continuation of business in the event of a pandemic by complying and working with local Public health and safety codes. BGC Dawson will take steps necessary to strengthen pandemic preparedness; minimize the risk of transmission in order to contain, reduce and minimize the impact of the pandemic.

PROCEDURE

During a serious infectious disease outbreak, such as a pandemic , COVID, flu, plan for employees being unable to report to work. Take unique measures to help slow the spread of the illness including working with Public Health on a plan.

Be sure all employees, volunteers and clientele are aware of how to protect themselves through proper sanitary practices. See Sanitary Practices Policy.

Communication will be critical to an effective response to the pandemic. Develop an accurate and effective communication plan. If needed utilize the organizations Crisis Communication Policy

Create a culture of infection control in the workplace that is reinforced during the annual influenza, or Covid season, to reduce infection transmission, and employee education.

Establish a contingency plan to maintain delivery of services during times of significant and sustained worker absenteeism.

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4123 - Sunscreen / Insect Repellent Policy

POLICY

The use of sunscreen and insect repellent by participants is monitored while at the program. All products are labeled and stored in a safe manner. Employees and participants are to be educated on sun safety and ways to reduce insect bites.

PURPOSE

To protect the well-being of participants by complying with local health and safety codes. Environment Canada recommends that due to the increase in ultraviolet rays, safe practices should be put into place to limit exposure to the sun. Children and seniors are prone to heat related injuries more quickly than adults.

PROCEDURE:

To limit exposure to the sun

- Sun exposure will be kept to a minimum, especially between 10 a.m. and 2 p.m. Limit participants to shade areas in the peak sun times. Plan play times with daily UV levels in mind.
- Request parents provide sunscreen that has a 30 SPF (sun protection factor) or higher. Check that the expiry date has not been exceeded.
- **All programs** - Label sunscreen with the child's name, and have parent's initial permission for employees to apply sunscreen on the member Understandings form. Do not keep sunscreen in the child's bag.
- Encourage and remind participants to apply their own sunscreen. For younger children apply when needed. Sunscreen should be applied 30 minutes prior to going outside, reapply as needed. Encourage parents to apply sunscreen before the child arrives.
- Be aware of participants who are on medication which may increase sensitivity to the sun and children who may be more sun sensitive.
- Have drinking water available if needed and be aware of the dangers and signs of sun/ heat stroke.
- Promote wearing protective clothing such as wide brimmed hats to reduce the risk of heat related illnesses.

To reduce insect bites

- Avoid areas that attract flying insects, such as garbage cans, stagnant pools of water, and flowerbeds or orchards.
- Promote wearing appropriate clothing, and not using scented products that may attract insects.

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4124 - No Name Tag Policy

POLICY

Children should not wear name tags that disclose their name in public places. Other means of common identification should be used.

PURPOSE

To ensure the security of participants while outside the Centre.

PROCEDURE

.NO NAME TAGS are permitted in public locations.

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4125 – Program Employees using Electronics Policy

POLICY

Employees are restricted from using electronic devices including ear buds, cell phones while implementing programs with participants unless it is a BGC Dawson device related to supporting the program and approved by the supervisor.

PURPOSE

To ensure all employees/volunteers are aware of expected behavior.

PROCEDURE

All program employees are to ensure that all personal electronic devices are put away during programs. If an employee needs to be able to be reached on cell phones due to emergency situations, they must first have clearance from the supervisor to accept and receive calls.

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4126 - Forgotten / Replacement Lunches or Snack

POLICY

A system is in place to arrange for the feeding of a participant when they forget their lunch or snacks. This also applies to the replacement of a participant's lunch or snack in the event that it contains nut products.

PURPOSE

To ensure that all participants have access to healthy snacks and lunches during programs.

PROCEDURE

If a participant forgets their lunch a call home to the parents/legal guardians/caregivers will occur to see if a lunch can be brought to the program location. If a lunch cannot be delivered employees will communicate with the supervisor who can arrange for alternate food. Before food is supplied to the individual a check of any allergies and food issues will be done.

Sharing of food between participants is discouraged.

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4127 – Bomb Threat Policy

REFERENCE:

RATIONALE

To ensure that there is a formalized procedure in place to guide decision-making in the event of a bomb threat.

POLICY

The employees shall be familiar with and abide by the processes indicated in the bomb threat procedure, in the event of a threat of explosives in the facility or on the property.

PROCEDURE

Each bomb threat should be treated as if it is real. **Evacuation should always be considered** but it is suggested that evacuation should not take place until something of a suspicious nature is found. Hasty decisions to evacuate or to initiate a high-profile emergency response may encourage further incidents.

Evacuation should take place if management or most senior person on site deems necessary. The following should be considered when determining if an evacuation will be implemented:

- The information recorded on the bomb threat checklist
- Whether a specific location was stated or the entire building
- Whether the threat was specific to a certain time
- Any recent negative incidents involving a member, staff or anyone connected with the organization
- Whether there has been any recent bomb threats or hoaxes
- The likelihood of anyone having the opportunity to place a bomb in the stated location
- Whether a suspicious package has been located

Telephone Threats:

The most common threat is that is which is delivered by the telephone. When a call is received, the person that is receiving the call should remain calm and alert, and certain information should be noted and recorded. The information recorded will assist authorities in determining whether the threat is a hoax and may minimize disruption to programs. The "Bomb Threat Record" document shall be used to document the threat.

Should the call not be a hoax, the recorded information will assist investigators and experts in locating the suspect package.

Generally when a caller delivers a bomb threat, the message will be short and vague i.e. "There is a bomb in the building". However any information that is recorded will assist authorities in an investigation.

The staff should try to contact a Director during the call. If this is not possible, the staff is to contact a Director immediately after the call. The staff would share important information with the Director. After the initial assessment has taken place and a decision has been to conduct a visual scan and/or an evacuation, the police must be contacted.

The fire department should be contacted as well, however not by calling 911. When notifying the fire department, it should be stated that no explosion has occurred and that the police have been contacted.

Either the Director or the staff would contact the police, after the decision has been made by the Director whether or not to evacuate the building. The staff should have no further detailed discussions with other staff until after being interviewed by the police. The police should be contacted whether or not a decision was made to evacuate the building.

Bomb threats received via electronic means will be immediately brought to the attention of a Director. The Director will ensure the message is immediately isolated and remove it from any external posting.

Management will make the decision whether or not to evacuate the building and will ensure all staff, participants, visitors and tenants evacuate the building if the decision is made to do so. Police do not have the authority to evacuate the facility, nor do they have the authority to state the building is safe to re-occupy.

The decision to evacuate should be carefully considered. The most likely location of a bomb is in a common area. Evacuation of a bomb through a common area increases risk.

The decision to evacuate (partial or full facility evacuation) is to be determined with the information available at the time. If uncertain, err on the side of caution and complete either a full or partial evacuation. A partial evacuation should be considered only if it is certain that a fire has not started from an explosion.

It is not the responsibility of the police to search the facility/property for a suspect device/package. However police may assist management in searching the facility/property. A suspect device could be in any form from the obvious explosive to a box, lunch bag, back pack, etc.

Evacuation Procedure:

- Evacuate to a minimum of 100 meters in all directions
- Never say that there is a bomb, say “sprinkler may malfunction”, “there is a water leak/gas leak”. Codes should not be used to signal an evacuation.
- The facility speaker may be used to facilitate swift communication.
- Give specific instructions to staff
- Evacuation routes and locations should be inspected prior to or immediately at the arrival of evacuees to ensure a suspect device is not in the locations
- A sweep of the outside property should be conducted to ensure that participants using the outdoor space are aware of the evacuation and that they may not gain re-entry to the facility.
- All participants should evacuate to their designated fire drill evacuation meeting locations, or completely off the property?
- Once evacuation is complete, a check for participants should be conducted and should be reported to the Director/Manager once complete. Staff, participants and visitors should remain in the evacuation location and be instructed not to use electronic devices. The organization’s fleet of vehicles may be used to shelter participants from the weather. Evacuees may be transported to off-site emergency locations.
- If a suspicious object is found, the organization is to be evacuated as per “fire drill” procedures. However to clarify, fire alarms should not be used to signal an evacuation for a bomb threat, as this may cause confusion as to the nature of the emergency.

Search Procedure:

- Because police officers are not familiar with the building and the normal contents of the facility, management should assist with the search. Management may request that full-time staff assist with the search, however they full-time staff have the right to refuse this request.
- Establish a control area
- Assign police and management to search specific areas (sections that should not take more than 15 minutes to search). The specific areas will be divided up into the fire drill sweeper zones. These sweeper zones may be further divided. Each staff designated a zone to search will be given a floor plan.

Communication is to take place through the page system, telephones and with “runners” using their voices.

Walkie talkies are not to be used as radio signals can detonate explosive devices.

- Instruct staff/members of search team what to look for – unusual objects in an unusual place or items not normally in the building
- Ensure that entire property is searched (climbers, gazebos, parking lots)
- If the threat is to the entire property/facility, areas to be searched should be prioritized.

Consideration should be given to accessibility by a potential suspect, evacuation routes, evacuation locations, command posts and staging areas for emergency personnel.

Police will be able to assist in prioritizing the areas to be searched/visually inspected.

If a suspicious package/object is found:

DO NOT TOUCH OR APPROACH THE PACKAGE. It is imperative that the object is touched or moved and that it is contained immediately.

- The area is to be cleared immediately.
- Re-evaluate evacuation of the facility if evacuation was not decided prior to the discovery of the device.
- The package/device and its location must be reported to the lead Director/Manager immediately.
- Communicate this to the police on site. The police will assume command of the situation from this point.
- Only the Executive Director is to speak to the media in the event of a bomb threat. Prior to speaking to the media, the ED would consult with the Police. Questions/concerns from parents in the aftermath should be addressed by Program Directors, only sharing information that has been communicated to them by the Executive Director.

Best practices:

- Up-to-date floor plans should be readily available to distribute to emergency personnel. Floor plans should clearly indicate entrances/exits to the building. Hard copies and electronic copies should be available for emergency personnel.
- Master keys should be available to emergency personnel.

Floor plans:

- All exterior doors should be clearly identified
- All rooms within the building should be clearly marked. The floor plan should be consistent with the floor plan used for fire drills.
- Each floor plan should have a primary, secondary and off-site command post location. The primary command post should be the front office. This information should not be publicly communicated to help ensure that command posts do not become locations for placement of explosive devices.

Prevention:

- Determine likely areas for placement of explosive devices
- Control access to these areas
- Consider monitoring these areas by camera and post signs indicating that the area is under video surveillance
- Ensure exits are kept clear of obstruction

The decision to re-occupy is to be made by the Executive Director or in the ED's absence, the most senior Director, in consultation with the Police. This may be communicated through the organization's cell phone system or by a room to room visit with the Director and the Police.

An explosion may occur prior to a bomb threat being received or without a bomb threat being communicated. If this is to occur, the staff listed in this procedure should report to the Command Post.

Re-occupancy of evacuated areas:

The cell phone system may be used if there are still staff and participants in other areas of the building. Communication to re-occupy the evacuated areas will be conducted by the

Management Team and the Police.

Debriefing:

A debriefing should always take place following an explosives incident. The nature and severity of the incident will dictate who will participate in the debriefing.

Support:

It will be communicated to all staff that they may contact an Employee Assistance Program (EAP) for support. Information on support agencies for the children and youth involved will be communicated to parents and youth participants.

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4128 – Scent Free Workplace Policy

POLICY

Exposure to some scents and fragrances in the workplace can cause discomfort or negatively impact the health of environmentally sensitive individuals. BGC Dawson is committed to providing to the extent that is reasonably possible, a workplace free of scents and odors to support a safe, and inclusive and healthy environment for all.

Definitions

- **Scents:** any product or compound that can be smelled by others either at a distance or in proximity to its source. Examples are, but not limited to, colognes, perfumes, after shave products, hand lotions, powders, deodorants, hair sprays, other hair products, and other personal products.
- **Negative health or comfort impact:** the effect of smelling a scent creates a physical response that is sufficiently strong to negatively affect an employee’s capacity to carry on with his/her duties. These adverse reactions include but are not limited to:
 - Headaches
 - Dizziness, light headedness
 - Nausea
 - Fatigue
 - Weakness
 - Insomnia
 - Malaise
 - Loss of appetite
 - Depression
 - Anxiety
 - Shortness of breath
 - Difficulty with concentration
 - Skin irritation
 - Confusion

Medical evidence clearly shows that scented products are harmful to the health of sensitive individuals. In sufficient concentrations scented products may be harmful to those with allergies, environmental sensitivity or chronic heart or lung disease.

