



Boys and Girls Club of Ottawa
Repaire jeunesse d'Ottawa

Programs Policies and Procedures

Boys and Girls Club of Ottawa

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.

Operational

Volunteers

Aquatics

1 / 1 / 2016

Programs Policy and Procedures Manual

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Policy Creation, Revision, Enactment and Implementation

In accordance with the Boys and Girls Club of Ottawa Development and Implementation Policy, this manual is continually evolving. All newly created and revised Program policies and procedures must be reviewed by the Program Committee. The Policy Development and Implementation Policy provides a standardized and centralized process under which a proposed policy may be initiated, developed, reviewed, approved, implemented and disseminated in accordance with applicable standards of the Boys and Girls Club of Ottawa (for more information please see Chapter 7)

For the purposes of the Operational Policies and Procedural Manual 'staff' will refer to any person involved in BGCO who interacts with any participant or his/her family, and shall include (but not limited to) all paid employees, volunteers and placement students.

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Chapter I Interaction Policies and Procedures

1. A Promoting healthy child development

Policy Statement:

Program staff utilizing the program pillars model is trained in such a way that they have a solid understanding of how to promote healthy child development. The Boys and Girls Club of Ottawa (BGCO) is committed to reinforcing the message that healthy child development is the foundation for all programming at the BGCO. Program staff are hired who exemplify positive role modeling and who utilize an individualized, strength based, child and youth-centered approach.

Purpose:

To provide in-service and external training programs to staff so that they understand how best to perform their role in fostering healthy child development. To ensure that training messages are reinforced so that program staff continues to work in a manner consistent with the organization's commitment to children and youth.

Procedure:

Once hired, staff working with children & youth, receive training on healthy child development through HIGH FIVE Principles of Healthy Child Development Workshop and the Search Institutes developmental assets or equivalent.

A photocopy of staff's HIGH FIVE training certificate is placed in the personnel files.

Additional training related to healthy child development is also documented in staff's files including in-service training and refresher courses. Documentation should include the date, the type of training content received, and the name of the trainer and location of training.

Programs are observed and evaluated on a regular basis to ensure that program staff are consistent with the HIGH FIVE Principles of Healthy Child Development and aligned with the developmental assets.

Performance Reviews are conducted by program supervisors to ensure that staff receives feedback and guidance on their progress and on applying the HIGH FIVE Principles of Healthy Child Development and developmental asset building within their programs.

I.B Program staff training

Policy Statement:

All Program staff utilizing the program pillars model receives core training on child development, child supervision, communication with parents, policies and procedures, and safety and emergency procedures. Staff are trained to use each child's name and to acknowledge and address children and youth's uniqueness and individual needs.

Purpose:

Program staff must understand the fundamentals of healthy child development so that they can make decisions that help children & youth develop to their full potential within the program pillars model. Program staff needs to be able to manage programs in a way that makes children & youth feel safe and empowered. Club staff build relationships with and act as mentors to children and youth.

Procedures:

The content of existing program staff entry level training programs is reviewed, revised and further developed as necessary to ensure that child development, child supervision, communication with parents, policies and procedures, safety and emergency procedures are covered.

All program staff participates in the core-training programs prior to being placed with children & youth.

All program staff has access to training manuals and/or policies and procedures manuals that summarize the content of the training program. A copy of the information is kept at the program site.

All program staff are trained and understand the fundamentals of program evaluation.

A schedule and curriculum are developed for program staff to receive periodic reviews of the information and/or supplementary training. For example, after one year of service, full time program staff takes a refresher course in policies and procedures that builds upon the basic information previously received.

Program staff participation in core curriculum training and all additional training is documented in their personnel files. Documentation should include the date, the type of training content received, and the name of the trainer and location of training. A photocopy of program staff's HIGH FIVE training certificate is placed in their personnel files.

An on-going process is in place to evaluate the effectiveness of child and youth best practices. Training evaluation includes feedback from the program staff as well as in-service observations. (e.g. Use of QUEST 2, observation, annual reviews and monthly reports).

I.C Shared Responsibility

Policy Statement:

The organization is committed to providing quality experiences to all children & youth who use the services and facilities. Children, youth and families who attend the Boys and Girls Club of Ottawa, reflect

the diversity of the Ottawa community. All staff and volunteers who do not provide programs, but who come into contact with children & youth, will be given verbal instruction about their responsibility to children & youth.

Purpose:

To make staff and volunteers aware that the well-being of children & youth is a shared responsibility. The organization aims to help all personnel who have contact with children & youth understand how they can support healthy child development, even if programming may not be their primary job function.

Procedure:

All program locations and facilities are reviewed to identify staff and volunteers who may come into contact with children & youth. This includes program leaders, program supervisors, committee and board members, facility Program Director/Designates, custodians, maintenance workers and clerical staff.

Training programs will be provided on a case by case basis for all identified individuals or position types are reviewed, revised and further developed as necessary to ensure that they contain relevant information on the developmental assets and the HIGH FIVE Principles of Healthy Child Development and responsibility to children & youth.

Participation in training is documented in all staff and volunteer personnel files. Documentation should include the date, the type of training content received, and the name of the trainer and location of training.

I.D Best Practices when interacting with Children & Youth

Policy Statement:

All children & youth who use BGCO programs and facilities are treated in a positive manner that supports healthy development. All staff will:

- ✓ Treat children & youth with respect, acceptance, and honesty.
- ✓ Interact with children & youth in a patient, interested, understanding and caring manner
- ✓ Promote feelings of competency and positive self-esteem.
- ✓ Help children & youth feel physically and emotionally safe and secure.
- ✓ Encourage responsible, safe, and mutually respectful behavior through positive methods such as role modeling, a set code of conduct, reasonable limit setting, providing choices and recognition of appropriate behaviour.
- ✓ Address inappropriate conduct by BGCO members by using positive child guidance and behaviour management practices such as re-direction, natural and logical consequences, conflict resolution skills and anticipation of situations.
- ✓ Accommodate individual differences and make all children & youth feel equally welcome regardless of gender, race, culture, religion, economic status or ability.

Purpose:

To reinforce the principles of healthy child development and provide direction to all staff on best practices on interactions with children & youth.

Procedure:

- ✓ Best practices on interactions with children & youth are role modeled by senior staff and are covered in-depth during clubhouse meetings and in house training.
- ✓ Meetings and training are designed to help staff understand how to develop assets and enhance healthy child development.
- ✓ Supervisors should monitor staff interactions with children & youth regularly to ensure that children & youth are treated according to the guidelines.
- ✓ In cases where a staff treats a child inappropriately, a supervisor will intervene immediately and take necessary action to protect the well-being of the member involved and provide the appropriate feedback and consequence to the staff.

1. E Prohibited practices when interacting with children & youth**Policy Statement:**

All children & youth will be treated respectfully, in ways that protect their well-being, individuality and self-esteem. The following interactions with children and youth are unacceptable.

- Corporal punishment, physically aggressive or harmful treatment
- Sexual abuse and sexual harassment
- Leaving children & youth unattended.
- Depriving children & youth of nurturing care and of meeting their basic human needs.
- Any form of prejudicial behaviour or derogatory comments directed at a child or youth in respect to their race, ethnicity, religion, gender, ability, socio-economic status, personal characteristics or life circumstances.
- Mocking, ridiculing, embarrassing, threatening, intimidating, and/or evoking fear
- Other forms of verbal, emotional or psychological abuse
- Use of alcohol, tobacco products or narcotics
- Swearing at or in front of children & youth.

Any staff suspected of these behaviors will be immediately removed from having any contact with children & youth within their position and will be subject to a full investigation into their conduct. This investigation could lead to dismissal

Purpose:

To define behaviour that are unacceptable to staff who interact with children & youth and to communicate the consequences of prohibited conduct.

Procedure: Procedures for managing accusations of unacceptable interactions with children & youth.

- a) All staff are covered by the Policy: Prohibited practices when interacting with children & youth
- b) If a staff is suspected of prohibited interactions:
 - 1. The staff will be removed from further interactions with any child and youth.
 - 2. The on-site supervisor will begin an incident report to collect data
 - 3. The overseeing Manager, Senior Manager and Director of Programs (or Executive Director or Board depending on the involved parties) will be informed of the incident
 - 4. The Manager and Senior Manager (or Director or Programs or Executive Director or Board of Directors depending on the level of involvement) will follow-up with the investigation - Using the incident report as a guideline for investigating and reviewing cases (e.g. collecting information through interviews, documenting, notifying police if criminal behavior is suspected).
 - 5. The overseeing Manager, Senior Manager and Director of Programs will meet to discuss the incident and the findings of the incident report regarding the situation
 - 6. Confidentiality provisions (e.g. for witnesses and the person(s) being investigated).
 - 7. Disciplinary action that is to be adhered to should the person(s) being investigated be found responsible for the mistreatment of children & youth (e.g. termination from position).

Through training, staff is made aware of the prohibited behaviors. Content includes the procedures that the organization will follow when managing and investigating suspected inappropriate conduct and the consequences if inappropriate conduct is confirmed.

All staff is informed of their responsibility to report inappropriate treatment of children & youth by co-workers and the confidential process involved. Personnel are informed of the consequences of not reporting/concealing unacceptable behavior by others.

1. F Teamwork

Policy Statement:

Staff who provide various services within one facility, program area or activity type, work collaboratively and keep one-another informed of situations requiring co-operation.

Purpose:

To assist staff to communicate and work together so that the standards of excellence is maintained and best practices are adopted

Procedure:

Staff Responsibilities

For the purposes of this policy 'staff' will refer to any person involved in BGCO who interacts with any participant or his/her family, and shall include (but not limited to) all paid employees, volunteers and placement students.