PROCEDURE

- In support of those with environmental sensitivities, the organization will strive to provide a scent free environment by using scent-free sanitizers, bathroom sprays, lotions, and cleaning products. BGC Dawson asks that individuals be considerate in their use of such products when reporting to work and to be aware that they may be asked to refrain from using such products should this be required.
- Individuals that are exposed to scented products should protect their safety and wellness firstly, by attempting to remove themselves from the area of exposure. If the source is another team member and the individual feels comfortable approaching the individual. Explain what the problem is and discuss how the conflict could be resolved, e.g. by asking them to wear a lighter scent, or less of it. If this is not possible or if they do not respond well to the request, discuss the situation with your supervisor to identify how the conflict could be resolved and document the incident on the organizations Incident form. The supervisor should approach the individual to discuss how the issue could be resolved. On reaching a resolution, the supervisor should document and inform all parties of what has been agreed. If the individual does not adjust their behaviour they will be in violation of this policy and the supervisor should handle this through the standard disciplinary procedure.
- Supervisors are required to follow up concerns and take any necessary action in a timely manner
- The following language will be on communication documents such as meeting invites, email correspondences and signage posted throughout the properties owned and operated. "ScentFree Policy: In support of those with environmental sensitivities, please refrain from wearing scented products."
- Wherever possible, the organization will give one week's advance notice of activities such as carpet cleaning, spring-cleaning, painting etc. When employees receive such notices, they are asked to discuss with their supervisor how / if this may affect them and, if needed, make arrangements to be accommodated during this activity.
- At no time should any action taken be punitive toward persons affected by environmental sensitivities. The organization overarching objective is to maintain an environment that is safe, healthy and welcoming for all.

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4131 – Naloxone Policy

RATIONALE

To address the opioid crisis that is occurring at a local, provincial and national level.

POLICY

Drug overdose and overdose death are major harms associated with drug use and are serious public health issues. BGC Dawson are supporters of the four pillars approach to substance use

– prevention, treatment, harm reduction and enforcement. The organization is committed to playing a role in addressing the opioid crisis by storing naloxone and training staff on its administration.

PROCEDURE

Designated staff shall receive training in the administration of Naloxone Hydrochloride. A senior staff member will be designated for the oversight of Naloxone Hydrochloride at BGC Dawson (which includes but is not limited to; the oversight of storage, access, training and procedures related to Naloxone Hydrochloride). The organization will not be a distribution site for Naloxone kits but will provide information on where to access the kits to those who request one. Naloxone will be stored at BGC Dawson for the sole purpose to treat a person on site who is suspected of an opioid overdose, while waiting for Emergency Services.

A written procedure is in place outlining the responsibilities of:

1. Authorized Employees:
 - Employees trained in the administration of Naloxone Hydrochloride
 - Employees who hold current certification in Standard First Aid and CPR
 - Employees who demonstrate an understanding of the information pertaining to Naloxone
 - Employees who have accepted the responsibility of storage and administration of Naloxone at the BGC Dawson
2. All other Employees:
 - Must read and sign off that they have read the Naloxone policy and procedure.

D2 - Respectful, Inclusive and Engaging Environment

BGC Dawson, (Dawson Community Centre) creates a positive program environment that enriches the organization experience for children, youth, seniors and families.

The social environment of BGC Dawson is safe, positive, inclusive and welcoming for children, youth, seniors and families. The physical environment for organization activities is “membership friendly” and “family friendly”. The program environment nurtures a sense of belonging and organization ‘ownership’ among children, youth and families. There is an atmosphere of goodwill and respect, to which everyone contributes.

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4201 - Program Implementation Behaviour Management Policy

RATIONALE

To promote a safe, secure environment for children, youth, seniors, and families to participate in.

POLICY

This policy ensures that all employees are aware of the BGC Dawson's standard of practice related to supporting participants with behavioural concerns, using strength-based procedures to ensure the organization is a safe environment for everyone.

PURPOSE

To promote a safe, secure environment that “reflects a view of participants as being competent, capable, curious and rich in potential” . Safety means being protected against physical, social, emotional, psychological harm, or any other event that could be considered not desirable. Safety can also be defined to be the control of recognized hazards to achieve an acceptable level of risk.

Examples of unsafe or harmful behaviour may include, but are not limited to the following:

- Physical aggression to self or others
- Verbal aggression
- Bullying
- Destructive Behaviour

- Flight risk
- Defiance

PROCEDURE:

Supervisors will inform all employees including volunteers and students of their Behaviour Management responsibilities as outlined in the “Discipline Procedure” guidelines. Supervisors are responsible for ensuring that all employees Behaviour Management practices are monitored continually. If any employee is observed or reported contravening behavior management practices an incident report will be completed. Documentation, investigation and follow-up will take place.

The program statement aligns with the behavior management policy, based on best practices and recommended as a reference for other Club programs. The program statement reflects a view of program participant as being competent, capable, curious and rich in potential, describes the goals that guide program for children, and the positive approaches including behavior strategies that will be implemented in the program to:

- promote the health, safety, nutrition and well-being of the participant;
- support positive and responsive interactions among everyone;
- encourage the participant to interact and communicate in a positive way and support their ability to self-regulate;
- foster the participant exploration, play and inquiry;
- provide participant-initiated and adult-supported experiences;
- plan for and create positive learning environments and experiences in which each participant learning and development will be supported;
- incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day, and give consideration to the individual needs;
- foster the engagement of and ongoing communication with parents about the program and their child(ren);
- involve local community partners and allow those partners to support the child(ren), their families and staff.

GUIDANCE PROCEDURE:

BGC Dawson programs do not permit:

- the use of physical punishment, isolation, humiliation, intimidation, retribution or negative labeling is not acceptable under any circumstances.

Prohibited Practices,

- a) corporal punishment of the child;
- b) physical restraint of the child, 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 himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- c) locking the exits of the center 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 and is required as part of the licensee’s emergency management policies and

procedures;

- d) use of harsh or 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 his or her self-respect, dignity or self-worth;
- e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- f) inflicting any bodily harm on children including making children eat or drink against their will.

A participant behavior may be affected by:

- Their age and development;
- Their general health and wellbeing
- Their relationships with their family
- Their play and learning environments, which includes the physical indoor/outdoor settings, the weather, the time of year, the time of day;
- The educator's caregiving strategies and practices, which includes how those strategies are implemented;
- Their relationship with other participants and stakeholders, such as students, volunteers and visitors; and
- External factors, such as family, home life, school, or peer group experiences, or media coverage of traumatic events.

While employees are aware and respect participants' and families' backgrounds and beliefs, it may be necessary to balance the individual needs of families and children with the employees' knowledge of developmentally appropriate practices and current best practice recommendations from recognized authorities.

In addition, employees will foster an environment in which they will support children and youth to bring forward any concerns they may have about their physical and emotional safety.

Consistency and clear expectations from employees are two major components of effective role modeling and fostering the learning of positive behaviours.

Only the following guidance procedure will be permissible.

Guidance Procedure

1. In a calm, clear voice inform the participant that what they are doing is not acceptable and direct them to stop. Engage the participant in a developmentally appropriate discussion about the potential effects of the behavior upon themselves or others and discuss alternatives to the behaviour.
2. If the behaviour continues, then the participant should be informed again that the behaviour is not acceptable and redirect the participant to another positive alternate activity. Inform the participant that if the behaviours do not stop, they will be required to take a break from the activity. This should be explained clearly, so that the participant understands exactly what will happen if he/she does not comply. A break may involve an activity that fosters self-regulation and reflection. Suggestions are colouring, activity with an employee, quiet

time, or other age appropriate activities. There is flexibility in the activity to meet the needs of the participant.

3. This procedure should be implemented in such a way it is not embarrassing to the participant, and the break should be only as long as it takes for the participant to return to the activity and interact within the rules.

Requiring a participant to take a break shall:

- Support the participant who may be a risk to themselves or others.
 - Allow the participant an opportunity to calm down.
 - Allow the participant time to reflect on their behaviour.
 - Provide the employee with a method to ensure a safe environment for all participants.
- a) The duration of a break may vary depending upon the age and needs of the member. An employee will check in with the member within one (1) minute to five (5) minutes to see if the member is ready and willing to engage in a discussion about the incident (see item c below).
 - b) The location of the break should be as close to the group or activity as possible and within full view of the staff or supervisor responsible for the program or, if necessary, an alternative staff member.
 - c) The break should include a brief discussion between the participant and the employee involved and shall:
 - i. Take place immediately before and after the completion of the break.
 - ii. Be reflective of the circumstances leading up to the break.
 - iii. Involve some sort of resolution.
 - d) Dialogue with the participant should be used to assess and improve his/her understanding of the incident and generate behavioural alternatives.
 - e) Employees should evaluate to what extent the participant understands the concern and how the participant can avoid a similar incident in the future.
 - f) Circumstances and trends of breaks shall be communicated to the program supervisor when appropriate.
4. In the case where the participant returns to the activity but continues to struggle with the same behavior consult your supervisor for support.
 5. In cases that the misbehaviour endangers the participant, other individuals or the physical/emotional environment of the organization, the staff should firmly limit the behaviour to ensure safety is maintained.
 6. Supervisors may decide to speak with the participant and/or have the participant take a break away from the activity. This procedure must be performed in a safe and secure manner for all involved individuals. If further action needs to be taken (i.e. suspension from the organization and/or criminal charges laid), an incident report and/or a Participant Suspension Form will be forwarded to the Director of Programs and a copy is given to the appropriate Coordinator. .
 7. Office employees must also be advised of any suspensions.

Parents/guardians should be informed about incidents involving their child. Employees will endeavor to inform parents and guardians if their child was a witness to or possibly impacted

- by a major incident. Employees will be aware of possible impacts to victims and witnesses and consider the need to potentially provide support during follow-up of incidents.
8. In the case where an incident report has been completed specifically regarding the issue resulting in a break, the pertinent information and follow up plan shall be posted in the appropriate staff communication tool being used to ensure all staff are aware of the incident and follow up plan.
 9. Volunteers are not expected to take on a role in disciplining participants. If participants do not respond to your low-key message, then consult a program staff who will deal with the matter according to procedure.

SUSPENSION PROCEDURE

Decision Process

1. Before deciding whether to impose a suspension, the Supervisor will make every effort to consult with the participant and with the participant's parent/guardian (when appropriate) as well as the internal Support Services employees to identify any mitigating or other factors that may apply to the circumstance.
2. In circumstances where one or more factors mitigate the decision to apply a suspension, the Supervisor will consider whether an alternative plan or other interventions are appropriate in the circumstances. If a participant is registered in other programs, efforts will be made by the Supervisor to contact Program Coordinators to discuss whether an appropriate plan for safety is in place.
3. The duration of the suspension will be determined by appropriate staff. Suspension duration could range from the remainder of the program for that day to a determination by appropriate staff of when it is safe for the participant to return to program. During suspension the participant may be able to access Support Services or other programs if deemed appropriate within the organization.

Supervisors are required to check to see if the participant is involved in other Club programs prior to the implementation of any suspension. If a collaborative decision regarding the parameters of the suspension cannot be resolved, the decision will then be directed to a more senior staff member.

Steps When Imposing a Suspension

Where supervisor(s) have determined that it is appropriate in the circumstances to impose a suspension, the following procedural steps are to be followed:

1. Make all reasonable efforts to orally inform the participant and/or parent/guardian, as well as other Program Supervisors (if applicable) of the suspension within 24 hours of the decision;
2. Provide a completed suspension notification form to the participant and/or the participant parent/guardian; if the individual picking up the participant is not the parent or guardian the suspension notification form will be put in a sealed envelope and given to the individual.
3. A copy of the suspension form will be stored appropriately.

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4202 – Controlled Access Policy

RATIONALE

In order to effectively reduce and eliminate security risks to participants.

POLICY

BGC Dawson is committed to the implementation of appropriate controlled access precautions to support visitors entering the building.

PROCEDURE

1. Entrance to the Building

- a) Program participants are to enter through the front doors.
- b) Employees will guide visitors into the building through the main front doors to check in at Front, and all must sign in with the sign in book.

2. Sign In and Out

- a) All visitors must sign in when entering the building.
- b) Supervisor will be available to the front staff by telephone.
- c) Employees should approach unfamiliar individuals, whose reason for being in the building is not apparent, and ask, “Can I help you” to identify their purpose.

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4203 - Recording Attendance Policy

RATIONALE

To protect the safety and security of all participants by ensuring that each member who is registered for a program is accounted for during the program's hours of operation

POLICY

A record is kept of the daily attendance of each participant receiving in a registered BGC Dawson program showing the time of arrival and the time of departure of each participant or if a participant is absent.

PROCEDURE

Designated employees i.e. front desk staff will have each participant sign in for drop in and registered programs using their membership number.

Employee Qualifications:

Employees shall be qualified for the program in which they are working and trained by department supervision in attendance procedures.

Attendance Documentation:

Appropriate program attendance forms are used to record each participant's name, the date, an indication of whether a participant was present, absent or late and any specific comments with regards to a members attendance (e.g. a note to indicate that parents verbally advised the program that their child would be absent or late on a particular date). Each form is labeled and includes the name of the program, location and the name(s) of the employee or childcare program.

Program employees are trained on proper attendance taking procedures that include when to conduct attendance, how to record attendance accurately, accuracy and neatness, confidentiality, secure storage of forms and what to do if a child is late or absent.

Program employees are advised on whom attendance forms should be submitted to for filing.

A regular routine is established whereby attendance is taken, upon arrival or within the first 10 minutes of the scheduled start time of the program. Attendance is also taken on a regular basis, whenever there is a break in the program, participants have been permitted to leave and return (e.g. after lunchtime) or, after a major transition within a program (e.g. as participants board a bus to return to their program site during a field trip).