Staff responsibilities will consist of but are not limited to:

- ✓ Recognizing and facilitating success for each member, regardless of physical, emotional, social, educational and vocational needs,
- ✓ Maintaining professional objectivity and self-discipline so that BGCO member's needs are a primary focus
- ✓ Being aware of the substantial responsibility that staff have in their interactions with children and youth
- ✓ Investing in personal development and team building initiatives to promote a collective ideology across the clubs.

Competence

Staff will promote the establishment of any atmosphere conducive to the healthy growth and development of the BGCO members.

Moral and Legal Standards

Staff acknowledges that violation of accepted moral and legal standards have the potential to damage the relationship with participants in their care and the community.

Confidentiality

Staff is obligated to safeguard information about the participants.

Information is shared only when necessary and in a manner consistent with ethical and professional practice.

Advocacy

Staff will be pre-emptive in dealing with conflicts.

Staff will respect and encourage appropriate parental/guardian involvement.

Professional Relations

Staff will recognize the importance of other related disciplines in the delivery of service to the participants.

Organization

- a) Staff will respect the reputation and philosophy of BGCO.
- b) Staff are expected to conduct themselves in a professional manner at all times, providing a positive role model for other staff, volunteers, placement students and participants.
- c) Staff shall maintain a standard of personal appearance consistent with the professional image of BGCO.

- d) Staff shall report to work on a timely, regular basis, free from the influence of any substance that could impair judgment or affect work performance.
- e) Staff is expected to work cooperatively with others to achieve BGCO goals.
- f) Staff is expected to respect and maintain BGCO property and belongings to the other staff and members.
- g) Staff is expected to respect BGCO confidentiality.

All verbal and written and/or business dealings with BGCO is not to be conveyed, transferred, or released to any unauthorized person and such information shall be used only for purposes approved by BGCO.

1. G Safety

Policy Statement:

All Children & Youth who participate in BGCO programs and facilities are expected to treat others in a respectful manner. The BGCO is committed to zero tolerance for bullying, racism, sexual harassment, substance abuse and disrespectful behavior displayed by BGCO members towards others, equipment and facility. Staff is to take preventative measures at all times and is to intervene appropriately as required. Cases that cannot be resolved may result in removal of a non-compliant participant from a program or facility.

Purpose:

A work and play environment free of harassment reflects the mission statement and core values of the BGCO. The policy also clearly articulates to children & youth, parents and community partners that bullying, racism, sexual harassment, substance abuse and disrespectful behavior are unacceptable in programs and facilities and will not be tolerated.

- ✓ Staff, volunteers, members and visitors need to be cognizant of their right to a harassment free environment at BGCO.
- ✓ Any staff, volunteer, member or visitor who feels that they are the victim of harassment shall inform the senior most staff on duty.
- ✓ The matter shall be investigated forthwith.

Procedures include:

1. Informing the on-site supervisor of the situation
2. Informing the responsible senior manager and the director of programs
3. Involving the parents of the offender and the victim (if under the age of majority)
4. Documenting the situation and action steps
5. Outlining steps for appropriate action, including but not exclusive to suspending BGCO members from programs and facilities

6. Appeal process

1. H Behavior Modification

Policy Statement:

BGCO is committed to using collaborative methods to behavior modification.

Purpose:

A successful program environment depends significantly upon relationships between the children/youth and the staff to ensure conformity to the rules and the structure of the facility. Discipline shall be applied consistently by all staff to build strong relationships with children/youth and their families.

Procedure:

Disciplinary measures must be used with discretion and in consultation with the Program Director/Designate.

- ✓ Only collaborative approaches behavior modification shall be used.
- ✓
- ✓ Corporal Punishment of members and guests is strictly prohibited.
- ✓ The use of behavior modification shall be recorded in the appropriate log (behavior or Incident/accident report) and the supervisor informed immediately.

Consequences for misconduct or negative behavior can be constructive if they:

- ✓ Are consistently imposed at the time of the incident
- ✓ Do not exceed the frustration tolerance of either the child/youth or the staff
- ✓ Are not arbitrarily imposed by staff
- ✓ Are not accompanied by hostility or motivated by frustration or a sense of revenge
- ✓ Are applied as a learning experience
- ✓ Consideration given to whether it will help to decrease the negative behaviour and to whether it focuses on the unacceptable behavior rather than the person and is it excessive
- ✓ Consequences should be administered as soon as possible after the behavior, including support and guidance from full-time staff team.
- ✓ Group consequences should be generally avoided unless the misconduct is done as a group or group knowledge of the action and condoning it (e.g. destruction of property or assault).
- ✓ Time-outs may be used in accordance with the directions provided for Time-outs policy.

Types of Behavior Requiring Behavior Modification

The following types of behavior may result in the use of modification measures:

- Aggressive Behavior
- Damaging facilities or property

- Running away
- Illegal Activities
- Not respecting self/others/staff/volunteers

Acceptable behavior modification practices shall exhibit the following:

- ✓ Be related to the nature of the behavior with logical consequences
- ✓ Be appropriate to the developmental level of the member and be used in a positive and consistent manner
- ✓ Be designed to assist children and youth to learn the appropriate behavior

Acceptable Forms of Behavior Modification

- ✓ Reward for appropriate behavior
- ✓ Natural/logical consequences
- ✓ Verbal reprimand
- ✓ Time-out – maximum five (5) minutes
- ✓ Loss of program privileges (e.g., computers)
- ✓ Repair and/or restitution of damages

Unacceptable disciplinary practices shall involve the following:

- Deliberately harsh or degrading comments and/or responses that could result in the humiliation of a member or the undermining of a member’s self-respect.
- Deprivation of basic needs including food, water, clothing, shelter, or bedding.
- Placing or keeping a member in a locked room.
- Corporal punishment including but not exclusive to punching, shaking, shoving, or other forms of aggressive physical contact or threatening the individual in any manner

Recording/Reporting/Debriefing

The use of Behavior Modification measures shall be recorded in the appropriate behavior, incident/accident report and include:

1. Type of modification used
2. Time modification was applied
3. Time modification removed
4. Who administered modification?

The use of behavior modification measures shall be reported to the Program Director/Designate where necessary as soon as possible who shall:

1. Ensure that policy was followed
2. Follow-up and determine the effectiveness of the behavior modification
3. A meeting shall be held (involving parents when appropriate) with the individual involved in

- order to prevent a recurrence of a similar incident.
4. Other staff/members can be debriefed as required.

1. I Time Outs

Policy Statement:

Defined as a short period of seclusion (not more than five (5) minutes) removed from any group activity but visible to staff.

Purpose:

The time-out is an acceptable method of behavior management when a member is unable to cope with an immediate situation. This method shall be used as the last resort and used when all other attempts to redirect a child or youth have been exhausted.

Procedure:

A member is placed in a time-out when:

- They are a risk to him/herself or others
- To allow the member an opportunity to calm down
- To allow the member time to reflect on his/her behavior
- To provide staff with a method to remove a disrupting influence from the program

BGCO does not condone, and shall not use “isolation” as a confinement practice, where isolation is the removal of a child from social interactions to any separate room.

Time- out Process

a) The removal of a member from the group activity and placed in a visible area for a brief and predetermined period of time.

b) The maximum amount of time a member may spend in a time-out shall be five

(5) Minutes, ranging from one (1) minutes to five (5) minutes, depending upon the need of the member.

c) The location of the time-out should be as close to the group or activity as possible, depending upon the severity of the incident and the member’s ability to calm down.

d) A time-out shall always be followed with a discussion between the member and the staff member involved and shall:

1. Take place immediately after completion of the time-out
2. Be reflective of the circumstances leading up to the time-out

3. Involve a resolution and/or follow-up action

- e) Dialogue with the member should be used to assess and improve his/her understanding of the incident and generate behavioral alternatives.
- f) Staff must evaluate to what extent the member understands what went wrong and how he/she can avoid such an incident in the future.

BGCO encourages the healthy development of children & youth. Members are shown and taught how to deal with a variety of situations including frustration and conflict using socially acceptable behaviors.

1. J Profane Language

Policy Statement:

BGCO is committed to discouraging the use of profane language.

Purpose: To maintain a safe and supportive environment at the BGCO

Procedure:

Use of Profane Language

Some members may have a lower frustration tolerance and may resort to the use of profane language as way of expressing themselves. Members, who persist in doing so, shall be told that it is unacceptable and disrespectful to one self and others and will not be tolerated as a form of expression.

Re-Direction

Exposure to profane language may be widely varied and accepted, therefore support through re-direction may be necessary.

Behavior Modification Action

Profane language or the use of profanity may represent an immature way of dealing with situations or conflicts.

- a) This explanation shall be indicated to the member, along with more appropriate ways of verbally dealing with others.
- b) If it persists, staff shall take behavior modification action, which is appropriate to the situation and involves a full-time staff team.

1. K Hands-Off Policy

Hands-Off Policy

BGCO employs a “Hands-off Policy” with children and youth. At no time will a staff member use physical measures to intervene with a young person. In emergencies, staff must call 911 for assistance. However, in a situation of immediate danger to the young person or to another member, staff may need to intervene under Ontario Good Samaritans Act.

Ontario Good Samaritan Act Definition In this Act,

“health care professional” means a member of a College of a health profession set out in Schedule 1 to the Regulated Health Professions Act, 1991. 2001, c. 2, s. 1.

Protection from liability

- 1) Despite the rules of common law, a person described in subsection (2) who voluntarily and without reasonable expectation of compensation or reward provides the services described in that subsection is not liable for damages that result from the person’s negligence in acting or failing to act while providing the services, unless it is established that the damages were caused by the gross negligence of the person. 2001, c. 2, s. 2 (1).

Persons covered

Subsection (1) applies to,

- (a) a health care professional who provides emergency health care services or first aid assistance to a person who is ill, injured or unconscious as a result of an accident or other emergency, if the health care professional does not provide the services or assistance at a hospital or other place having appropriate health care facilities and equipment for that purpose; and
- (b) an individual, other than a health care professional described in clause (a), who provides emergency first aid assistance to a person who is ill, injured or unconscious as a result of an accident or other emergency, if the individual provides the assistance at the immediate scene of the accident or emergency. 2001, c. 2, s. 2 (2).