Program employees have quick and easy access to children's records should they need a parent or emergency contact phone number to follow up on an absent child (e.g. participant information sheets are available through front desk staff or if off site, attendance form are kept together in a program binder carried by the program employee).

After daily attendance is taken, forms are stored in a designated spot that ensures confidentiality and allows for quick access should they require them (e.g. they are returned to the program binder and later stored in a locked cupboard or secure office when the program is not in operation).

If the number of participants in attendance exceeds appropriate participant - leader ratios, additional leadership is brought into the program or the number of participants in program groups are adjusted to ensure proper supervision.

Supervisors conduct random spot checks to monitor adherence to the policy and procedures.

Sign-In / Out procedure:

Sign In personnel will upon participants:

Arrival:

Records participants name, age, and time of arrival.

1. Monitor front desk sign-in area at all times. Maintain orderly and clutter free work area. Ensure after sign-in participants proceed to appropriate program areas.
2. Greet participants in a friendly, positive manner that aligns with the BGC Dawson Core Values.
3. Acknowledge and greet all adults entering the building.
 - Direct parents to the location of their child's group.
 - Direct all other visitors to the reception or supervisor.
4. Record phone numbers of non-members entering the organization.
5. Contact the supervisor with any concerns or problems.

Departure:

1. Record departure time of each participant exiting the facility.
2. Ensure participants are only released to those who are approved by the parent/ guardian. Ask for photo identification if the identity cannot be immediately confirmed.
3. Ensure "no" participants leave the organization without signing out. Parents must sign the sign out book.

Sports program (In / Out)

1. Employees working in sports and recreation programs where parents/ guardians are required to be in attendance check participants in on attendance sheets and let Supervisor know which participants are present but not on the list.
2. Supervisor will sign participants out at the end of program

Supervisors conduct random spot checks to monitor adherence to the policy and procedures.

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4205 - Wait List Policy

POLICY

It is the policy of all licensed childcare programs within BGC Dawson to have a wait list policy and procedure in place. Every employee shall be made aware of the policy and procedure prior to commencement of employment

PROCEDURE

1. There is no charge or fee for placement on the wait list.
2. When a space becomes available, the space will be offered to the first child on the list that fits the following criteria:
 - Staffing
 - Ratios
 - Age of child
 - Days available
 - Continual spot
 - Exceptions may be made for children with siblings within the center
3. Parents have three (3) business days, from the date of offer, to decide if they would like to accept the space/spot offered.
4. If parents pass on the spot it will be offered, in order, to the next family on the wait list.
5. If a family passes on a spot they can remain on the list, if they choose, and wait to be offered a space at a more ideal time for them.
6. Full time takes priority over part time spaces on the waiting list.
7. The wait list will be kept in a secure location. Information on the wait list is available to employees and the family of that child only.
8. Our wait list policy is available in our parent handbook, on our website and available by request.
9. Our wait list policy and procedure will be reviewed before employees, volunteers or students commence employment, annually and when changes or updates are made.

10. This policy is to be monitored for compliance and contraventions on a bi-annual basis.

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4206 - Participant / Parent / Guardian / Caregiver / Spectator / Code of Conduct Policy

RATIONALE

Relationships at BGC Dawson are founded in mutual acceptance, inclusion, kindness, and respect are expected to be modeled by everyone. A positive and optimal environment exists when everyone feels safe, comfortable, accepted and having fun.

To enhance the program for all participants, and to increase engagement in activities.

POLICY

BGC Dawson is committed to zero tolerance for bullying, racism, sexual harassment, substance abuse and disrespectful behavior towards others, equipment and facilities. Employees will take preventative measures at all times and intervene appropriately as required to support a positive environment for everyone.

Participants

The organization requires a commitment of all participants, to provide an environment in which all individuals are treated with respect, supports equal opportunity and prohibits discriminatory practices. Participants are expected to conduct themselves in a manner that reflects the organization core values.

At the supervisor's discretion based on individual and/or program needs participants may not be permitted to use their cell phone or any other electronic device during scheduled program time.

Visitor/ Spectator Behavioural Expectations

The organization requires a commitment of all visitors/spectators and other stakeholders, to provide an environment in which all individuals are treated with respect, supports equal opportunity and prohibits discriminatory practices. Visitors / spectators, and other stakeholders are expected to conduct themselves at all times in a manner that includes mutual respect, fairness, integrity, and open communication.

PROCEDURE

The concepts of respect, positive reinforcement, valuing diversity, inclusion and good sportsmanship all contribute to healthy child development. Program environments will align with BGC Dawson Core Values to be welcoming and supportive of the learning and healthy development of participants.

Participants will be required to keep their phone and personal electronic devices away with their belongings. If any participant has their phone or electronic device out during program time, they will be asked to put their device away or give it to the leader to be placed in a safe location until the program is finished or until they are signed out. This is at the discretion of the supervisor based on individual and/or program needs.

Participants

Behaviours on the part of participants that are deemed to not meet our behavioural management policy will not be tolerated and addressed based on our behavioural management policy steps.

- The Participant Behavioural Expectations will be available to families and three “R’s” will be explained at the start of each program (3R’s – Respect Yourself, Respect Others, Respect the Environment). Behavioural Management Policy will be stated in Parent Manual.
- Employees will address negative behaviour and when needed work with the participant(s) to help them understand their responsibility for positive behaviour. Leaders will support participant issues and supervisors will communicate with parents/guardians/caregivers.
- Employees will inform supervisors of the situation who will then sets up a meeting involving participant, parents/guardians/caregivers as per Behavioural Management Policy).
- If unacceptable behaviour persists the program coordinator will meet with the participant and parent/ guardian to discuss a plan and future involvement in organization programs.
- The Behaviour Management policy and procedure will support any participant related suspension from programs / services.
- Participant cases that cannot be resolved may result in removal from a program or facility. In extreme cases the police may need to be called and an investigation pursued. The police play an essential role in making our communities safer.
- All major participant incidents will be documented on an Incident Report form.

Parents/Guardians/Caregivers/Spectators/Visitors

Behaviours on the part of visitors, parents/legal guardians / caregivers and other stakeholders that are deemed to be aggressive and not be tolerated.

- The Visitor / Spectator Behavioural Expectations will be posted at BGC Dawson main entrance. Supervisors will develop an appropriate plan to communicate the policy to families.
- Employees will address negative behaviour and when needed work with the individual(s) to help them understand their responsibility for positive behaviour. Leaders will support participant issues and supervisors will support visitor and/or spectator issues.
- Employees will inform supervisors of the situation who then sets up a meeting involving parents/guardians/caregivers (if a minor). A meeting will also occur involving the parents/guardians/caregivers and victim, (if there is one) if further action is required.
- If unacceptable behaviour persists the program coordinator will meet with the individuals to discuss a plan and future involvement in BGC Dawson programs.
- The Behaviour Management policy and procedure will support any related suspension from programs / services.

- Cases that cannot be resolved may result in **removal** from a program or facility. In extreme cases the police may need to be called and an investigation pursued. The police play an essential role in making our communities safer.
- All incidents will be documented on an Incident Report form.

Removal may include, but are not limited to:

Participants/ Parents/Guardians/ Caregivers/ Spectators/ Visitors •

Improper use of mobile devices.

- Using or possessing alcohol or illegal chemicals.
- Smoking or vaping on property.
- Carrying, concealing a weapon or any device or object that may be used as a weapon.
- Harassment or intimidation by words, gestures, body language, or any type of menacing behaviour.
- Physical contact with another person in an angry, aggressive, inappropriate or threatening way.
- Verbally abusive behaviour, including angry or vulgar language, swearing, name-calling or shouting
- Sexually explicit conversations or behaviour or any sexual contact with another person.
- Loitering within or on the grounds of the organization.
- Theft or vandalizing behaviour that results in the destruction or loss of property
- A pattern of continued inappropriate behaviour.
- Behaviour that is deemed morally, physically or mentally disruptive to the well-being of others.

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4207 - Relationship with Tenants Policy

POLICY

Relationship with Tenants

1. Outside agencies/individuals renting facilities are responsible for the supervision of their clients; however designated staff should notify the person in charge of the group and make him/her aware that the onus is on them to ensure that the organization rules are followed.
2. If an employee should witness unacceptable behaviour from the rental group, they shall report the incident to their Supervisor. Should the incident witnessed lead the employee to suspect a child (defined as from birth until his/her 16th birthday), has been, or is at risk of being abused, they must follow through with Duty to Report.
3. The Supervisor will inform the Manager so that the issue can be recorded and followed up.

D3 - Relationship Building and Mentoring

BGC Dawson programs are delivered using an individualized, strength-based approach that is child and youth centered. Employees and volunteers are positive role models and acknowledge the uniqueness of each individual that comes to the organization. Employees also act as mentors to participants; ensuring that they are building strong relationships with each participant. Using a relationship-based approach is fundamental in developing strong, healthy ties with children and youth.

Program employees and volunteers delivering programs in this way are able to assist children and youth with realizing their potential and achieving their goals.

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4301 - Program Employee Experience Policy

RATIONALE

Minimum standards regarding child-leader ratios and qualifications, experience and maturity level of program employees need to be established for each program to ensure the safety and well-being of the children, youth and seniors in the program based on best practice.

POLICY

Program employees will be placed based on the needs of participants, the number of participants and the complexity of each program. A sufficient number of mature, qualified and experienced employees will supervise participants at all times.

PROCEDURE

Each program is assessed to determine the developmental needs of the participant, the level of risk involved, the complexity of the program, the number of employees required, and the qualifications, experience and skills necessary to guarantee a safe and quality experience for each participant.

The maturity level of employees and the number of years of experience in the related field and participant is considered when determining whether a candidate is suitable for a program given its complexity and the safety/needs of the participant.

Leadership candidates are requested to present proof of required qualifications. Copies of qualifications are placed in each candidate's personnel file. Volunteers may assist program leaders but are prohibited from supervising a group of participants on their own.

Supervisors monitor registration and attendance numbers for programs to ensure that ratios are not exceeded.

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4302 - Supervision of Participants Policy

RATIONALE

To ensure that participants are safe and secure at all times during any program.

POLICY

Program employees are to supervise children appropriately at all times. This includes escorting them or employing a buddy system when it is necessary for participants to leave the group during a program, and supervising transition areas, such as hallways and change rooms, as participants arrive and depart from program/facilities.

A minimum of two trained staff and/or volunteers are on site during all programming. Every volunteer is supervised by an employee at all times and is not permitted to be alone with any participant.

PROCEDURE

BGC Dawson is committed to ensure quick and immediate response to any problem, which may arise among participants in the organization's care.

Supervisors will ensure a minimum of two trained staff and/or volunteers are on site during all programming.

The following are the steps taken to ensure the safety of participants:

1. Supervision practices will align with the BGC Dawson Core Values and supervisor best practices to ensure the safety and healthy development of participants.
2. Employees shall be dispersed throughout supervised areas, allowing for a quicker rate of response to problem situations, safety and positive engagement.
3. Employees shall position themselves to ensure participants are within visual range.
4. Employees shall not cluster in one area and socialize.
5. Employees shall refrain from sitting, while supervising participants unless required by the activity and all the children are present.
6. Volunteers are supervised by an employee at all times and are not permitted to be alone

with any participant.

7. Enforce a rule that states that participants must ask permission to leave the group.
8. In cases where participants must leave the group, to use the washroom have a leader or “buddy” accompany them.
9. In cases where the program employee must leave the group, have another qualified staff supervise the group
10. Constantly monitor participants in programs. Use methods such as periodic head counts.
11. Employees are to always supervise participants with the health and wellbeing and safety for program participants, volunteers and themselves in mind at all times
12. Staff should be aware of how many participants / volunteers are in their group and who those participants / volunteers are (i.e. take attendance).
13. Employees are able to request support at anytime and additional training when needed to support supervision on participants and / or volunteers.
14. Leaders are not to use earbuds or be seen using electronic gaming or entertainment devices.

D 4 - Community and Family Engagement

BGC Dawson gathers input from the community, funders and other organizations in an effort to ensure that programs address local need and children/youth/seniors interests. Families are also encouraged to provide input into program planning; and there are activities and/or events offered at BGC Dawson for families to attend. Inclusion of all community members is encouraged, and participants reflect the diversity of the local community.

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4401 - Participant Pick Up by Person Impaired by Alcohol or Drugs Policy

RATIONALE

To take all reasonable steps to maintain the safety of participants entrusted to the care of BGC Dawson .

POLICY

Employees will not release any program participant to a person or persons whose ability to return the participant safely home is, in the opinion of the employee, clearly impaired by alcohol or drugs.

PROCEDURE

Employees will be vigilant when releasing participants to individuals authorized pick up participants. Employees will not release a participant to individuals authorized pick up participants deemed a risk to the child's safety when he/she arrives at the program to assume responsibility for the participant. Indicators of risk may include, but not be limited to, slurred speech, staggering, incoherence, disorientation, and a strong smell of alcohol or drugs, agitation or other physical conditions. If any of these symptoms exist, the employee must make a judgment as to whether releasing the participant will put the participant at risk. If unsure, the employee should consult with co-workers and/or their supervisor and/or the appropriate police service.