Where there are reasonable grounds to suspect these rules have been violated, staff will be sent home without pay and may be subject to other disciplinary action, including, in appropriate circumstances, termination with cause.

1. L Operational Policies and Procedures Manual

Policy Statement:

All staff members of the Boys and Girls Club of Ottawa (BGCO) are required to read the staff operational policies and procedures manual and all appropriate policies at the time of hire.

Purpose:

To make all staff aware of their roles and responsibilities and of the policies to which BGCO adheres. To ensure that all staff members are aware of the necessary procedures and precautions to maintain the health and safety of BGCO members.

1. Every staff member of BGCO is required to read the operational policies and procedures manual at the time of hire.
2. Every staff member is required to verify that he/she has read the operational policies and procedures manual by providing his/her signature on the appropriate form
3. All staff members are required to read all new revised policies and procedures during their time of employment.

1. M Professional requirements (Ratios)

Policy Statement:

Program staff will be placed based on the needs of BGCO members, the number of children & youth in attendance (or anticipated) and the complexity of each program. A sufficient number of competent, qualified and experienced staff will supervise BGCO members' programs at all times.

Staff to member ratios is 1 staff to 15 children aged 6- 12 years and this will be reviewed annually and adhered to existing industry standards. Staff ratio guideline for Members 13-18 years of age is 1:15 staff to member ratio supplemented by volunteers, with a maximum of 1:20 ratio.

Purpose:

Minimum standards regarding staff-child ratios and qualifications, experience and competence of program staff will be standardized as 1/15 for each program to ensure best practices and the safety and well-being of the children & youth in the program. Homework Club and integration will have a target goal of 1 staff or volunteer to every 5 members; however both will fall under the minimum standard.

Procedure:

Each program is assessed to determine the developmental needs of the children & youth, the level of risk involved the complexity of the program, the number of staff required, and the caliber of staff that is necessary to guarantee a safe and quality experience for children & youth.

Supervision and staffing standards are recorded to ensure they are within the minimum standard ratio for each program and to ensure that a safe number of competent, qualified and experience staff are available.

Ratios are monitored regularly to determine whether the BGCO is meeting minimums and whether there are change requirements. In cases where a professional sport/activity governing body exists, standards may already be established and should be followed accordingly (e.g. aquatics).

The professional level of staff and the number of years of experience is considered when determining whether a program position candidate is suitable for a program given its complexity and the needs of

the children & youth (i.e. whether a program can be run by an intermediate or junior staff).

Supervisors monitor registration and attendance numbers for programs to ensure that staff-child ratios are not exceeded. If ratios are exceeded and cannot be brought to minimum standards by reallocation or resources, bringing on additional staff etc. then members will be told that capacity has been reached and they cannot enter until other members leave.

1. N Confidential information

Policy

The organization protects the privacy of the children & youth and families involved in BGC0 programs. All confidential information pertaining to children & youth and their families will be kept secure at all times. This includes information about medical conditions, family status (including marital, financial and educational status), personal information (including telephone numbers and addresses), personal concerns or issues, or any other confidential information regarding a child and his/her family.

Purpose

To keep personnel informed about the commitment of the organization with respect to confidentiality and to provide direction on how to protect the privacy and dignity of children & youth and their families.

Procedure

Staff are trained how to handle confidential information and provided clarity on what constitutes “confidential” information.

Procedures for protecting private information are documented and include:

- Restricting access to confidential filing systems, including computerized data banks through use of security passes and computer user passwords.
- Securing files, attendance forms, registration binders or any paper records that contain confidential information so they are not accessible or left unattended in program and public areas.
- Properly destroying and disposing of paper that contains confidential information through methods such as paper shredding.
- Refraining from engaging in casual conversations about children & youth and their families with third parties such as other children & youth and parents, teachers, personal acquaintances, staff and volunteers not directly involved in the leadership or supervision of the program.
- Involve senior management when dealing with third parties whom may wish to learn about confidential matters.
- Taking precautions such as closing doors when there is a need to discuss confidential information or a concern about a child or family
- Prohibiting the removal of confidential records from the program premises unless required by the organization or officials with legal entitlement.
- In special circumstances where a release of confidential information has been formally

requested by the organization, a parent/legal guardian or a third party, procedures for releasing information are in place. Parents/legal guardians are required to discuss the matter with the program supervisor and sign a “consent for release of confidential information” form which specifies the nature of the information that is to be shared.

- Supervisors should monitor staff and volunteer’s ability to handle confidential information appropriately.

PIPEDA

The Federal Personal Information Protection and Electronic Documents Act

Our commitment:

- BGCO is committed to protecting the privacy of the personal information of its members, employees, directors, donors and other stakeholders.

Defining personal information:

- Personal information is any information that can be used to distinguish, identify or contact a specific individual and can include an individual’s opinion or beliefs, as well as facts about, or related to, the individual. Examples of personal information include Date of birth, gender, and language used. Exceptions: business contact information and certain publicly available information, such as names, addresses and telephone numbers as published in telephone directories, are not considered personal information.

Privacy practices:

- Personal information gathered by BGCO is kept in confidence. Our personnel are authorized to access personal information based only on their need to deal with the information for the reason(s) for which it was obtained. Safeguards are in place to ensure that the information is not disclosed or shared more widely than is necessary to achieve the purpose for which it was gathered. We also take measures to ensure that the integrity of this information is maintained and to prevent its being lost or destroyed. We collect, use and disclose personal information only for purposes considered appropriate in light of the circumstances.

Website and Electronic Commerce:

- BGCO use services requiring passwords protocols and encryption software to protect personal and other information we receive when a product or service is requested and/or paid for on-line. All such third party service providers must be in compliance with PIPEDA (The Federal Personal Information Protection and Electronic Documents Act) and have an established and published privacy policy available for all users.

Updating of privacy policy:

- BGC0 are regularly reviewing its privacy practices for its various activities. Any revisions to the policy will be made available on our website.

Chapter 2 Substance Use and Police Involvement

2. A Drugs/Alcohol/Smoking Policy

Policy Statement:

Members are not to be under the influence of drugs/alcohol while in attendance at the program.

Purpose:

Mood altering substances are potentially hazardous to the health and safety of the member and, subsequently, to the other persons, as well as many drugs being illegal.

Procedure:

1. Members Suspected to be Under the Influence

- a) Parents/guardians shall be contacted immediately and authorities as appropriate.
- b) The incident shall be documented in an Incident Report

2. Police

The most senior staff shall determine whether the police shall be notified, based on the amount of certainty of the drug use or if required to ensure safety.

- a) Should an incident occur involving police, a designated staff person, must complete an incident report (see Appendix 3), including the police officer(s) badge numbers, and forward the report immediately to the Supervisor.
- b) Any comments regarding police behaviour should be documented and forwarded to a Supervisor.

2. B Illegal Activities and Police Protocol

Policy Statement:

Staff shall report illegal activities in accordance with legal requirements and professional ethics.

Purpose:

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

Procedure:

1. Criminal Behavior

Staff is obligated to report to police their witnessing or direct knowledge of actual or impending criminal behavior (specifically assaults and serious property offences). The Executive Director and/or Program Director shall also be informed at the earliest opportunity.

2. Runaways

When a member is known to have run away from a guardian/placement and attends BGCO, program staff shall notify the proper authorities (Parents/guardians, CAS, Police) including the most senior staff on duty (who in turn will inform the Director of programs).

3. Police Protocol

Maintaining a co-operative relationship with the police is a responsibility of all staff. Staff should greet police when they enter the Club, identify themselves as staff and offer assistance.

2. C Smoking (and or vapor/nicotine based products)

Policy Statement:

BGCO shall be a smoke/vapor/nicotine free facility (excluding nicotine gum/stop smoking assistance).

Purpose:

BGCO supports the philosophy of providing clean air and a safe environment and positive role modeled behavior.

Procedure:

1. Member Smoking Rule : Staff shall prohibit members smoking. Member smoking shall be reported to the parent/guardian if the child is under the legal age
2. Staff Smoking Rule: Sensitivity shall be exercised so that program members do not smoke in front of members.
3. Visitor Smoking Rule : Visitors shall be made aware of BGCO smoke/vapor/nicotine free facility.
4. Posting No-smoking signs shall be posted near all entrances.

Chapter 3 Supervision and Safety Policy

3. A Crisis Management

Policy Statement:

In all cases of emergency or crisis, appropriate procedures are in place. A Crisis is defined as an incident that poses a potential serious threat to public safety or facilities e.g. serious staff or member safety threat.

Purpose:

To prepare staff 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 participants.

Procedure:

Please refer to Crisis Communication plan for Boys and Girls Club of Ottawa for more detail

Regular and coordinated Safety Drills will occur to ensure staff have the proper training to assist in an emergency.

In preparation for any crisis the following conditions are in place:

1. Personnel must be aware of evacuation procedures and practice on a semi-annual basis (during training periods).
2. Evacuation routes are posted at all clubhouse locations.
3. Fire extinguishers are visible and regularly inspected.
4. Supervisors must be aware at all times of the location of the nearest telephone as well as the telephone numbers for emergency services.
5. Staff will have access to a complete list of all registered participants as well as telephone numbers for emergency contacts.
6. The immediate supervisor will be contacted to begin the communication/information dissemination process for parents, caregivers, helping agencies and the media.
7. The Club will use backup communication system when necessary i.e. cell phones, texts
8. Communication policy is enacted
9. All media relations are to be handled by one designated individual assigned by the Executive Director/Program Director.

Lock downs

An internal lockdown is used when an intruder has entered a Clubhouse. An external lockdown is when a suspicious person is on the Clubhouse grounds or if a known criminal is in the area of the Clubhouse.

Internal Lockdown procedures

- ✓ The senior staff make the announcement of an internal lockdown.
- ✓ Check for children or staff in the immediate area and have them come into a room.
- ✓ Lock doors and turn off lights.
- ✓ Windows opening to the inside hall are covered with shades or paper so the intruder cannot see into the room.

- ✓ Have members sit on the floor in a safe place, out of sight of the door (A large closet is a good location).
- ✓ Place a sign in the window, possibly color paper, to notify anyone outside there is an intruder in the clubhouse.
- ✓ Ensure there is a designated location for members and staff to go.
- ✓ If possible, email the senior staff that your room is secure.
- ✓ Remind the members to be very quiet.
- ✓ Do not open the door for anyone.
- ✓ Wait for the police or an administrator to unlock the door.

External Lockdown procedures

- ✓ Administrators announce an external lockdown.
- ✓ Window shades are closed and lights are turned off.
- ✓ If members are on the first floor, the children sit on the floor away from the windows.
- ✓ If members are on the second floor, keep children safely away from the windows.
- ✓ Wait for an announcement for the lockdown to end.

For more information please refer to the Boys and Girls Club of Ottawa Crisis Communication Plan

3. B Membership

Policy:

All children & youth participating in programs within BGCO shall complete a membership form and become members of BGCO. The BGCO will implement practices to accommodate children and youth with special needs to the best of their abilities (case by case assessment). The Club will identify all barriers including physical and work to reduce or eliminate them.

Purpose:

Membership ensures the rights and security of both the individuals and BGCO. Membership provides BGCO with the information necessary to provide appropriate care and insurance for BGCO members.

Procedure:

1. Registration

All Children & Youth participating in programs must be ages 6-18 years and shall become members of BGCO.

2. Membership Forms

- a) Each child and youth registering of BGCO programs shall have a membership form completed by a parent/guardian.

Members shall be provided with information upon registration detailing the availability of BGCO programs, services and guidelines.

3. Limits of Membership

Memberships shall be in effect for one full calendar year from January 1- December 31 and each year a new membership form is required. Any member turning 19 years can complete a defined program requirement (subject to management approval).

Management of member information is subject to the confidentiality policy.

3. C Reporting emergency situations

Policy Statement:

All accidents/incidents, regardless of severity shall be reported immediately and documented on an Incident Form

Purpose:

Documentation of accidents/incidents assists BGCO in addressing hazardous conditions and situations.

Procedure:

In all cases of injury, the employer – BGCO Management shall:

1. Notify senior staff
2. Make sure that first aid is given immediately in accordance with regulations.
3. Notify parents/guardians and Director of Programs
4. Record any first aid treatment or advice given to the worker/member on the Incident/Accident Form.
5. Ensure immediate transportation to a hospital, doctor's office, or the workers/members home, if necessary.
6. Investigate all accidents involving personal injury and/or damage to equipment or material.
7. Involve the Health and Safety Representative
8. Make findings known to all personnel

3. D First-aid kits

Policy Statement:

First aid kits are adequately stocked and readily available at all facilities and program sites. In the event of an off-location trip or outdoor activity, a first-aid kit is taken along.

Purpose:

To ensure that staff and volunteers are prepared for administering first-aid for minor injuries and have basic supplies accessible at all times.

Procedure:

Facilities and programs are assessed to determine the number of first-aid kits required and the best central location(s) for first-aid kits and extra supplies given the facility size, the number of participants and the possibility of off-location programming or field trips.

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

One person and a back-up person are designated to conduct routine checks of first-aid kits to ensure that they are adequately stocked and that a supply of extra supplies is on hand. All staff are informed of the central location(s) of first-aid kits and extra supplies, the minimum contents of first-aid kits, their responsibility for re-stocking first-aid kits and extra supplies if used and their obligation for carrying first-aid kits during all off-location activities or field trips.

3. E Equipment and supply checks

Policy Statement:

All equipment and play spaces are thoroughly checked by program supervisors and facility staff prior to use by children & youth to ensure conditions are safe and clean.

Purpose:

To minimize the risk of injury to children & youth using play equipment and ensure best practices of sanitation, including playground apparatus and sports equipment.

Procedure:

All facility staff and supervisors of children & youth's programs are trained to detect problems with equipment and to conduct daily equipment inspection procedures and any deficiencies are sent to the immediate supervisor.

When damaged equipment is detected it is removed immediately or a barrier is put in place to prevent children & youth from using it (e.g. caution tape to cordon the area off, signage). Children & youth are appropriately supervised to prevent them from accessing hazardous equipment.

Equipment that can't be repaired is 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).

3. F Telephone access

Policy Statement:

Staff must have immediate access to a telephone or reliable communications device at every program site so that they are able to call for emergency support services at all times.

Purpose:

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

Procedure:

Staff of BGCO programs must be assigned a cellular telephone with sufficient battery power if the program site does not offer easy and immediate access to a telephone or if off site activities offer limited telephone access.

Prior to commencement of a program, staff is advised of the telephone location(s) on site and of any special instructions for reaching an outside line (e.g. dial 9 first).

Staff knows the telephone number of the site phone in case it is requested by emergency services personnel. Phones are labeled with their numbers.

If using cellular telephones all staff are instructed on how to use them, how to check their reliability and recharge batteries and how to ensure that activities are operating in an area where the reception is clear for their communications device.

3. G Releasing children & youth to adults other than Parents**Policy Statement:**

Children ages 6-12 (ages 13-18 without in and out privileges) are not to be released into the care of any individual other than a parent or an authorized caregiver. Program staff need to receive written consent from parents/guardian if a child is released to an adult other than themselves or their authorized caregiver. These designated adults must present valid identification, such as a driver's license with photograph to staff.

Purpose:

To protect the safety of children & youth.

Procedure:

All program staff and volunteers are trained on child release procedures. This includes the potential ramification 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 & youth can be released and telephone numbers where the parents/guardians can be reached during program hours along with additional names of whom their child can be released to via the membership form

Upon registration, parents are advised that under no circumstances will children & youth be released to unauthorized individuals until verbal or written consent is obtained directly from the parent. Written authorization by parents is filed appropriately at the program location and staff has access to the membership form on the database or hardcopy of the form.

In the event that an adult shows up to take the children without prior authorization by a parent/guardian:

1. A program staff must telephone a parent/guardian directly to consult with them concerning the release of their child.
2. The child must not be left alone with the individual while the phone call is being made.
3. Even if the child is familiar with the individual, under no circumstances is the child to be released until the consent is obtained from a parent.

In the event that a parent calls on the telephone or leaves a message to advise the staff that their child be is to be picked up by an undesignated adult, this is sufficient if the family is known by the staff.

3. H Duty to Report

Policy Statement:

This organization is committed to protecting children & youth from abuse and is obligated by law to report cases of suspected abuse. All staff and volunteers who work with children & youth are trained on how to report suspected cases of child abuse and are also trained on how to handle a child's disclosure. The organization will support staff in understanding their obligations for reporting disclosures or suspected abuse.

Purpose:

To ensure BGCO meets all requirements and that the safety and well-being of its participants is maintained.

Every child has the right to a safe and secure upbringing and one that protects them from abuse and sexual exploitation. The assumption of the care of the children & youth within BGCO jurisdiction imposes a responsibility upon BGCO to afford protection against abuse.

Procedure:

Child abuse includes those children & youth who are being physically, sexually and/or emotionally harmed or neglected by person(s) having charge of the child.

Recognizing Signs of Possible Abuse:

General

BGCO personnel are expected to take seriously any comments by children & youth that may indicate abuse.

Neglect

- Appears to be undernourished and/or had inadequate or no lunches
- Has obvious medical needs that are unattended
- Is frequently dressed inadequately
- Has concerning hygiene

Abuse

- Has a physical injury such as bruises, welts, cuts or burns and whose explanations seem to be incompatible with the nature or extent of the injury.

Sexual Abuse

- Frequently makes drawings of people that are sexual in nature
- Demonstrates unusual interest in, or preoccupation with sexual acts or sexual language, which is beyond the kind of interest or knowledge normally expected for their age
- Mentions that “it hurts” going to the bathroom.
- Complains about pain around the genitals, rectum, and mouth and/or throat area.
- Appears to be extremely fearful of being left alone with particular adults or with adult men or women in general.

BGCO personnel should be aware of a parent who demonstrates one or more of the following:

- Show lack of concern for the well-being of the child
- Has unrealistic expectations of the child’s performance
- Appears unduly distrustful and suspicious of BGCO personnel

Reporting Suspected Child Abuse

1. Any situation of suspected child abuse must be reported immediately to the immediate supervisor
2. The report of child abuse should be made in consultation with the immediate supervisor. This is for support only-not to dissuade the employee from making a call to CAS.
3. Contact Children Services/Children’s Aid and request an ‘Intake Worker’. When reporting to CAS, have available information which may be critical to CAS in pursuing its investigation ie. Name of Child, Address of Child, date of birth, Name and address of the individual suspected of abuse, where the parents can be reached, Incident(s) that precipitated the report, Present condition of the child

4. It is not the employee's responsibility to prove that the child has been abused or neglected, or to determine whether the child is in need of protection. Thus any personal interview or physical examination of the child should only be carried out in the line of normal, daily observations and discussions.
5. It is the responsibility of CAS to decide how to proceed once a referral has been made.
6. If a child is removed from BGCO, the immediate supervisor shall discuss with CAS, as soon as possible, when and by whom the parent shall be informed, and satisfy him/herself that necessary action is taken (with senior manager/Program Director support)
7. An incident report form is to be completed by the employee reporting the suspected abuse and filed in the child's personal file.

External Reports of Child Abuse

Should a parent or other concerned individual(s) inform BGCO personnel of suspected child abuse, the staff member should advise the informant to report the concern to Children's Aid Society.