The following steps will be followed if a determination is made to refuse release of a participant

to the pick-up person:

- The employee will invite the pick-up person to talk in a quiet, private area. If possible, there should be another employee present.
 - Calmly and clearly inform the pick-up person of the organization's policy and your concerns and let them know that an alternative pick-up person from the child's registration form will be called to transport the participant home.
- a) Call an alternate pick up person and arrange to have the participant picked up. If an alternate contact cannot be reached for safe pick up: the employee may provide support with bus tickets for access to taxi service.
- **If the impaired pick up person insists on leaving with the participant in spite of employees concerns and the situation is deemed unsafe and the participant is at risk:** the in charge supervisor will immediately call the police and report the incident giving the name and address and phone number of the pick-up person and the participant. They will also give the make, model and license number of the vehicle if applicable or possible. An Incident Report will be filed and a meeting will take place with the parent/legal guardian/caregiver and supervisor before the participant returns to programs to ensure that this situation does not happen again.

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4402 - Safe Arrival Program Policy

RATIONALE

To help protect the safety of participants by ensuring that program employees and parents, legal guardians, caregivers know the whereabouts of absent participants. To implement a plan of action immediately to locate participants who are unaccounted for.

POLICY

A safe arrival program is in place for all programs and at all locations that the BGC Dawson runs programming and is assuming responsibility to care for a child or youth in lieu of parental supervision. Designated employees i.e. reception calls the participants' home or parents, legal guardians, caregivers' place of work if the participant does not arrive at the Center from home or the school when scheduled to do so. Parents, legal guardians, caregivers are encouraged to call in if their child will not be attending any of these programs. Where programs other than the afterschool program are offered, parents should be encouraged to call in advance if their child is not attending the program.

PROCEDURE:

All program participants sign in, and reception employees are trained on attendance taking and the safe arrival procedures.

Upon registration, parents, legal guardians, care givers are asked to identify in writing:

- Phone numbers where the parents, legal guardians, caregivers can be reached during program hours.
- The names and phone numbers of back up emergency contacts that can be called if the parents, legal guardian, caregivers are inaccessible.
- Parents, legal guardians, caregivers are advised upon registration of attendance and safe arrival procedures.

Sign in or reception employees sign participants in as they as arrive at BGC Dawson . At the start time of a program, if a participant has not arrived and is not on the sign-in list and no prior notice of their absence has been received, the sign in employee shall conduct a quick scan of the area

immediately around the program location to see if the participant is playing. If the participant

cannot be located the reception employee will:

1. Call the participant's home and / or the parents, legal guardians or care givers place of work to determine the participant's location.
2. Call the emergency contact number(s) in the event that the parents/legal guardians/care givers cannot be reached at work or home.)
3. Call the supervisor of the program to advise him/her of the situation and to seek further direction or assistance if required.

In the event that a participant cannot be located, and a parent/legal guardian/care giver expects that the participant should have reached the program by a certain time, the parent/legal guardian/care giver should be advised to alert police to the situation. When a participant is late or has not arrived, the program supervisor is informed and ensure an incident report is completed to document details around the situation and the action taken to support the safety of the participants.

Supervisors conduct random spot checks to monitor adherence to the policy.

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4403 - Greetings and Departure of Participants Policy

RATIONALE

To ensure there is a process in place to ensure safe and secure greetings and departures and that parents are informed of these procedures. To protect the safety of participants by ensuring that program employees note each participant's arrival, that they are alerted to the absence of any participant and that they release participants only to appropriate adults.

POLICY

Employees and volunteers follow all policies to ensure safe and secure greetings and departures for all children's programs.

PROCEDURE

Rooms are set up and organized by program employees prior to the participants arriving so their attention is focused on the participants as soon as they arrive. Children are welcomed, and greeted by name as they arrive to help make them feel valued.

Daily attendance is taken and reviewed by designated employees . Sign In personnel will follow up when a participant is late or does not arrive to a program. When all participants have arrived the attendance sheet is reviewed by the designated employee i.e. Receptionist immediately.

The release of participants to adults at the end of the program is organized and supervised. Each participant is signed out by his/her parent or an adult who has been pre-authorized by the parent(s) on the child's registration form on the child's way out of the building.

Employee observes a parent signing the participant out, ensuring that the participant is leaving with the parent and say goodbye to each participant as they leave. Sign out sheets are filed with daily attendance sheets.

Supervisors conduct random evaluations to ensure the procedure is followed.

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4404 - Illegal Activity by Participants

RATIONALE

As representatives of a socially responsible community organization, it is important that employees always conduct themselves in an ethical and legal manner.

POLICY

Employees shall report illegal activities by members in accordance with legal requirements and professional ethics.

PROCEDURE

1. Criminal Behaviour

Employees are obligated to report to police their witnessing or direct knowledge of actual or impending criminal behaviour (specifically assaults and serious property offenses). The Executive Director shall also be informed at the earliest opportunity.

2. Runaways

When a member, known to have run away from a parent/guardian, attends the BGC Dawson, an employee shall:

- a) Notify the parent/guardian as to the participant's attendance at the earliest appropriate opportunity.
- b) Attempt to help the participant to resolve the issue and encourage him/her to return to the parent/guardian.
- c) Do your best to work with participants to ensure they have a safe place or provide them with 3rd party assistance.

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4405 - Communication with Families/Parents regarding Participants Experience / Development Policy

RATIONALE

This policy prompts program employees and parents to discuss and learn more about the needs and accomplishments of each program participant and strengthens the information that program employees use to make programming decisions for the participant. This policy also provides an opportunity to clarify the goals and objectives of the program, to discuss any issues regarding the child’s experience and to gain insight into the parents’ perceptions of the program.

POLICY

Program employees share information regarding their participants experience, development and overall participation in the program, at least once per session with parents.

PROCEDURE

1. Program employees share information and seek input on the quality of the program and participants' experience from the parent. Program employees take this information into consideration when designing program activity plans to ensure a healthy, individualized approach to programming for each program participant occurs.
2. Program feedback form is available to parents at the reception. Comments from the program feedback form are recorded and used in the agencies annual and individual program planning processes. Any concerns related directly to a program participant are reviewed by the program supervisor immediately and filed in the child’s confidential records. In cases where follow up action and further discussion with parents is required, this is also noted with the form.

Program feedback form should include:

- a) Participation level and enjoyment of the program
 - b) Interaction with other children and program employees
 - c) Mastery of skill and developmental ability
 - d) What are parents goals for program
 - e) Additional comments
3. Supervisors implement formal surveys to parents for feedback on programs.
 4. Open houses are offered to give parents opportunities to meet program employees.

5. Conversations with parents in regards to concerns with a program participant should be held in a confidential area and out of hearing range of other families or program participants.
6. Program employees must discuss any controversial issues with their supervisor or designate prior to meeting with the parent. If necessary the supervisor or designate should be present during the information sharing session.
7. Supervisors are required to obtain feedback from parent/caregiver via conversations and surveys, Employee to have conversations with parents that they are satisfied that every effort is being made to provide their children with a quality experience that meet their children's needs.

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4406 - Program Information Available to Families Policy

RATIONALE

To ensure that program materials are understandable and readily available so that families and participants can participate in making informed decisions.

POLICY

Program information is developed to meet the needs of participants and families, the organization 's communication practices, AODA standards and distributed using accessible methods.

PROCEDURE

- All agency employees are required to review and follow the organizations marketing guidelines.
- Participants and families understand the content of the information.
- Communication and program information are displayed or posted in areas that are accessible and visible to children and parents.
- Feedback is gathered from participants and families to ensure communication and program information meets their needs and support improvement.
- Program information is reflective of the demographics of the target community.
- The language in program information is simple to understand .
- The communications advisory committee should review communication plans and practices.
- Ideally, information sharing should take place on site and in person prior to or after the program. It may be necessary to schedule dates and times with parents in advance.
- Supervisors will take the lead on any controversial issues and provide feedback to the parent. All discussions are held in confidence and not within hearing range of other families or participants.
- Families are engaged on a regular basis on their child experience.

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4407 - Communication to Families/Parents regarding Safety, Guidance and Development Policy

RATIONALE

To ensure parents are informed about and understand the guidelines followed by the organization to protect, nurture, guide and promote the healthy development of participants.

POLICY

All policies and procedures related to the safety, guidance and healthy development of participants who participate in this organization's programs and facilities are communicated to parents through a format they are comfortable with and/or are made available for parents to review. Each policy is accompanied by a rationale that demonstrates how it supports healthy child development.

PROCEDURE

Policies related to programs are reviewed to assess the best methods for communicating the information. Most policies and procedures can be summarized in the parent handbook.

Parent handbooks are distributed to parents at the point of program registration and are available for review at the program site, or on the organizations website. Returning registrants are asked if they still have one or require a replacement copy.

All inquiries by parents are to be followed up with the "correct" information. If employees or volunteers are unclear about a policy, its related procedures or rationale, they seek the advice of a supervisor.

If a parent does not agree with a policy, would like to suggest a revision or request an exemption, they are invited to explain their position in writing. Correspondence from parents is directed to the program supervisor who will involve the appropriate members of the management team as necessary. A written response and / or telephone call is made to the parent to thank them for their input and inform them of the organization's position and / or how the information will be acted upon. Letters from parents and responses from the organization are to remain confidential and kept on file.

Management together with supervisors and program employees review policies and procedures regularly to see if changes are required and to ensure that all procedures are appropriate for the operation (e.g. Reviewing Best Practices is used annually).

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4408 - Financial Assistance / Program Subsidies Policy

RATIONALE

To ensure that all participants have an equal opportunity in programs.

POLICY

No participant will be deprived access to programs or services due to the lack of means.

PROCEDURE

1. All inquiries about financial assistance are to be directed to the appropriate Program Director who will contact the family to discuss their requests.
2. Financial Assistance for memberships will be given based on the application process currently in use. Partial payment for memberships will be requested from all parents/guardians. Total financial assistance will be available to any/all who say they cannot afford any amount.
3. Each financial assistance application will be reviewed case by case and a financial assistance plan will be developed based on the needs of the family.
4. If a caregiver is applying for financial assistance for children, and do not require it for care, children will be provided the following:
 - Full Day Camps
 - Full Day Christmas/ March Break
 - After School Programming
5. Families who apply for financial assistance for sports & recreation programs will inquire with the appropriate Program Director
6. Once a financial assistance plan has been developed and approved by the Program Director and the Executive Director, it will be forward to Finance for processing.
7. All confidential financial assistance information is to be maintained by the appropriate Program Supervisors for their records.

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4409 - Parent/Family Engagement Policy

RATIONALE

To create mutually beneficial opportunities for parents, children and program employees to communicate with each other and share experiences within the program setting.

POLICY

To foster the engagement of and ongoing communication with parents about the program and their child(ren). Programs offer parents a variety of engagement opportunities to become involved, such as program observations, volunteerism, and program evaluations, special events for families, open houses, advisory committees/ working groups and surveys.

PROCEDURE

Program employees and supervisors identify ways in which parents can be appropriately engaged in their programs before the session starts. Where possible, a variety of options are offered to accommodate parents' schedules and involvement preferences spectator or passive observation type experiences, providing input into programs.

Where appropriate opportunities are scheduled throughout the session support parent engagement.

Program plans indicate when family events are offered, are reviewed by a supervisor in advance and are posted for parents to view.

Parents assisting with running program activities must go through the organization's volunteer screening procedure. The designated supervisor will then discuss program plans and the parent's role / tasks / responsibilities in advance with the parents.

When a parent is involved in their child's program as a volunteer, they are not to be left alone to supervise the group or included in ratios. Since parent volunteers can have an impact on the quality of the program for all participants, they are subject to the same volunteer intake criteria, screening procedures, leadership standards and training as other volunteers.

An evaluation process is in place for parents to evaluate their experience. The process can range from informal conversations about their experiences to written testimonials.

D5 - Core Programming Areas

Aligned with BGC Canada's mission, vision and values, BGC Dawson, (Dawson Community Centre), programs are designed and developed to contribute to the health, social and emotional development of children, youth and families. BGC Dawson runs quality programs in all four-core program areas, as outlined in the membership agreement with BGC Canada

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4501 - Program Equipment, Play Materials, Supplies Policy

RATIONALE

Leaders make regular scheduled checks of all equipment and supplies used in children's programs.

POLICY

All equipment and play spaces (indoor and outdoor) are thoroughly checked prior to use, and to provide a safe and optimal environment for participants. All play materials, equipment and supplies in each premises are,

- provided in numbers that are adequate to serve the number of participants;
- sufficient variety to allow for rotation of the materials in active use;
- available and accessible to the participants throughout the day;
- of such type and design to allow the participants to make choices and to encourage exploration, play and inquiry;
- appropriate to support the learning and development of each participant.

PROCEDURE

Prior to use items and program spaces (indoor and outdoor) are checked to ensure everyone's safety.

All employees are to remove and report concerns with program equipment, play materials, and supplies before and after the program.

When damage equipment, or concerns are detected, the item is removed immediately or a barrier is put in place to prevent anyone from using it (e.g. caution tape to cordon the area off, signage).

Participants are appropriately supervised to prevent them from accessing hazardous equipment. Employees are to report concerns immediately to their supervisor.