Internal Reports of Child Abuse

No BGCO personnel shall put themselves in a situation where they may be open to allegations of molestation. Any allegation of abuse by BGCO personnel must be reported immediately to the Program Director and Human Resources.

Legal

The obligation of reporting suspected child abuse falls upon BGCO staff, especially due to their continuous contact with Children & Youth. Persons failing to report suspicions of child abuse are subject to legal action and a fine if convicted.

Confidentiality

The confidentiality of the child and family and accused must be respected and procedurally ensured.

3. I Regulations and procedures for dealing with sick children & youth

Policy Statement:

Children & Youth shall not be permitted to attend programs at BGCO if they exhibit symptoms of potential illness.

Purpose:

BGCO is committed to maintaining the health and safety of all children & youth and staff participating in programs.

Procedure:

Symptoms of illness include but not restricted to:

- ✓ Fever of 100 degrees Fahrenheit or higher should have Celsius as well.
 - ✓ Diarrhea (two or more watery stools within 24 hours)
 - ✓ Vomiting during the past 24 hours
 - ✓ A draining rash
 - ✓ Eye discharge or pink eye
 - ✓ Lice or nits
 - ✓ Too tired or ill to participate in normal activities
1. Parents/Guardians shall be contacted immediately to pick up their child or youth.
 2. A contagious child/youth must remain at home for an appropriate period.
 3. A doctor's certificate may be required for a child's/youth's re-entry into a program, if the child/youth appears to have a highly contagious condition.

3. J Medication procedures

Policy Statement:

Full time staff can assist in the administration of prescription emergency medication (i.e. epinephrine auto-injector, inhalers) child/youth if authorization is provided by the parent(s)/guardian on the membership form.

Over-the-counter medication (e.g. aspirin or cough syrup) is not to be brought on premises or administered by program personnel. For the safety of all members, if over-the-counter medication is found, it will be confiscated and held until the member leaves.

Part-time staff can administer emergency medication if properly trained on a case by case scenario. Sunscreen can be applied by the members under the supervision of staff.

Purpose:

To protect children & youth from being given medication that could have detrimental effects on their health and well-being and to ensure when medication is administered, it is done safely.

Procedure:

Before medication can be administered, parents must sign and date the membership form. The form is kept on file with the child's records.

Ideally, children & youth should be responsible for administering their own medication

When the medication is delivered to the staff by the parent(s)/guardians, it must be in its original container and bear a prescription label. The staff must cross-reference the medication with the membership form that was completed by parents/guardians to ensure that the information on file matches. In addition, staff must examine the label for the date it was dispensed and the expiry date to verify that the medication is a current prescription.

Each time medication is administered leaders must:

- a) Observe the child if the medication is to be self-administered.
- b) If possible, clean the measurement implement and return it with the medication to the storage area.
- c) Observe the child for side effects. If side effects occur, call 911 and notified the parents/guardian immediately.

Any leftover medication at the end of the prescription term is to be returned directly into the hands of parents/guardians in its original container.

3. K Children & youth are supervised appropriately by staff at all times.

Policy Statement:

Program staff will supervise children and youth appropriately at all times. These include supervising transition areas, such as hallways and change rooms and as children and youth arrive and depart from programs/facilities. This also includes during offsite/out trips.

Purpose:

To ensure that children and youth are safe and secure at all times during a program or while on field trips.

Procedure:

BGCO is committed to ensure quick and immediate response to any problem, which may arise while the Children and youth are in BGCO's care.

- ✓ Staff members shall be dispersed throughout supervised areas, allowing for a quicker rate of response to problem situations.
- ✓ Staff members shall position themselves to ensure children and youth are within visual range.
- ✓ Staff members shall not cluster in one area and socialize.
- ✓ In cases where the staff must leave the group, have another qualified leader supervise the group.
- ✓ Constantly monitor BGCO members in programs. Use methods such as periodic head counts.

3. L Weather Protection

Policy Statement:

BGCO is committed to the protection of children & youth from the hazards of the sun and other weather elements.

Purpose:

It is essential that all children & youth be protected from the potential hazards of the harmful effects of outdoor elements in accordance with the Public Health Department.

Procedure:

Parent/guardians are encouraged to ensure that children & youth participating in outdoor programs are protected, through the use of sunscreen, hats and protective clothing.

3. M Attendance is recorded daily

Policy Statement:

Program staff take daily attendance for each child registered in BGCO programming

Purpose:

To protect the safety and security of children and youth by ensuring that each child who is in a program is accounted for during the program's hours of operation.

Procedure:

Staff to participant ratios

- a) Program staff shall be assigned at an established staff to member ratio (1 staff to 15 participants).
- b) Ratios shall meet or exceed those established by corresponding governing bodies.

Staff are trained on proper attendance taking procedures in the database that include when to conduct attendance, how to record attendance accurately, confidentiality, secure storage of forms.

Staff has quick and easy access to BGCO members records should they need a parent or emergency contact phone number to follow up on an absent child (e.g. child information sheets and the attendance form are kept together on a program binder available to site supervisors).

If the number of children & youth in attendance exceeds appropriate child – staff/member ratios, additional staff is brought into the program or the number of children & youth in program groups are adjusted to ensure proper supervision.

3. N Sanitary procedures

Policy Statement:

Sanitary procedures, including washing hands, disinfecting toys and equipment and cleaning all areas of the program space that are used, are followed for all elements of children & youth's programs.

Purpose:

To ensure that sanitary practices protect the health and well-being of children & youth.

Procedure:

Standards for cleanliness are developed for each facility used by children & youth's programs. Program/facility/custodial staff identifies the areas and equipment that children & youth use and determine how often they should be cleaned given the number of users and frequency of use.

Program/facility/custodial staff is given direction on who is responsible for each sanitation procedure.

A list of healthy habits that supervisors are encouraged to follow and promote includes:

- ✓ Washing hands with soap before preparing, serving or eating food.
- ✓ Washing hands with soap after using the washroom, sneezing etc.
- ✓ Discouraging the sharing of hats to prevent the spread of head lice
- ✓ Discouraging the sharing of drinks or cups

Staff are supplied with antibacterial hand soap, a safe disinfectant for table-tops and program equipment, dish soap, paper towels and/or cleaning sponges.

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

3.0 Procedures for the safe preparation of food**Policy Statement:**

All staff 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, other forms of contamination.

Purpose:

To guarantee the safety and well-being of children & youth through safe food handling practices

Procedure:

Staff and volunteers are trained in safe handling procedures for preparing, storing and serving food.

Participation in training such as food handler's courses (FoodSafe) sponsored by Public Health departments is documented in staff's personnel files. Documentation includes the date, the type of training content received, and the name of the trainer and location of training.

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

Allergies:

A program/membership registration process is developed whereby parents are asked to provide the organization with medical information for each child registered, including whether the child has any allergies.

A quick reference list of individuals with allergies is available for all staff involved with the program; including supply staff (e.g. it is kept in the program binder with child information records and/or kept in a discreet spot in a kitchen where food is being prepared.)

Staff are made aware of the individual children & youth who have allergies and the types of foods that must be avoided.

Children & youth are advised that the sharing of food is prohibited due to risks associated with food allergies (e.g. brown bag lunches).

When a child with a life-threatening food allergy is present in a program, the (parent/guardian of the child will be advised that we DO NOT have a restriction policy

(E.g. a “no peanut” product policy) given the nature of food donations to support BGCO meal programs.

Storage:

Food is stored at a cold 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 ice or ice packs is to be used.

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 is required to wash their hands prior to preparing the food and when preparing different types of food.

Preparation areas, counters, all utensils and serving dishes are cleaned with hot soapy water prior to use, preferably with an anti-bacterial soap.

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

3.P Code of Conduct

Policy Statement:

Staff behaviour toward program participants, other staff, and the community at large must be exemplary.

Purpose:

It is essential that staff behaviour reflect the professional standards of care, skills and diligence normally exercised and observed by persons engaged in the performance of similar service.

Procedure:1. Abusive Behaviour

At no time will staff participate in, or permit to occur, any willful behaviour intended to degrade, humiliate, harm, intimidate or terrify any program participant, volunteer or other staff.

2. Complaints Against Staff

Complaints against the behaviour of staff by program participants or members of the public are to be resolved as openly, courteously and quickly as possible.

3. Conflict of Interest

Due to the possibility of being accused falsely of inappropriate behaviour and to aid in stress management, staff is discouraged from becoming involved in non-program activities with program participants. As a staff you are in a position of authority over members, due diligence must be taken regarding this.

4. Socializing

Staff must have an understanding that when socializing on a personal level outside of the Club, staff must keep the best interest of the Club in mind

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3. Q In/Out & Visitors**Policy Statement:**

Staff and volunteers follow all policies to ensure safe and secure arrival and departures for all children and youth programs. This includes visitor sign-in and taking daily attendance.

Purpose:

To protect the safety of members, each child and youth's arrival and departure is documented, all visitors sign in and that children are released only to designated adults.

Procedure:

- ✓ The room is set up and organized by staff and volunteers prior to the children arriving so their attention is focused on the children as soon as they arrive.
- ✓ Staff or volunteers are posted at the entrance of the building so that member sign-in is supervised and to ensure visitors sign in
- ✓ Staff and volunteers greet children by name and with a smile as they arrive to help make each child feel welcome and important.
- ✓ Daily attendance is taken (see policy 2.5.1 on taking attendance).
- ✓ The release of children to adults at the end of the program is organized and supervised. Each child is signed out by his/her parent or an adult who has been pre-authorized by the parent(s) on the child's records; or parents/guardians have authorized a child to walk home on their own.
- ✓ Staff and volunteers sign out the child, to ensure that the child is leaving with the parent and say goodbye to each child as they leave.
- ✓ Children 13 years and older are allowed to leave the clubhouses on their own; however parents/guardians must sign a membership form at the time of registration. The membership form is kept on file with the child's records.
- ✓ Youth (13 years old and older) may leave on their own if permission has been given on the membership form (which is kept on file).
- ✓ All members are encouraged to sign out when leaving programs.
- ✓ Supervisors are responsible to ensure adherence to the policy.

3. R Electronic Devices**Policy Statement:**

All children and youth are encouraged to engage in the programming at the BGCO and limit their exposure to screen time. The BGCO recognizes this as encouraging the social and asset development of all children and youth.

Purpose:

To ban the use of electronic devices in all Boys and Girls Club of Ottawa locations

Procedure:

- ✓ The BGCO communicates that electronic devices are not to be used within the clubhouse locations
- ✓ Parents/guardians are updated with the communication strategy for both regular and emergency communication
- ✓ Procedures for contacting members is communicated to parents/guardians
- ✓ Member's data is easily accessible to staff should an emergency communication situation arise
- ✓ If a communication situation does arise, cell phone use by members will be monitored by staff
- ✓ The electronic device policy will be reinforced by staff and volunteers
- ✓ Electronic devices will not be confiscated, however their use will not be permitted in the clubhouses

- ✓ Members are responsible for electronic devices if they do chose to bring them to the BGCO
- ✓ BGCO is not responsible for the loss or theft of any electronic device
- ✓ Staff will be aware of the electronic device policy and will be equipped to explain this policy and procedure to parents/guardians

3. S Communication Policy

Policy Statement: In times of stress, it is important to follow clear communication protocols, and that all staff, Board and volunteers clearly understand what they are.

Purpose: To provide the steps of the communication policy at the BGCO. Please refer to the Boys and Girls Club of Ottawa Crisis Communication Policy.

3. T Opening and Closing Procedure

Policy Statement:

Staff and volunteers follow to ensure safe and secure opening and closing of all facilities.

Purpose:

To protect the safety of members, each facility will have an opening and closing procedure.

Procedure:

- ✓ **Opening:** Facility is entered and code used to turn off alarm (for applicable sites/speak to Manager for code)
- ✓ Rooms are inspected for general safety and lights are turned on
- ✓ Front door is opened to members only when site has been inspected.
- ✓ **Closing:** Members are ushered to parents/guardians or released at close (please see Policy 3G)
- ✓ Front door is locked after last member is escorted out
- ✓ Staff then lock and close all program areas (lock where applicable) while scanning and clearing area
- ✓ Staff once area is cleared and doors are locked can set alarm (where applicable) and exit through main door with main door locked.

Chapter 4 Program Characteristics

4. A Statement of program philosophy and goals

Policy Statement:

All children & youth's program are planned and implemented in a manner that reflects the organization's healthy child development philosophy and statement of goals. The Boys and Girls Club of Ottawa offers barrier free, no cost programming that are aligned with the BGC of Canada Vision, Mission, Core Values and Model for Success.

Purpose:

To develop guidelines that direct staff to plan and lead programs in a manner that maintains healthy child development and asset development as the priority goal.

Procedure:

A philosophy and goal statement that reflects HIGH FIVE's "Desired Outcomes for Children & Youth in Recreation and Sport" and HIGH FIVE's "Commitment to Children & Youth" is developed and documented.

All program staff receive training on the philosophy and goals for children & youth's programs and how to plan programs that will achieve the desired outcomes for children & youth.

All staff receive training on the BGC of Canada Operating Standards.

A system is implemented that requires all program staff to plan programs using HIGH FIVE Principles of Healthy Child Development.

Supervisors conduct program observations in conjunction with using the General Member survey, to monitor and measure the extent to which a healthy child development philosophy is being integrated in programs

4. B The Planning process**Policy Statement:**

When planning children & youth's programs, the process includes consultation with full time staff.

Purpose:

To ensure the best possible outcomes for children & youth's programs by communicating, collaborating and coordinating with key partners in the program facility and in the community.

Procedure:

Prior to the start of programs, all key players from the program and supervisory team meet to discuss the program and the needs of the children & youth. Discussion topics include:

- ✓ The goals of the program
- ✓ The type of activities that are projected
- ✓ The way in which children & youth are to be treated while in programs
- ✓ Roles and responsibilities
- ✓ Facility and equipment requirements
- ✓ Coordination of facility space with other groups who use the facility
- ✓ Questions and concerns, etc.

- ✓ The needs of children, youth and families
- ✓ Evaluation results to develop plans and implement improvements for upcoming programming

Programming Overview:

- ✓ The Club will design and decorate program spaces to provide a warm, welcoming, and age-appropriate atmosphere.
- ✓ Program information will be communicated in age-appropriate ways.
- ✓ Program space and furniture will accommodate the activities offered.
- ✓ Every effort will be made to ensure all participants are actively engaged in programming.
- ✓ The Club provides opportunities for children and youth to develop and enhance skills.
- ✓ Programming will be delivered on a consistent and reliable schedule, taking place at times that are convenient for children, youth and families, and when programming is most needed.
- ✓ The Club provides tools and resources to help children, youth and families make positive choices.
- ✓ The club provides opportunities for children, youth and families to have a voice e.g. youth council, leadership programs, family events
- ✓ Ventilation and lighting are adequate in the program space.
- ✓ The temperature is comfortable for all activities in the program.
- ✓ Drinking water is available and easily accessible.
- ✓ Healthy food and drinks are available when food is served e.g. veggies, fruit,

Program planning and awareness sessions are documented in meeting minutes and kept on file.

4.C Program Development

Policy Statement:

BGCO shall develop an annual selection of programs based on previous performance, community need and BGCO's ability to deliver.

Purpose:

BGCO is committed to providing a diverse array of programs that encourage the development and well-being of children & youth and their families.

Procedure:

Program Criteria

Annual program plans shall be developed based on the following:

- a. Needs assessment of the participants shall be primary consideration in any program

- offered in respect to a child or youth.
- b. Parents, guardians and participants shall be informed, involved and have input to program planning to the greatest extent possible, through informative advertising, participant evaluations and personal contact.
 - c. BGCO is an integral part of the community and shall provide information, guidance, and consultation to individuals, groups, and authorities.
 - d. No child/youth being provided with service shall be denied an equal right to access a program because of discrimination on the basis of sex, religion or ethnic origin.
 - e. Maintain on the job training and high expectations amongst those involved in providing service
 - f. Programs are developed and implemented based on the developmental stages of children and youth and are appropriate in relation to age groupings and activities
 - g. All programs will fall under one of the four BGCO pillars: Education, Physical Activity and Healthy Lifestyles, Creative Arts, Leadership and Life skills
 - h. The Club develops and implements a written program plan, describing the activities, goals and objectives of each program
 - i. The Club uses the BGCC national program resources in its overall programming plan.

4. D The sharing of information

Policy Statement:

Program staff shares information with parents/guardians regarding their child's experience, development and overall participation in the program on a regular basis.

Purpose:

This policy prompts staff and parents to discuss and learn more about the needs and accomplishments of each child, and strengthens the information that staff use to make programming decisions for the child. 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' perception.

Procedure:

Staff communicate with parent/guardians on an ongoing basis as needed.

Chapter 5 Communication

5. A Access to policies and procedures

Policy Statement:

Key policies and procedures related to the safety, guidance and healthy development of children & youth are communicated to the public through printed materials and/or are made available for

parents/guardians to review.

Purpose:

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

Procedure:

At any given time parents/guardians can request a copy of the BGCO policy and procedure manual.

5. B Parent/Guardian feedback

Policy Statement:

In every children & youth's program, parents are invited to give feedback on their child's experience and their level of satisfaction with the organization's services.

Purpose:

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

Procedure:

Parent surveys will be done on a regular basis

5. C Children & youth feedback

Policy Statement:

Children & youth are encouraged to provide feedback about their BGCO experiences.

Purpose:

To provide children & youth with opportunities to communicate their thoughts and feelings and to help make decisions about their participation in the program.

Procedure:

Children and youth have an opportunity to express program feedback through various staff and surveys.

Each year a general member survey and homework club survey will be conducted to review member satisfaction with the BGCO program.

5. D Evaluations

Policy Statement:

All children & youth's programs are formally evaluated.

Purpose:

To ensure that all programs support Developmental Assets and the HIGH FIVE Principles of Healthy Child Development.

Procedure:

Staff use the standardized surveys and observation measure the quality of the children & youth's experience.

Supervisors review evaluation results with their teams as soon as possible. Together the supervisor and staff develop specific strategies for improving and maintaining the quality of the program.

5. E Policies and procedures manual**Policy Statement:**

BGCO will institute and maintain a Program Policies and Procedures Manual, which will codify and document the policies and procedures of BGCO in an accessible, readable and amendable manner.

BGCO staff and members will take their direction from and comply with the policies and procedures contained in the Program Policies and Procedures Manual.

Purpose:

The Program Policies and Procedures Manual is developed, implemented and maintained properly, to provide a foundation for daily program operations to ensure credible consistency and professionalism.

Procedure:**Contents of Manual**

The Manual shall describe the policy and the procedures of program delivery. BGCO shall use its best effort to ensure that the policies and procedures are consistent with those prescribed by all relevant Ministries and other governing bodies.

Maintenance

The Program Policies and Procedures Manual will be reviewed on an annual basis and recommendations will be adopted by The Program Committee of BGCO.

BGCO employees will be able to suggest new policies and/or procedures or revisions to existing policies and procedures by addressing their concerns/suggestions to senior staff, who are their representatives on the Program Committee.

5. F Distribution of Manuals

Policy Statement:

All BGCO employees, volunteers and members shall have access to the Operational Policies and Procedures Manual.

Purpose:

It is necessary that employees be familiar with all aspects of the operation and have access to the documentation supporting the infrastructure of BGCO.

Procedure:

1. Executive Director's Responsibility

It is Executive Director's Responsibility to maintain a permanent hard copy of the Program Policies and Procedures Manual at BGCO for review by employees, volunteers and members upon request. Additional copies will be available to Program Director/Designates on BGCO database.