Items that can't be repaired are discarded safely and arrangements are made to fix repairable equipment. Equipment repairs are to be treated as an immediate priority when the damaged

equipment is accessible to the general public or it cannot be easily removed or it cannot be supervised 24 hours per day until repairs take place (e.g. public playground apparatus)

Supervisors conduct random spot checks to monitor adherence to the policy.

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4502 - Release of Program Participants Policy

RATIONALE

To protect the safety of all participants by ensuring procedures are in place for releasing children to adults other than parents. .

POLICY

Children are not to be released into the care of any individual other than a parent or an authorized pick-up person. Program leaders need to receive written consent from parents in advance each time a child is to be released to an adult other than themselves or their authorized pick-up person. In all cases, designated adults must present valid identification, such as a driver’s license with photograph, to the program leader or operator prior to a child being released.

PROCEDURE

All program employees are trained on child release procedures. This includes the potential ramifications of non-adherence to this policy, what to do if someone attempts to take a child without authorization, and how to handle situations when an adult with a restraining order against him/her shows up on the program premises. Upon registration, parents are asked to identify in writing emergency contacts, individuals to whom their children can be released, and telephone numbers where the parents can be reached during program hours.

Upon registration parents are advised that authorized individuals are required to show photo identification when picking up children. Parents are asked to inform authorized individuals of this procedure in advance so they come prepared with identification. Parents are also advised that under no circumstances will children be released to unauthorized individuals until verbal consent is obtained directly from the parent. Authorization by parent is recorded on registration forms or in writing with date/signature.

A record is kept indicating the name of the person to whom a child was released, and the time and the date. In the event that an adult shows up to take a child without prior authorization by a parent, a program leader / operator must telephone a parent directly to consult with them around the release of their child to the individual. The child must not be left alone with the individual while the phone call is being made. Even if the child is familiar with the individual, under no circumstances is the child to be released until consent is obtained from a parent and

photo identification is checked.

In the event that a parent calls on the telephone or leaves a message to advise the program leader that their child will be picked up by a designated adult not on file, a program leader / operator must phone the parent back directly and verify consent before the child will be released.

Supervisors conduct random spot checks to monitor adherence to the policy.

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4503 - Drug Administration & Self Administration Policy

POLICY

BGC Dawson prefers that all medication be administered at home before arrival. However, in cases when this is not possible, the Supervisor or (Leader) designate is responsible for the administration of any and all medications as well as ensuring that all the necessary forms and releases are dated and signed by the parent/legal guardian as required.

An updated medical/allergy list to be posted in offices, communication book, sign-in book and kitchen. To be updated once a month by office personnel.

PROCEDURE:

1. Parents are required to notify staff at registration of medication needs. **There is a medical release form to be completed.** A copy of the registration form and medical release form must be given to the Supervisor or designated and put in a medical box with medications.

Administration forms to be completed each time medication is given to the child. Supervisors are to review forms and call parents if more detailed information is needed.

2. Supervisors are to:
 - a) put in communication book
 - b) place medical release in book and medical box to ensure that medical information is discussed with leader and any other individual necessary information i.e. Bus/van drivers
3. For full day programs when participants are signing in, medication is to be given to sign-in person in the original container (with child's name, name of drug, dosage, date of expiry and instructions for storage and administering). Medication must be given by the parent to the office or charge person, or with written consent, to program participants. Medication will be put into a medication box, to be picked up by the program supervisor at the office.
4. All drugs and medications on premises must be:
 - a) Stored in accordance with instructions on label
 - b) Administered in accordance with instructions on label
 - c) Authorized by parent or guardian
 - d) Inaccessible to children at all times unless self-administered with appropriate consent.
 - e) Kept in locked container with program name on it

Supervisor or designate are in charge of all drugs and medications and administration of such.

Volunteers **DO NOT** dispense medication.

5. **Medication administration at BGC Dawson, Camp, On Trips, Bus, Van** (by Supervisor, designate or self-administration)
 - a) Obtain medication from leader or medication lockable box
 - b) Supervisor or designate will administer medication.

6. When medication is given, employees must complete the medication administration record.

Ensure all areas of form are completed: Child's name, name of medication given, the date medication was given, time medication was given, amount given, signature of person dispensing medication and any necessary comments (example, reactions to medication, refusal of medication).

In cases when there has been an error (e.g. forgotten, late, incorrect amount) documentation **must** be noted on the Medication Administration Record Form in the comments section and parents/legal guardians must be notified immediately.

All leftover medication is to be returned to the parents.

Meds need to be given in a well-lit area, preferably locked away from other children. Employees should be aware of proper handling of medications.

Over the counter medications like Lactaid are considered drugs, and therefore a schedule for administration shall be required. Any over the counter medications should be included.

7. Supervisors or designates will ensure the container is returned to a locked box. The box is to be returned to the office for pick up by the parent/guardian at the end of the program day.

SELF ADMINISTRATION OF DRUGS FOR SCHOOL AGE CHILDREN OVER SIX (6) YEARS OF AGE

Regulations will be considered on an individual basis with documentation noted on a Self-Administration Release Form. Asthma medication and “EpiPen” are to be accessible at all times, in the same room as the child. Self-administered medication may be kept with coordinator or designate. The Supervisor will ensure that employees are trained on how to use an EpiPen and other such medication.

Please refer to following pages for examples of forms.

All medications, whether administered by an employee or by the child, must be documented on the Medication Administration Record Form for each child and for each separate medication.

SEVERE ALLERGY SITUATION:

When an allergic reaction happens the Supervisor or designate will administer medication or injection, unless self-administration form has been completed for children over 6 years of age. In this case, the child may administer medication (i.e. EpiPen). The Supervisor or designate will call 911 or the appropriate emergency number.

- Advise dispatch that this is a severe allergic reaction emergency and that an ambulance is required immediately.
- Advise that the local fire department emergency response team is requested to stabilize the victim until the ambulance arrives.

ADDITIONAL EPIPEN PROCEDURE: PEANUT / BEE STINGS

1. The Supervisor or designate will ensure the “NO NUT PRODUCT” rule is adhered to at all times.

INFORMATION TO PUBLIC

1. An information package should be sent home to all parents of children attending BGC Dawson detailing the organization is a “NUT FREE FACILITY” rule and requesting consideration for nut allergies when packing lunches or snacks.

SPECIAL NOTES

1. All applicable employees / volunteers will have direct knowledge of the child and the medical condition.
2. DO NOT include children with severe nut allergy in yard clean up tasks, recycling or other programs which provide the opportunity for peanut oil to possibly contact the skin of the person.
3. When an overnight field trip is planned, special precautions must be arranged and communicated to all involved. Participants can also be informed of employee precautions they can take to ensure the safety of their fellow participants.

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4505 – Meal and Snack Menus Policy

RATIONALE

To ensure that snacks and/or meals are planned to support the healthy, physical development and optimal well-being of children. To also ensure that the food preferences and dietary customs of the cultures represented in the program are respected and included in menus.

POLICY Snacks and/or lunches are planned in accordance with Canada’s Food Guide. When food is being prepared and served, the menu is planned to reflect the preferences and cultural differences of the children in the program.

PROCEDURE

Employees and volunteers involved in the preparation and serving of food are trained on the benefits of good nutrition for children, the Canada Food Guide, reading food labels for ingredients and nutritional content and how to plan healthy economical snacks and/or meals based on nutrition, balance, variety and choice.

Sample snack and meal plans are provided in training with a list of recommended foods and prohibited foods that should not be served as part of a regular snack and/or meal (e.g. soft drinks, candy, donuts etc.)

Snacks and/or meals are planned in advance and in accordance with the nutritional requirements suggested by Canada's Food Guide. Plans are submitted to a program supervisor for approval. Once approved, the plan is posted in the program.

Employees consult with the parents and participants to gather further ideas on the foods or eating customs of the various cultures represented in the group. For example, if leaders are unfamiliar with the cuisine of a particular culture they ask the parents for recipes, preparation or serving tips and background information on foods or dishes so they can share the information with the group.

Supervisors conduct random spot checks and monitor adherence to the policy and procedures during program observations.

RATIONALE

To ensure that the needs of all members are met to the best of our ability.

POLICY

BGC Dawson will integrate special needs children/youth whenever possible.

PROCEDURE

1. Program Supervisors in conjunction with the identified supports responsible for Enhanced staffing should develop their programs allowing for the integration of special needs participants.
2. Program Supervisors will facilitate a family conference.
3. Supervisors should ask if the child/youth has additional supports/worker (1:1) who could possibly accompany him/her to, during, and from the program knowing that the worker must meet organization requirements and vetting process.
4. The Supervisor/Manager will evaluate the information collected to make a final decision whether or not the organization can be of service and the child/youth can be successfully integrated into a program. This is to be done in consultation with parents/guardian.
If the service cannot be provided, the Supervisor will assist parent/guardian with investigating alternative programs (i.e. at organization or in community).
5. Employees will be provided with training, when applicable, in order to meet the needs of participants.

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Member's Belongings

POLICY

BGC Dawson requires that children’s clothing, outerwear, and other belongings must be labelled with their name. The Centre is not responsible for clothing that is not clearly labelled. A change of clothing/seasonal clothing should be left at the Centre in the event of a spill or an accident and for Outdoor activities.

RESPONSIBILITY

The **Supervisor** is responsible for ensuring that parents are apprised of this policy. **Employees** are responsible for helping each child to store their clothing and other belongings in their designated cubby hole and for following sanitary practice procedures if clothing or other belongings are soiled.

Planning and Program Evaluations

As part of our commitment to high quality programming, BGC Dawson, (Dawson Community Centre) uses program planning and program evaluation as tools to continually improve. Effective program evaluation is built into program planning from the beginning. The organization evaluates programs to review whether they implemented activities in the manner they planned, to determine if the program goals and objectives were met, and to measure what changes or benefits resulted from organization activities for children, youth, families, seniors and the community.

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4601 - Mission and Core Values Policy

RATIONALE

To ensure programs goals reflect the BGC Dawson mission statement, core values and BGCC four core program areas.

POLICY

Programs reflect the organization’s mission, core values and BGCC four core program areas.

PROCEDURE

All program employees receive training on the mission statement, core values, BGCC four core program areas, A system is in place to submit program plans to their supervisor for review and

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4602 - Program Evaluation Policy

RATIONALE

To ensure that programs meet the needs of participants and to improve the quality of programs by encouraging and examining comments by parents and program participants.

POLICY

In every program, parents and program participants are invited to give written feedback on their experience and their level of satisfaction with the organization services, at least one per program session.

PROCEDURE

1. Evaluation Process

Supervisors shall evaluate programs and services using the following methods:

- Customer satisfaction through participant evaluation forms and personal solicitation of parent feedback
- Comparison of proposed and actual number of people served
- Financial performance
- Adherence to standards
- Continuous Improvement
- Model For Success
-

Evaluations shall be recorded.

2. Response to Evaluations

Program plans shall be adjusted if necessary, according to the findings of program evaluations.

Parents receive evaluation forms. Program participants should be asked frequently and in

different ways how they felt about the program and their experiences as well. Participant's feedback is valuable in planning programs and adjusting activities to better meet their needs and preferences. This process can also assist program participants in developing decision-making and problem-solving skills and empower them to take ownership to the program. Supervisors keep records of the feedback received from program participants and add to evaluation reports.

specific strategies for improving the quality of the program. The strategies are aligned with the program goals.

Outcome Measurement

Outcomes are benefits or changes for members as a result of participating in BGC Dawson activities. Outcomes may relate to behaviour, skills, knowledge, attitudes, values, condition, or other attributes. They are what participants know, think, or can do, or how they behave, or what their condition is, that is different following the program. The organizations use the following methods to measure outcomes:

- Annual outcome measurement surveys of members, with supplementary surveys completed by parents/caregivers and staff.
- Satisfaction Feedback Forms completed by parents/caregivers for programs.

Results are compiled and shared with Supervisors, who use the results in their program plans/ goals.

All information relating to programs must be put into Amillia, or another Program Management Software.. All staff must be trained on the selected Program Management Software.

D: PROGRAMMING POLICY AND PROCEDURE	
<i>Approval Date</i> 2024	
<i>Review Date</i> 2028	<i>Page</i> 1 of 2
<i>Contact Person/Department</i> Executive Director	

4603 - Program Development and Collaboration Policy

RATIONALE

To assist employees and volunteers to communicate and work together so that programs run smoothly and effectively.

POLICY:

Employees and volunteers will collaborate to ensure that programs meet the development needs of program participants, and to support short term and long-term planning.

PROCEDURE:

Supervisors, employees and volunteers who provide various services within the agency departments or activity areas, work collaboratively and keep one another informed of situations requiring co-operation through their supervisor, meetings, organization newsletter, daily logbook, face to face meetings, e-mail and program planning sessions.

BGC Dawson is committed to providing a diverse array of programs that encourage the development and well-being of children/youth and their families. Department supervisors shall prepare annual program plans and goals that include the input of their employees, volunteers and the community.

1. Annual Program Planning

Annual program plans/ goals shall be developed based on the following:

- Purpose and Objectives
- Community Needs
- Budgetary Considerations
- Methods of Evaluation
- Align with the organizations strategic goals

The best interests of the participant shall be the primary consideration in any program offered in respect to a child or youth, or senior. BGC Dawson employees shall develop annual program plans in consultation with the participants, parents, the community and the program committee.

2. Program Review Process

Programs will be reviewed on an annual basis prior to the program planning process. Each program area shall be reviewed on the basis of:

- The degree to which the people need the program when it is serving (need).
- The amount and type of financial and human resources utilized in the program (effort).
- The degree to which the program achieves its objectives (effectiveness).
- How well the program utilizes its resources in reaching its objectives (efficiency).

An annual agency program plan shall be prepared to ensure programs and services fulfill the organization's mission through its core values and strategic plans.

3. Approval of Program Plans

Plans shall be presented to the Board of Directors for approval on an annual basis.

D: PROGRAMMING POLICY AND PROCEDURE	
<i>Approval Date</i> 2024	
<i>Review Date</i> 2028	<i>Page</i> 1 of 3
<i>Contact Person/Department</i> Executive Director	

4604 - Program and Activity Planning Policy

RATIONALE

To ensure that all aspects of the program are kept current, continue to meet the community's needs and ensure the best possible outcomes for children and youth by communicating, collaborating and coordinating with key partners in the agency and community.

POLICY

Employees are required to follow this procedure when implementing programs or activities. When planning programs or activities the process includes consultation with co-workers and other resources.

PROCEDURE

Planning Programs (Supervisors) -

Prior to the start of programs, all employees from the department and supervisory team meet to discuss the program and the needs of the children. Discussion topics include the goals of the program; the types of activities that are projected; the way in which children are to be treated while in the program; roles and responsibilities; facility and equipment requirements; coordination of facility space with other groups who use the facility, questions and concerns.

Steps Include-

- i. Establish need / interest
- ii. Program Outline- including budget
- iii. Registration
- iv. Marketing- refer to the agencies marketing guide
- v. Program Delivery
- vi. Evaluation

All BGC Dawson (Dawson Community Centre) programs must reflect the organization's Mission Statement and Core Values.

Supervisors shall develop program plans in consultation with the participants, parents, the community and the staff. Supervisors are required to assess programs related to risk and identify any medium to high risk programs or activities (i.e. trips/outings) to the Assistant

Executive Director, to be shared with the insurance carrier a minimum of 2 months in advance. Any new programs or services are also required to be shared with the insurance carrier 2 months in advance.

An annual program plan and guide will be developed in collaboration with the Supervisory team and submitted to the Board for approval.

1. Planning Activities (Program)

Program employees are required to complete an activity program plan form prior to implementing an activity for children or youth. Activity program plans must:

- Reflect the agency's mission, core values,
- Involve children, Youth and seniors in the planning of activities plans.

- Reflect the overall programs purpose
- Include supplies and equipment required (any purchases must be approved by the program supervisor prior to purchase of any supplies or equipment)
- Design activities plans that reflect the participant's energy level, encourage positive behaviour, and maintain the participant's interest.
- Ensure there are no safety concerns for the program participants, volunteers and employees.
- Reflect transition times. Whenever a transition, such as a change of activity or location, takes place, the transition period is planned in advance as an integral part of the child's program experience. Alert the participants in advance about upcoming transition times and what will take place. There are fun and meaningful activities planned / available for children to participate in during transitions (e.g. not simply busy work intended to keep a child "occupied" but something that meets their needs, interests and developmental levels).
- Program activity plans must minimally include the name of the program, leader's name(s), date of the program, the time of day, the duration of activities and the names of the specific activities planned to include those offered during program transitions and free choice periods. Additional information can be included such as the activity objectives and the location of the activity if the program uses various parts of a site.
- Supervisors provide guidance to leaders on program activity design as required.
- Program employees are to complete program plans at least one week prior to the program start to ensure time is available for review by a supervisor and fine-tuning if needed.
- Be reviewed and approved by the Program Director prior to implementation.
- Supervisors require a program employee to post the program activity plan for children and parents to view. If posting any changes made to program activity plans after the plan has been approved must be noted right on the planner for children and parents to see.
- Ensure after implementation, evaluation comments are recorded, and activity plan forwarded to supervisor for use as a resource for other program employees.

Program plans are kept on file for two years for comparative and reference purposes.

D: PROGRAMMING POLICY AND PROCEDURE	

Appendices

Appendix A – BGC Dawson Mission, vision, and values

**BGC Dawson
MISSION
STATEMENT**

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

VISION STATEMENT

A place to engage, inspire and empower all to achieve their potential.

Appendix B – BGC Dawson Core Values

WE CARE ABOUT CHILDREN AND YOUTH

BGC Dawson services are available to all young people. Our organization believes children and youth need special support to overcome disadvantages. Young people naturally seek excitement, friendship and support. Happily, the chance to offer encouragement, direction and counseling comes as a result of gaining their trust.

SENSE OF SELF-WORTH

We hold that an individual's self-worth is fundamental, and BGC supports this basic value.

ADVOCACY

BGC Dawson advocates positions and actions that further the common goals of children, families and community.

LEARNING

We recognize that learning plays a significant role in the development of children, youth and seniors. We support, foster and encourage life-long learning.

IMPORTANCE OF THE FAMILY

We recognize that the family, a young person's social network, is the most influential context in which children and youth learn. Our encouragement and support of the caring role in this process are imperative.

CO-OPERATION

BGC will cooperate with families, other services organizations and governments to most effectively address the needs of children and youth.

CHILDREN AND YOUTH NEED TO BE HEARD

We believe that every young person has the right to be listened to, to be heard and responded to, as someone who really matters and as someone whose ideas could make a difference.

ACCEPTANCE AND A SENSE OF BELONGING

We acknowledge the need of all young people to be accepted and liked, and to become competent, both among their peers and in the eyes of adults. We are sensitive to the isolation of the individual who is different in any way, and we endeavour to create in our services an atmosphere that fosters a sense of belonging and acceptance.

APPRECIATION OF CULTURAL DIFFERENCES

BGC encourages and fosters cross-cultural understanding and appreciation. Our programs are accessible to all youth and reflect the ever-changing needs of youth and families in our communities.

EMPOWERMENT AND POTENTIAL

We believe that all children and youth have the right to maximize their potential by experiencing challenges and responsibilities typical of healthy family and community life. We know young people attain their highest levels of personal growth and development when they are empowered to achieve a balance between “giving to” and “receiving from” their community. BGC Dawson encourages community service, self-help and self-sufficiency by presenting challenges and fostering responsibility and authority in children and youth.

SENSE OF ADVENTURE

We understand the natural desire young people have to be challenged by risk and adventure, to seek recognition and blaze new trails; to climb rugged mountain slopes just to stand a few moments on the highest peak; to perform in a play; or to rocket to the moon.

IMPORTANCE OF ROLE MODELS

Role models play an important part in young people's lives. BGC Dawson searches out and support those who model honesty, enthusiasm, fair play, respect, tolerance and forgiveness.

COMMITMENT TO VOLUNTEERS

BGC Dawson value volunteers. Our management and service structures reflect this commitment. The involvement and support of volunteers are essential to the maintenance of socially and economically responsible programs.

NEIGHBOURHOOD AND COMMUNITY SOLUTIONS

BGC Dawson believes that neighbourhood and community-based approaches that reach out to children and youth and families hold the greatest potential for fulfilling our agency mission.

Appendix
^x
Compliance and Contraventions Monitoring Record

Employee _____ Date: _____

Please note not all areas will be observed at one time

Date:

Appendix
x

Compliance and Contraventions to be viewed	Jan-June	July-December
1. Fire and Emergency Evacuation Policy		
2. Child Abuse Policy		
3. Behaviour Management		
4. Serious Occurrence Policy		
5. Supervision for Volunteers and Students Policy		
7. Anaphylaxis Policy		
8. Lock Down Policy		
9. Anti- Harassment/ Anti- Violence Policy		
10. Criminal Reference, Offense declaration and Vulnerable Sector Check Policy		
11. Program Statement Implementation Policy		
12. Staff Training and development Policy		
13. Sanitary Practices Policy		
15. Medication Policy		
16. Children's Individualize Plans		
17. Wait List		
18. Parent Issues and Concerns		
19. Emergency Management		

Appendix

F (a) – Medical Administration Form (Ongoing Drug Administration)

I, (parent / guardian) authorize the administration of _____
(medication) to _____

(child's full name). This medication is to be administered when the following symptoms are present:

Start Date: _____ End Date: _____

Storage: _____

Use the Following instructions: Dosage: _____ Time: _____

Stop medication if the following reaction(s) is observed: _____

Parent _____ Signature: _____
Signature: _____ Employee
Date: _____

Administration Record

Date	Time Given	Amount Given	Employee Signature	Comments

Appendix
x

F (b) – Self Administration Form

SELF ADMINISTRATION FORM

I authorize the administration of _____ (Medication) by

(Childs Full Name). when
the following symptoms are present: _____

If my child should need to exceed the recommended maximum frequency, I understand that I will be contacted. I understand that I will also be contacted whenever my child may need an injection and that I must have him/her seen by a physician immediately thereafter.

Start Date: _____ End Date: _____ Storage of Self Administration Medication:

Method of Administration (circle appropriate):

ORAL

INHALENT

INJECTABLE

Adverse Effects of Medication: _____

Parent _____

Signature: _____

Date: _____

Signature:
Employee

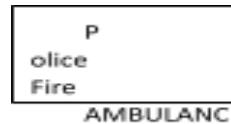
Administration Record

Date	Time Taken	Amount Taken	Employee Witness Signature	Comments

G – Concussion Signs and Symptoms – Checklist

Concussion Signs and Symptoms

Checklist 911



Name: _____ Age: _____ Date & Time of Injury: _____

Where and How Injury Occurred: (be sure to include cause and force of the hit or blow to the head)

Description of Injury: (Be sure to include information about any loss of consciousness and for how long, memory loss, or seizures following the injury, or previous concussions, if any. See the section on Danger Signs on the back of this form.)

Directions

Use this checklist to monitor participants with head injuries. Participants should be monitored for a minimum of 30 minutes. Check immediately, 15 minutes later, and at the end of 30 minutes.

Participants who experience one or more of the signs or symptoms of concussion after a bump, blow or jolt to the head should be referred to a health care professional with experience in evaluating for concussion.

For those instances when a parent is coming to take the participant to a health care professional, observe the participant for any new or worsening symptoms right before they leave. Send a copy of this checklist with them for the health care professional to review.

DANGER SIGNS

Be alert for symptoms that worsen over time. The participant should be seen in an emergency department right away if she/he has:

- One pupil (the black part in the middle of the eye) larger than the other
- Drowsiness or cannot be awakened
- A headache that gets worse and does not go away
- Weakness, numbness, or decreased coordination

- Repeated vomiting or nausea
- Slurred speech
- Convulsions or seizures
- Difficulty recognizing people or places
- Increasing confusion, restlessness, or agitation
- Unusual behavior
- Loss of consciousness (even a brief loss of consciousness should be taken seriously)

OBSERVED SIGNS	0 MINUTES	15 MINUTES	30 MINUTES	<input type="checkbox"/> MINUTES Just prior to leaving
Appears dazed or stunned				
Is confused about events				
Repeats questions				
Answers questions slowly				
Can't recall events prior to the hit, bump, or fall				
Can't recall events after the hit, bump, or fall				
Loses consciousness (even briefly)				
Shows behavior or personality changes				
Forgets class schedule or assignments				
PHYSICAL SYMPTOMS				
Headache or "pressure" in head				
Nausea or vomiting				
Balance problems or dizziness				
Fatigue or feeling tired				
Blurry or double vision				
Sensitivity to light				
Sensitivity to noise				
Numbness or tingling				
Does not "feel right"				
COGNITIVE SYMPTOMS	0 MINUTES	15 MINUTES	30 MINUTES	<input type="checkbox"/> MINUTES

				Just prior to leaving
Difficulty thinking clearly				
Difficulty concentrating				
Difficulty remembering				
Feeling more slowed down				
Feeling sluggish, hazy, foggy or groggy				
EMOTIONAL SYMPTOMS				
Irritable				
Sad				
More emotional than usual				
Nervous				

Resolution of Injury

Participant returned to program

Participant went home with parent/guardian/caregiver

Participant taken to healthcare professional for evaluation

EMPLOYEE COMPLETING THIS FORM: _____
Signature

EMPLOYEE COMPLETING THIS FORM: _____
Print Name

TITLE (Please print): _____

COMMENTS:

Reviewed by V. Coleman Owner & Lead Instructor of Coleman Training Services, a Canadian Red Cross Training Partner
03/14

Appendix On Call Employees – Emergency Direction / Support

**On Call Employees - available in emergencies for direction and /or support.
Thank you.**

Transportation Difficulty Form

TRANSPORTATION DIFFICULTY FORM

On _____, your child(ren),
(date) (full name)
Was traveling from _____ to _____
for (place) (place)
the _____ held at BGC Dawson and (program)
at _____.
(time)

We have experienced the following difficulties:

- _____
- _____
- _____
- _____
- _____

We would like to inform you of this concern. If your child should receive one more of these slips, he/she will no longer be allowed to travel on our vehicle and will be unable to participate in our programs until a meeting has taken place with the Program Coordinator or designate to discuss the matter. The coordinator has the right to refuse service to a participant if misbehaviour continues causing an unsafe environment on the vehicle.