2. Program Director

The Program Director will ensure that relevant policies and procedures will be reiterated in department specific handbooks and correspondence to ensure that employees have the policy and procedure information on hand for reference to perform their required duties.

5. G Interpretation of Policy and Procedures

Policy Statement:

Policies found unclear at various stages of implementation will be interpreted on an interim basis by the Program Director. The policy found to be unclear shall be forwarded forthwith to the Program Committee for review.

Purpose:

To provide clear and comprehensive parameters in the interpretation of the policies and procedures

Procedure:

A policy can be reworded if:

- ✓ Any occurrence of ambiguity is identified
- ✓ A circumstance to which the policy needs to be applied requires further clarification.

Identification of Policy/Procedure Interpretation

Any employee, volunteer or member may request a copy of the policy. The employee, volunteer or member may bring the policy in question to the attention of the Program Director. The Program Director will clarify the policy or consult with the Program Committee

Policy Review

The policy will be forwarded by the Program Director to the Program Committee for review.

Policy Revision

The former policy will be replaced in all copies of the Program Policies and Procedures Manual. The Program Director will provide supplements to the corresponding departmental handbooks. Also the revisions will be kept electronically

5. H Governing policies

Policy Statement:

Policies will be prepared to cover all pertinent aspects of BGCO operation. Such policies will be approved by the Program Committee, and reflected in the Operational Policy and Procedures Manual.

Purpose:

Clear and comprehensive parameters must be set out so that all persons involved with BGCO can make sound decisions based on approved BGCO policy and that a standard process is in place to bring recommendations forward and improve BGCO's ability to achieve its mandate.

Procedure:

A policy is defined as:

- ✓ A guide for making administrative decisions based on the organization's point of view
- ✓ An established way of operating actions in a specified area of management
- ✓ An internal administrative regulation governing executive actions within the organization

Policy Design

A policy is designed to clarify management's viewpoint and philosophies, and provide a delegation of authority to administrative personnel. As such, it establishes attitudes and guidelines within which authorized persons can make operating decisions and effect action.

Policy Service

A policy serves to anticipate future conditions and situations, and to resolve how they will be handled. As such, a policy will serve to foster a favorable Program Director/Designate climate by providing a feeling of confidence, expediting decisions and encouraging self-reliance, growth and development.

Policy Formulation

A policy requires the approval of the Program Committee and in certain instances Board approval.

Policy Implementation

Once a policy has been formulated and approved, it is the responsibility of the management staff to implement and carry out Program matters within the parameters established by the policy.

Chapter 6 Transportation

6. A Vehicle accident/incident procedures

Policy Statement:

BGCO shall ensure that procedures are in place to guide drivers in the event of a collision/accident involving a BGCO vehicle.

Purpose:

All accident/incidents, regardless of severity, must be managed in a professional manner. Documentation assists BGCO to address the situation and accurately relay information to parents, insurance, and police.

Procedure:

- ✓ An accident is defined as one of our vehicles coming into contact with another Vehicle, a person or an object.
- ✓ An accident is also defined as an incident requiring first aid treatment.
- ✓ An incident is defined as an event in which the vehicle must be pulled over that does not require first aid attention but does require full attention or assistance.

Procedures:

1. Assess the situation
2. Phone 911 if required for ambulance or medical attention

3. Administer first aid
4. Phone the police to report the situation
5. Phone BGCO and report the accident/incident
6. Collect any additional information required from other driver ☐ Complete Incident/Accident form

Incident

1. Pull vehicle over safely to the side of the road
2. Address the situation calmly
3. Phone BGCO for assistance if required
4. Complete Incident/Accident form

6. B Daily Vehicle Inspection

Policy Statement:

BGCO shall inspect daily, any vehicles to be driven and document such inspection in the Vehicle and Usage Log located in each vehicle.

Purpose:

BGCO is committed to providing transportation services compliant with the Ministry of Transportation guidelines. This requires that the daily vehicle inspection be conducted and documented.

Procedure:

Ministry of Transportation Guidelines

- ✓ Requires that a complete and thorough vehicle inspection be completed before the vehicle being driven on any day
- ✓ Requires that the vehicle inspection be documented and signed in the Vehicle Inspection Log.
- ✓ Requires that any defects and/or damage be logged and reported immediately
- ✓ Fines levied for non-compliance can be levied by the Ministry.

BGCO Guidelines

- ✓ Requires that all Ministry guidelines be followed.
- ✓ Requires that every driver complete a walk around inspection of any vehicle they are to be driving before and directly after driving the vehicle and that such inspection are noted in the Vehicle Inspection Log
- ✓ Requires that any defects and/or damage not previously noted be reported to the Program Director immediately.

6. C Drivers' Records

Policy Statement:

BGCO shall keep up to date records of all drivers Driving BGCO Vehicles.

Purpose:

BGCO wishes to adhere to best practices with respect to screening and monitoring of the status of Driving Records, for the safety and well-being of all persons using the BGCO's transportation services.

Procedure:

1. Each driver shall provide a copy of his or her current and valid driver's license.
2. Any changes to the status of a driver's license must be reported immediately to the Program Director/Designate.

6. D Managing Behaviours while driving

Policy Statement:

Drivers must maintain discipline on BGCO vehicles at all times.

Purpose:

BGCO shall make every effort to provide safe and reliable Transportation Services.

Procedure:

Minor inappropriate behavior issues are defined as but not limited to any situations, which can be dealt with while remaining on the road.

Major inappropriate behaviors are defined as but not limited to any situations where they must be taken off the road (pulled over to the side).

1. Should minor behavior issues arise, the Support Staff and/or Driver will handle the situation verbally. If this cannot happen, the behavior is then deemed major.
2. Should major behavior issues arise the Driver will pull the vehicle off the road in a safe manner.
3. If there is a support staff on the vehicle:
 - a) The driver will call BGCO to inform the senior staff of the delay.
 - b) Follow steps of dealing with an incident
 - c) The support staff will complete an incident report
4. If no support staff are available, the Driver:
 - a) Will pull the vehicle over and address the behavior through discussion of the problem at hand explaining the safety implications.
 - b) Call BGCO if possible to inform the Senior Staff of the situation.

c) Complete and incident report to hand in to the immediate supervisor

6. E Transportation of Members

Policy Statement:

BGCO shall provide safe transportation to and from programming/special events and out-trips by BGCO paid employees in BGCO vehicles exclusively.

Purpose:

BGCO wishes to adhere to best practices with respect to safe transportation of members/guests

Procedure:

All safety parameters will be employed for the return of the member. Including the ministry guidelines for booster seats.

Booster seats provide 60 per cent more protection than seatbelts alone. These must be used by pre-school and primary-grade-aged children who have outgrown their forward-facing childcar seat, are under the age of eight and weigh 18 kilograms (40 lbs.) or more but less than 36 kilograms (80 lbs.), and who are less than 145 centimetres (4 feet, 9 inches) tall. Booster seats raise a child so that the adult seatbelt works more effectively. The child's head must be supported by the top of the booster, vehicle seat or headrest. You must use a booster seat with a lap/shoulder belt. The lap/shoulder belt should be worn so that the shoulder belt fits closely against the body, over the shoulder and across the centre of the chest and the lap belt sits firmly against the body and across the hips. Always follow the manufacturer's instructions when installing a booster seat in your vehicle, and secure the booster seat with a seatbelt when a child is not travelling in it, or remove it from the vehicle.

If your vehicle has lap belts only, secure the child by the lap belt only. Never use a lap belt alone with a booster seat.

Children may begin wearing a seatbelt once they are able to wear it properly (a lap belt flat across the hips, shoulder belt across the centre of the chest and over the shoulder), and if any one of the following criteria is met:

The child turns eight years old.

The child weighs 36 kilograms (80 lbs.) or more.

The child is 145 centimetres (4 feet 9 inches) tall or taller.

Do not place a child in a seating position in front of an air bag that is not turned off. The safest place for a child under age 13 is in the back seat.

Chapter 7 Policy Development and Implementation Policy

7. A Operational policies and procedures manual

Policy Statement:

The Boys & Girls Club will institute and maintain an Operational Policies and Procedures Manual, which will document the policies and procedures of the Boys & Girls Club in an accessible, readable and amendable manner

Boys & Girls Club staff and members will take their direction from, and comply with, the policies and procedures contained in the Operational Policies and Procedures Manual

Purpose:

The Operational Policies and Procedures Manual, developed, implemented and maintained properly, becomes the structural basis upon which the Club is built and developed, the infrastructure within which it can become secure and credible and the foundation of consistency and professionalism.

1. Contents of Manual

The Manual shall describe the policy, the reason for the policy, the procedures and methods of implementation. The Club shall use its best efforts to ensure that the policies and procedures are consistent with those prescribed by all relevant Ministries and other governing bodies.

2. Review

The Program Committee of the Boys and Girls Club will review the corresponding sections of the Manual on an annual basis and make approved amendments and additions.

Boys & Girls Club operation employees will participate in the review, suggest new policies and/or procedures or revisions to existing policies and procedures

7. B Policy Development and Implementation

Policy Statement:

The Operational Policies and Procedures Manual will be reviewed on an annual basis by the Program Committee and make approved amendments and additions.

Purpose:

The Development and Implementation Policy recognizes that the Program Policies and Procedures Manual is continually evolving. The Policy Development and Implementation Policy provides a standardized and centralized process under which a proposed policy may be initiated, developed, reviewed, approved, implemented and disseminated in accordance with applicable standards of the Boys and Girls Club of Ottawa

1. Definitions

A. Program Policies: Institutional standards, regulations or directives that relate to and/or affect the overall safety, programming, staffing and compliance as set by the Program Committee on behalf of the Board of the Boys and Girls Club of Ottawa. These types of policies include safety and daily clubhouse operations and are distinguished from policies or procedures that relate to human resources, facilities, finance, and governance.