If you would like to discuss this matter, please feel free to call me at XXX-XXXX

Appendix

Transportation, Code of Conduct

Transportation CODE OF CONDUCT

All passengers are required to behave in accordance with the Code of Conduct while traveling on a BGC Dawson vehicle.

The driver is required to concentrate on safely driving a organization vehicle. Behaviour by passengers is expected to be the same, whether at the organization or in one of the organization vehicles. Misconduct by passengers includes but is not limited to:

- Any hurtful behaviour to self, others or the environment
- Not following the employee direction
- Not staying seated (wearing seat belts in vans)
- Eating or drinking

If a passenger willfully damages a BGC Dawson vehicle, as determined by the driver and the Coordinator or Designate, he or she shall be required to pay for the damages and disciplinary consequences will be determined by the Coordinator or Designate.

Integration Definition:

Integration is the assimilation of those with special needs into the community as a whole. Children can participate together in various programs, ensuring equal treatment and access. This creates a learning environment by allowing the child(ren) to develop independence and experience respect and courtesy within the community. Integrating children allows their quality of life to improve by offering interactions with the community as a whole. Integration encourages the individual to make informed decisions for him/herself.

Date: _____

Name of Parent (s)/Guardian: _____

Diagnosis: _____

MEDICAL NEEDS

1. Does your child have any medical condition requiring special diets or routine medication to control (e.g. diabetes, controlled seizures, and asthma)? Yes No _____

Explain: _____

2. Does your child require any special equipment as part of a daily routine (e.g. feeding tubes, suction machine)? Yes _____ No _____

Explain: _____

3. Are there any suspected or known allergies? _____

COGNITIVE SKILLS

1. Does your child have mild, moderate or severe disfunction in the use of these basic senses?

a. Visual (seeing) _____

b. Auditory (hearing) _____

c. Tactile/sensation _____

2. Does your child use any assistant devices for vision (i.e. glasses) or hearing (i.e. aids)?

Yes _____ No _____

Explain: _____

3. Does your child have difficulty learning new tasks? Yes ___ No ___

Explain: _____

4. Does s/he need verbal and/or active guidance? Yes _____ No _____

Explain: _____

5. Does s/he require concrete goals and direct motivation to learn? Yes _____ No _____

Explain: _____

MOBILITY

1. Does your child:

- a) require assistance on stairs or outdoor play structures?
- b) crawl, walk with an unsteady gait, use crutches and need to be watched to ensure safety?
- c) use a wheelchair or walker (self propelling), need to be watched to ensure safety and need assistance sitting in a chair?
- d) need assistance to move (not independently mobile)?

TOILETING

1. Does your child require assistance in use of toilet or diapering? _____

Is toilet training in progress? Yes _____ No _____

Explain: _____

Words to indicate toilet needs:

EATING

1. My child -
 - a) can feed him/herself
 - b) is learning to feed him/herself
 - c) does not feed him/herself (Please circle one of the above)
2. Does your child need verbal reminders and guidance when eating? _____
3. Is constant supervision for feeding required to ensure the physical safety of your child? Yes _____ No _____

DRESSING

1. Can s/he dress independently? Yes _ No _____ Is help needed? Yes No
With what (i.e. tying shoes)? _____

BEHAVIOURAL

1. Please circle. Does your child:
 - a) Need verbal prompting to help to plan and structure free play; some guidance to be socially appropriate?
 - b) Need active intervention for turn taking or sharing; intervention due to withdrawn behaviour or aggression, but can respond to limits?
 - c) Have major difficulties responding to limits, behave aggressively to self or others, often refuse to comply, tend to be very isolated from other children?

EMOTIONAL NEEDS

1. Please circle. Does your child:
 - a) Require help to develop trusting relationships?
 - b) Appear to have an unmet need for nurturance, need very frequent physical contact?
 - c) Not accept nurturance or allow physical contact?
 - d) Have difficulty with separation from family members, especially parent/guardian?

PLAY

1. Please circle. Does your child:

- a) Play, if guided to join activity?
- b) Play, if an adult intervenes to include a child in the activity?
- c) Play by him/herself but will not play near or with other children; has limited contact with other children?
- d) Becomes easily overwhelmed and is unable to play with other children?

Other: _____

2. Are there any restrictions to activities? _____

FINE MOTOR OR PERCEPTUAL MOTOR SKILLS

- 1. Does your child require a) verbal b) active or c) intensive intervention to follow instructions and make use of materials?
- 2. Does s/he need repetitive exercises to develop skills and coordination?
 What Type? _____
- 3. Is s/he limited or incapable of many fine motor skills?
 Which ones: _____

COMMUNICATION SKILLS

- 1. Does your child understand what you say to him/her (i.e. follows directions)? _____

- 2. Does s/he have verbal language? Yes ____ No ____

- 3. Do you have any "family words" we should know? _____

If non-verbal, what type of communication method is used (i.e. picture board, signing)

SAFETY NEEDS

1. Does your child wear a helmet? For what activities? _____

2. Does your child require a harness restraint in a vehicle (van)? Yes No ____

If yes, why? _____

OTHER INFORMATION: _____

Completed by (Print Name): _____

Parent/guardian Signature: _____

Date: _____

Original copy of police check														
Drivers Abstract														
First Aid/Standard CPR C														

BGCD Donation														
Copy of Diploma/Degree														

	Volunteer/Placement	Leaders	Non ECE Childcare Staff	ECE	Drivers	Admin Staff	Maintenance	Program/Site Supervisors	Coordinators/Managers	Enhanced Staff	Childcare Enhanced Staff	Support Services
--	---------------------	---------	-------------------------	-----	---------	-------------	-------------	--------------------------	-----------------------	----------------	--------------------------	------------------

Volunteer Declaration Agreement													
Pre-existing Relationship Declaration													
Wage Enhancement Letter													
MED: Collection of Personal Info													
T-shirt Order Form or Provide T-Shirt													
PEAK Waiver													
Offence Declaration													

Section C: Welcome

Before Start Date (for clarification and templates, see "Before Start Date" Document in One File)

Call/E-mail Employee													
Email department/team/functional area regarding the new hire													
Prepare Welcome package													

On/After Start Date

Review Recognition Program													
Review Job Description													
Review Performance Management Process													
Facility Tour: Include descriptions of in-house partners, and overview of departments, introductions													
Building Keys/Codes													

Section D: Policies and Procedures

Lifeworks													
Facility Map													
Sickness, absences – <i>Specific</i>													
Shift Changes - <i>Specific</i>													
Staff Meetings/Trainings – <i>Specific</i>													
Pay day													
Work Schedule: Review work schedule													
Email													
SharePoint Registration & Navigation													
Storing Personal Belongings													
Phone system													

Employee Section

Comments:

Confirmation:

I, _____

have read this form and acknowledge that the employee orientation has been completed, and that I will speak with my direct supervisor regarding any additional training or questions that may arise during my employment with the BGC Dawson

Employee Signature

Date

Facilitator Signature
Pick-up Authorization Form

Date Appendix O – Taxi

Appendix - Incident Report

Review Level:
____ Green
____ Yellow
____ Red

Incident Report – BGCD

Date of Incident: _____

Start Time: _____

Location of Incident: _____

Finish Time: _____

Patron(s) Involved: _____

Employee Involved: _____

Department: _____

Witnesses: _____

Description of Incident:

Employee Follow-Up (Behaviour Management, Supervisor Contacted, First Aid, and Parent Communication):

Were Parents Notified? Yes No

Date and Time of Parent Notification: _____

Concussion Checklist Completed and attached:

Additional Notes:

Completed by (Employee): _____ **Date:** _____

Signature: _____

Supervisor Follow-Up:

(Action Plan, Parent Communication, Suspension, Staff Follow-Up, Additional First Aid)

Concussion Checklist Completed and attached:

Completed by (Supervisor): _____ **Date:** _____

Signature: _____

Manager: _____

Director: _____

Coordinator / Manager Follow-Up:

(Action Plan, Parent Communication, Suspension, Staff Follow-Up, Additional First Aid)

Completed by (Coordinator/Manager): _____

Date: _____

Signature: _____

Executive Director: _____

Appendix Q – Bomb Threat Checklist

BOMB THREAT CHECKLIST

Record of bomb threat:

Date that the threat was received:	
Time that the threat was received:	
Method threat was received (phone call, text, social media):	
The name of the person who received the threat:	
Location of the person who received the threat:	
Location of suspected device or package:	
Any time factor involved (was an amount of time stated?):	
The type of device (Radio-controlled, the type of explosive, size or any possible description of the device):	
Motive for placing the device:	
The exact words of the caller/threat:	
Was the caller male or female:	
Possible age of the caller:	
Did the caller have any accent or did the caller sound intoxicated, what was the emotional state:	

Listen for any background noise (i.e. Traffic, machinery, music):	
Is the voice familiar and does the caller appear to have knowledge of the facility:	
Time the call was terminated:	

Appendix R – Naloxone Hydrochloride Procedure

NALOXONE HYDROCHLORIDE PROCEDURE

This procedure outlines

- A brief summary on opioids and Naloxone, and

The responsibilities of:

- Staff trained in the administration of Naloxone Hydrochloride – Authorized Staff
- The Senior Staff designated for the oversight of Naloxone Hydrochloride
- All other staff

Staff trained in the administration of Naloxone Hydrochloride – Authorized Staff

The Management team shall select a team of staff to be trained in the administration of Naloxone Hydrochloride. Staff have the right to refuse this responsibility.

Designated staff that have been trained to administer Naloxone Hydrochloride will administer this drug to a person (participant, parent, visitor, tenant or staff) in the BGC Dawson facility or property who appears to be experiencing signs and symptoms of an opioid overdose in accordance with the conditions outlined in this procedure.

1. Authorized Staff
 - Staff trained in the administration of Naloxone Hydrochloride
 - Staff who hold current certification in Standard First Aid and CPR
 - Staff who demonstrate an understanding of the information pertaining to Naloxone
2. The Senior Staff designated for the oversight of Naloxone Hydrochloride
 - Must meet all of the above conditions, as well as accept the responsibility of the oversight of Naloxone at BGC Dawson
3. All other staff:
 - Must read and sign off that they have read the Naloxone policy and procedure

Recipient Persons:

Naloxone Hydrochloride will be administered to a person at BGC Dawson or on the property in an emergency situation:

- For whom Naloxone is indicated
- Where no known contraindications are present
- Where suspected or actual opioid overdose signs and symptoms are present

Opioid misuse can be very dangerous, even deadly. Misuse of opioids is common among young people. Most of those who use this drug, take it from family members without them knowing. The risk of overdose is high. With fentanyl, even small amounts can kill and because it is mixed in with other street drugs, young people may not be aware that they are putting themselves at great risk.

There are two types of opioid medications:

1. Over-the-counter opioids, which include drugs containing codeine, such as Tylenol 1 or some cough syrups.
2. Opioids that must be prescribed by a doctor or dentist which include stronger pain medications like Tylenol 2, 3 and 4, Percocet, OxyNeo (replaced OxyContin) and the fentanyl patch.

Properties of Naloxone:

Naloxone Hydrochloride can prevent or reverse the effects of opioids including respiratory depression, sedation and low blood pressure. Naloxone does not produce respiratory depression nor symptoms of psychosis. In the absence of opioids, it exhibits essentially no pharmacologic activity. Naloxone has not been shown to produce tolerance or to cause physical or psychological dependence. In the presence of physical dependence on opioids, Naloxone will produce withdrawal symptoms.

While the mechanism of action of Naloxone is not fully understood, the evidence suggests that Naloxone antagonizes the opioid effects by competing for the same receptor sites. Following administration of Naloxone, it is rapidly distributed into the body. It is metabolized in the liver and excreted in the urine.

Naloxone Hydrochloride is a very safe drug and should therefore be used if there is a suspicion that a person's impaired level of consciousness along with respiratory depression is the result of excess opioids in their bloodstream.

Naloxone is a drug that TEMPORARILY reverses an opioid overdose. Naloxone can work for up to 45 minutes – could be less depending on the opioids in the system. Naloxone can work immediately but can also take up to 2-3 minutes (in nasal spray form) to kick in.

Precautions:

1. Who should **not** be given Naloxone:
 - Those who show signs of hypersensitivity (hives, wheezing, difficulty breathing, difficulty swallowing, swelling of the mouth and throat, chest tightness, hypotension and shock) **after previous administration of Naloxone Hydrochloride**
 - Are allergic to any components of Naloxone Hydrochloride: medicinal ingredients include Naloxone Hydrochloride and non-medicinal ingredients include hydrochloric acid, methyparaben and propylparaben
2. Other precautions:

Although a direct cause and effect relationship has not been established, Naloxone Hydrochloride should be used with caution in clients with pre-existing cardiac disease or who have received potentially cardio toxic drugs.

In addition to administering Naloxone Hydrochloride, 911 must be called and other First Aid measures such as stimulation and chest compressions should be initiated.

3. Warnings:

There is no current proof of any ill effects of Naloxone on pregnant women. However, abstaining from Naloxone administration in pregnant women in an emergency situation could result in death of the fetus and the mother.

Naloxone storage:

Keep kit in a cool, dry place.

Track expiration dates (located directly on NARCAN Nasal Spray box) and order new kits as needed.

Keep Naloxone locked up in a secure location.

Precautions to Staff:	Staff should understand there is a risk of contracting HIV, Hepatitis B or Hepatitis C when you come into contact with bodily fluids that may be present during an overdose situation and understand how to keep themselves and others safe HKPR Naloxone Program only distributes Naloxone by nasal spray. Do not share the same nasal spray or reuse a nasal spray container.
Signs of an opioid overdose:	<ul style="list-style-type: none"> • Pinpoint pupils • Snoring-like or gurgling sounds • Unresponsive to outside stimulus • Body is very limp • Pulse/heartbeat is slow, erratic or no heartbeat • Breathing is very slow and shallow, erratic or has stopped • Face is very pale or clammy • Fingernails and lips turn blue or purple
Carry out the 5 steps if opioid overdose is suspected	<ol style="list-style-type: none"> 1. Check for responsiveness 2. Call 911 3. Administer Naloxone 4. Administer first aid 5. Monitor and repeat
STEP 1	• Yell the person's name, check breathing
STEP 2	Call 911

STEP 3	<ul style="list-style-type: none"> • Administer Naloxone <ul style="list-style-type: none"> - Lay the person on their back - Remove Naloxone nasal spray from the box. Peel back the tab with the circle to open the nasal spray - Hold the Naloxone nasal spray with your thumb on the bottom of the plunger and your first and middle fingers on either side of the nozzle - Tilt the person's head back and provide support under the neck with your hand. - Gently insert the tip of the nozzle into one nostril until your fingers on either side of the nozzle are against the bottom of the person's nose
	<ul style="list-style-type: none"> - Press the plunger firmly to give a dose of the Naloxone nasal spray - Remove the nasal spray from the nostril after giving the dose • When Naloxone starts working, the individual may; <ul style="list-style-type: none"> - wake up suddenly – like taking a big breath coming out of water OR they could come around gradually - be disoriented, and/or agitated and may become combative - experience mild to severe withdrawal symptoms and may want to use more drugs
STEP 4	Administer first aid <ul style="list-style-type: none"> - If the person is still unresponsive and not breathing, begin CPR. Chest-only compressions should be used unless a barrier device is available for protection to staff for rescue breathing. - If the person resumes breathing, place the person in the recovery position
STEP 5	If a person does not start breathing on their own within 2-3 minutes, use a new Naloxone nasal spray to give another dose in <u>the other nostril</u> and continue chest compressions until they start breathing on their own OR until paramedics arrive.

Serious Occurrence to Enhanced Serious Occurrence Reporting

APPENDIX A

<p style="text-align: center;">Serious Occurrence Category</p> <p style="text-align: center;">For a complete definition, please refer to the guidelines above</p>	<p style="text-align: center;">The incident may be enhanced if...</p>
1. Death of a client	<ul style="list-style-type: none"> • Suspicious circumstances or negligence could be perceived to have contributed to the death.
2. A serious injury to a client: <ul style="list-style-type: none"> a) An injury caused by the service provider. b) A serious accidental injury. c) A serious nonaccidental injury. 	<ul style="list-style-type: none"> • The injury is currently life-threatening. • Suspicious circumstances or negligence could be perceived to have contributed to the cause of the injury.
3. Any alleged abuse of a client.	<ul style="list-style-type: none"> • MCSS: In adult developmental services, any alleged, witnessed or suspected incident of abuse that may constitute a criminal offence shall be immediately reported to the police.
4. Missing Client	<ul style="list-style-type: none"> • The client's age or mental capacity makes him/her especially vulnerable. • A crime is suspected to have occurred in conjunction with the client going missing (i.e. abduction, stolen vehicle, assault on staff). • The service provider contacted the police and an amber alert or a similar public awareness tactic is planned. <p>Note: Do not report incidents in this category as enhanced if the incident has already been resolved (e.g., missing client has returned).</p>
5. Disaster/Disease	<ul style="list-style-type: none"> • The incident is a lockdown relating to a serious incident occurring in your service provider location • The incident is an outbreak of a serious contagious disease or virus, such as C. Difficile or SARS. • The incident caused major damage to a service provider's location and will significantly disrupt the delivery of services. <p>Note: Do not report incidents in this category as enhanced if the incident has already been resolved (e.g., lockdown has been lifted).</p>
6. A complaint about the service provider.	<ul style="list-style-type: none"> • The individual or group who complained has contacted the media. • A staff member has been arrested for a serious crime that may have affected clients.

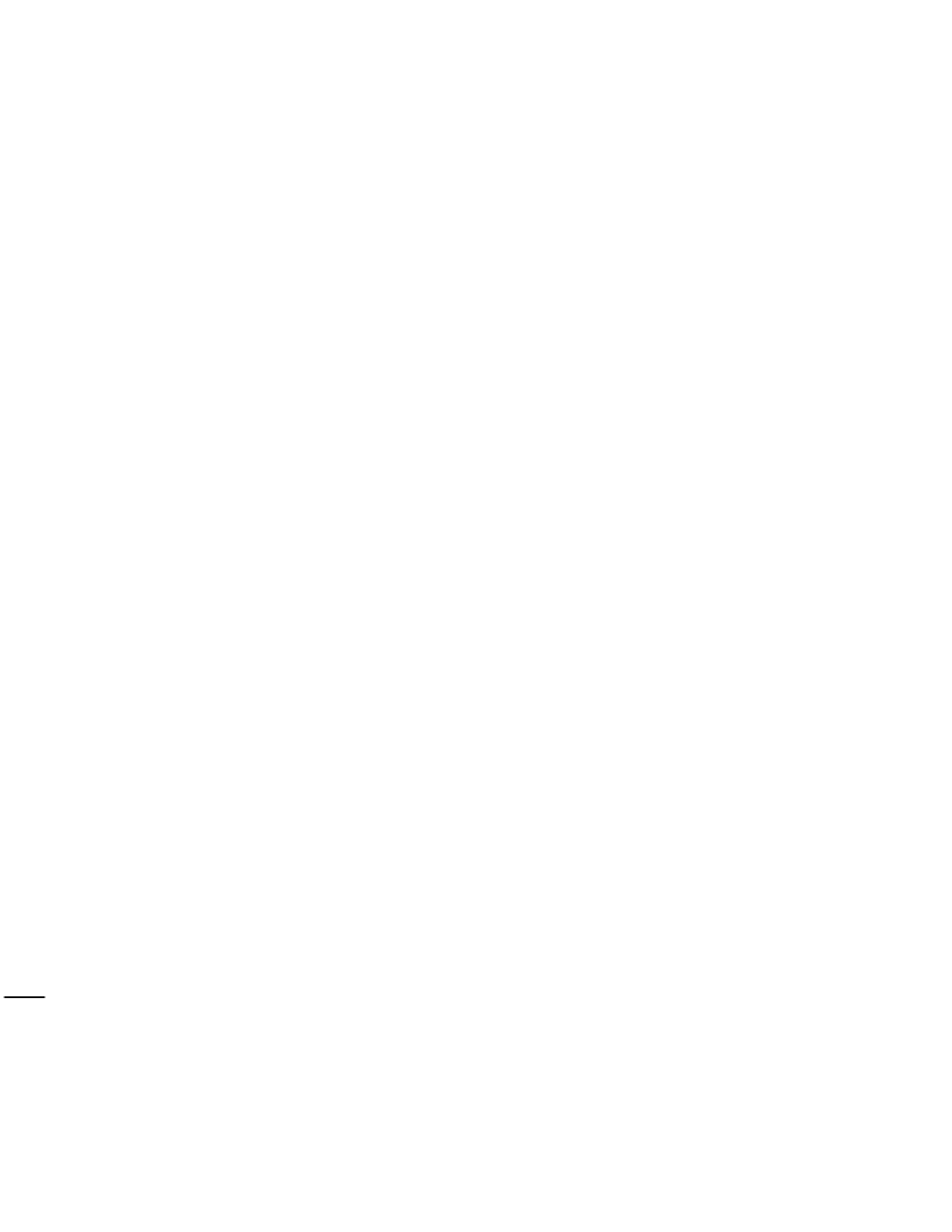
	<ul style="list-style-type: none">• The complaint is about a topic that is often covered in the media.
7. A complaint made by or about a client and any other serious occurrences.	<ul style="list-style-type: none">• The incident involves serious criminal activity on the part of the client.
8. Restraint of a Client	<ul style="list-style-type: none">• Service provider staff applied a physical restraint that resulted in a life-threatening injury.

APPENDIX B

Summary of Responsibility

Timeframe	Responsibility
Immediately	<p>Service Provider will:</p> <ul style="list-style-type: none"> • Address health & safety of client(s). • Comply with the reporting requirements of the <i>Coroner’s Act</i>, and any other legislated requirements from MCCSS, including the Child Death Reporting and Review Joint Directive • Notify Children’s Aid Society, as appropriate. • Notify all other applicable parties, as required. • For agencies funded under the <i>Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008</i>, call police where there is agency suspects any alleged, suspected or witnessed abuse of a persons with a developmental disability may constitute a criminal offence. • Notify all other applicable parties, as required.
Serious Occurrence Report (Within 24 hours)	<p>Service Provider will:</p> <ul style="list-style-type: none"> • Determine if the incident is a serious occurrence to be reported to the ministry. • Submit Serious Occurrence Initial Notification Report (INR) to the regional office or submit Inquiry Report (IR) in lieu of an INR.
Enhanced Serious Occurrence Report (Within 3 hours)	<p>Service Provider will:</p> <ul style="list-style-type: none"> • Determine if the incident is an enhanced serious occurrence to be reported to the ministry. • Submit Enhanced Serious Occurrence Initial Notification Report (INR) to the regional office or submit Inquiry Report (IR) in lieu of an INR.
Within 7 business days	<p>Service Provider will:</p> <ul style="list-style-type: none"> • Submit Inquiry Report (IR) to the regional office.
Upon Receipt of IR	<p>Regional Office will:</p> <ul style="list-style-type: none"> • Acknowledge receipt of IR. • Review all information and action taken by the service provider. • Determine if further ministry follow-up is required (if so, the program supervisor/adviser will work with the service provider).
Annually	<p>Service Provider will:</p> <ul style="list-style-type: none"> • Submit “Annual Summary & Analysis Report” to their regional office, summarizing all serious/enhanced serious occurrence reporting activity for the previous year, noting emerging issues and/or trends and action taken to address any issues.

Appendix U – Memo to Service Providers – Proper use of Serious Occurrence Forms (MCCSS)



Location of trip: _____

Trip date: _____

Leaving Time: _____ Return Time: _____

Cost: _____

Please return this trip permission form to trip supervisor at BGC Dawson

Trip Supervisor: _____

Date to return form by: _____

I give my child, _____ permission to attend the above-named trip.

I give my consent to use my child's photo: Yes / No

EMERGENCY TREATMENT (AUTHORIZATION AND CONSENT): In the event of an emergency illness of or accident involving my child, I authorize the Club and/or its representatives to arrange, request and/or obtain emergency and other medical care or treatment for such purpose, to disclose my child's personal information. I agree that I will be responsible for any expenses incurred for such emergency care or treatment.

	CONTACT	HOME PHONE NUMBER	CELL PHONE NUMBER
1.			
2.			
3.			

My child has special needs:

Travel Consent: I give permission for my child to:

- a) Travel, or be transported, by or in the organization's vehicle(s) (van, bus etc.) __ (initial if accepted).
- b) Travel, or be transported, by or in any other vehicle (s) arranged for, or by, the organization (which may not be operated by the organization or an employee thereof) __ (initial if accepted)

Risk of Liability: I have read and I agree to sign the organization's Acknowledgement of Risk, Waiver and Release of Liability as a condition of my child/youth attending this trip. _____ (initial if accepted)

ACCEPTANCE: BY SIGNING BELOW, I ACKNOWLEDGE AND AGREE TO THE TERMS AND CONDITIONS WRITTEN ABOVE AND I REPRESENT THAT THE INFORMATION GIVEN BY ME ABOVE IS COMPLETE AND ACCURATE.

PARENT/GUARDIAN'S SIGNATURE: _____ **DATE:** _____

SAFE PICKUP CONSENT FORM

Should it be determined that the person is in a condition that prevents them from assuring the participants welfare, employees will:

Make alternative arrangements for the participant's pickup: including attempting to contact another person on the Authorized Participant Pickup List.

Notify the following individual(s) in writing:

The parent, legal guardians or caregivers of the participant if they are not the ones who were intoxicated or impaired:

The intoxicated/impaired person:

The parents, legal guardians or caregivers of all other participants the person has been authorized to pick up

Appropriate organization Employees:

For any parent, legal guardian or caregiver or other authorized persons who arrives at the organization intoxicated or physically impaired to pick up a participant enrolled in programming, the following will occur:

One written warning; and

Removal from the list of Authorized to Pick Up after the second occurrence,

The Executive Director, or the most senior employee is authorized to carry out the directives of this policy.

I have read the policy and indicate that I am in agreement by the signature(s) below:

Mothers Name

Mothers Signature

Date

Fathers Name

Fathers Signature

Date

Caregiver/Legal Guardian Name

Caregiver/Legal Guardian Signature

Date