B. Responsible Official: Any individual belonging to the Program Committee or given special permission by a Committee member; can bring forth a policy for development, processing, and review of proposed new or revised policies and this individual shall serve as the primary liaison for the proposed change.

2. Policy Review and Approval Process

Upon receipt of a proposed policy and related information, the Program Committee will either defer decision to the annual review or hold an official meeting to conduct an overview of the proposed policy. The Program Committee will review the proposed policy and advise whether it satisfies the following factors (and any other factors deemed relevant by the Council):

1. Whether the subject matter of the proposed policy falls within the purview of the BGCO
2. Whether the proposed policy meets the definition of a BGCO Policy;
3. Whether there is sufficient information to properly process the proposed policy;
4. Whether there are other related policies or procedures in existence that should be considered during this review;
5. Whether the formatting, grammar, and historical references of the proposed policy are consistent with other policies;
6. Whether the proposed policy conflicts with other BGCO policies or other related internal policies;
7. Whether the proposed policy is consistent with applicable best practices and governing bodies
8. Whether the proposed policy is consistent with the overall mission and governance of the BGCO;

If the Program Committee deems changes to the proposed policy are necessary, the proposed policy shall be adopted with written recommendations for changes, revisions, and/or corrections.

3. Post-Approval Procedures

The Program Committee shall delegate the responsibility of disseminating and publishing approved policies to the appropriate senior staff. Dissemination and publication shall include the following:

1. Finalize the approved policy in regard to formatting, grammar, notations and/or references, if any; and
2. Submit in print form for inclusion in all applicable or relevant BGCO printed publications;
3. Post on the official BGCO website;
4. Printed versions of the policy shall include a disclaimer that the official BGCO website should be consulted for the latest version.

Volunteer Procedural Manual

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Information and Expectations

This document is a tool to be used for providing information and expectations, as well as procedures that specifically impact the volunteer team of the Boys and Girls Club of Ottawa (BGCO). This procedural information is in addition to any other policies and procedures that apply to all staff and volunteers within the Boys and Girls Club of Ottawa.

Introduction

The Boys and Girls Club of Ottawa adheres to best practices of child and youth engagement and programming and emphasizes the importance of volunteers being responsible and professional at all times.

The following document applies to all volunteers within the organization. For the purposes of this document, a volunteer is defined as any person completing a service for the Boys and Girls Club of Ottawa without receiving monetary compensation.

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Chapter 1 Types of Volunteers

A. The Boys and Girls Club of Ottawa- Clubhouse Volunteer / Student Placement

Role: Clubhouse Volunteer/ Student Placement

Direct Supervisor: Clubhouse Manager & Senior Youth Worker

Goal or Purpose of the Role:

This position provides supervision and mentorship to children and youth attending the Boys and Girls Club of Ottawa.

Major Responsibilities:

- ✓ Assist with programming

- ✓ Interact with children and youth
- ✓ Assist the staff with set up and/or take down of activities

Time Commitment:

- ✓ Minimum 1 year
- ✓ Attending the club a minimum of once a week for 2 hours

Qualifications:

- ✓ Excellent communication skills
- ✓ Excellent listening skills
- ✓ Reliable
- ✓ Energetic
- ✓ Patient
- ✓ 18 years of age (minimum)
- ✓ Completed Volunteer application form
- ✓ Clear Police Records Check (less than 6 months old) for work within the vulnerable sector
- ✓ Two reference checks (at least one professional)

Training and/or Preparation Required:

All other training that is not marked mandatory may be offered to volunteers when available

- ✓ Clubhouse orientation session – Mandatory
- ✓ Emergency First Aid/ CPR - Mandatory

B. The Boys and Girls Club of Ottawa- Clubhouse Volunteer (Youth) - *Must be an active club member*

Role: Clubhouse Volunteer (Youth, aged 13-18 years of age)

Direct Supervisor: Clubhouse Manager & Senior Youth Worker

Goal or Purpose of the Role:

This position provides supervision and mentorship to children and youth attending the Boys and Girls Club.

Major Responsibilities:

- ✓ Attend the Club a minimum of once a week for 2 hours
- ✓ Assist with programming
- ✓ Interact with children and youth
- ✓ Assist the staff with set up and/or take down of activities

Time Commitment:

- ✓ A Minimum of once a week for 2 hours

Qualifications:

- ✓ Excellent communication skills
- ✓ Excellent listening skills
- ✓ Reliable
- ✓ Energetic
- ✓ Patient
- ✓ Mature
- ✓ Completed Youth Volunteer application form
- ✓ The Boys and Girls Club of Ottawa Staff support of youth volunteer request
- ✓ Active Club Member for a minimum of six weeks and a maximum probationary period of three months prior to applying to volunteer

Upon the youth's 19th birthday they will be required to obtain criminal records check and will no longer be considered a youth volunteer.

C. The Boys and Girls Club of Ottawa- Special Events Volunteer

Role: **Special Events Volunteer**

Direct Supervisor: Event Coordinator

Goal or Purpose of the Role:

This position provides hands on assistance fulfilling a variety of roles at a onetime special event.

Major Responsibilities:

- ✓ Attend the event
- ✓ Handle money (if necessary)
- ✓ Interact with guests
- ✓ Set up and take down of event (if necessary)
- ✓ Represent the Boys and Girls Club in a professional manner

Time Commitment:

- ✓ One day commitment
- ✓ Short term

Qualifications:

- ✓ Excellent communication skills
- ✓ Excellent listening skills
- ✓ Reliable
- ✓ Energetic
- ✓ Patient
- ✓ 18 years of age (*unless otherwise indicated*)
- ✓ No Police Record Check required (*unless otherwise indicated*)

D. The Boys and Girls Club of Ottawa- Admin. Support Volunteer

Role: Administrative Support Volunteer

Direct Supervisor: Manager to which the administrative support is being applied

Goal or Purpose of the Role:

This position provides short term or long term assistance in an administrative capacity

Major Responsibilities:

- ✓ Attend pre-determined volunteer shifts
- ✓ Assist with administrative support (i.e. data entry, phone calls, faxing, etc.)
- ✓ Interact with club staff in a professional manner

Time Commitment:

- ✓ As agreed upon by manager

Qualifications:

- ✓ Excellent communication skills
- ✓ Excellent listening skills
- ✓ Reliable
- ✓ Experience in administrative work an asset
- ✓ Completed Volunteer application form
- ✓ Clear Police Records Check (*unless working from home OR under 18 years of age*)
- ✓ Two reference checks (at least one professional)

E. The Boys and Girls Club of Ottawa- Invited Guest / Solicited Group Youth Based Activity

Role: Group Volunteer Initiative

Direct Supervisor: Manager to which the group/guest initiative is being applied. The BGCO staff supervisor must remain with all invited guests/solicited groups at all times.

Goal or Purpose of the Role:

To complete pre-determined task and to work together as a team after being invited by BGCO to attend youth programming. An invited guest/solicited group is a person who is doing a service for the Boys and Girls Club after being requested to do so. This is a reputable individual/group within the community who offers a desirable benefit to the BGCO.

Major Responsibilities:

- ✓ Attend pre-determined volunteer shift
- ✓ Complete pre-determined group task involving youth

Time Commitment:

- ✓ One time volunteer event
- ✓ Occurs during club hours

Qualifications:

- ✓ Excellent communication skills
- ✓ Excellent listening skills
- ✓ Reliable
- ✓ Energetic
- ✓ 18 years of age (minimum)
- ✓ No Police Record Check required.
- ✓ Groups eligible under this category is at the discretion and invitation of the Coordinator of Volunteer Services with consultation with the Director of Programs.
- ✓ Clubhouse managers must submit their request in writing at least 72hrs prior to the event to the Coordinator of Volunteer Services in order to invite a guest into youth based programming.
- ✓ Must remain under BGCO staff supervision at all times.

F. The Boys and Girls Club of Ottawa- Group Youth Based Activity (Unsolicited)

Role: **Group Volunteer Initiative**

Direct Supervisor: Manager to which the group initiative is being applied

Goal or Purpose of the Role:

To complete pre-determined task and to work together as a team within our youth programming.

Major Responsibilities:

- ✓ Attend pre-determined volunteer shift
- ✓ Complete pre-determined group task involving youth

Time Commitment:

- ✓ One time
- ✓ Occurs during club hours

Qualifications:

- ✓ Excellent communication skills
- ✓ Excellent listening skills
- ✓ Reliable
- ✓ Energetic
- ✓ 18 years of age (minimum)
- ✓ PRC required for all group members prior to volunteering

G. The Boys and Girls Club of Ottawa- Group Activity Non-Youth Based

Role: **Group Volunteer Initiative**

Direct Supervisor: Manager to which the group initiative is being applied

Goal or Purpose of the Role:

To work together as a team to contribute to the overall well-being of the Boys and Girls Club of Ottawa.

Major Responsibilities:

- ✓ Attend pre-determined volunteer shift
- ✓ Complete pre-determined group task (example; painting, cleaning, gardening, etc.)

Time Commitment:

- ✓ One time
- ✓ Occurs during club operations off hours

Qualifications:

- ✓ Excellent communication skills
- ✓ Excellent listening skills
- ✓ Reliable
- ✓ Energetic
- ✓ 18 years of age (minimum)
- ✓ No Police Record Check

H. The Boys and Girls Club of Ottawa- Employee Volunteer Member

Role: **Clubhouse Volunteer**

Direct Supervisor: Clubhouse Manager & Senior Youth Worker

Goal or Purpose of the Role:

This position was established for Boys and Girls Club employees who would like to volunteer more directly with club programs. This position provides supervision and mentorship to children and youth attending the Boys and Girls Club of Ottawa.

Major Responsibilities:

- ✓ Assist with programming
- ✓ Interact with children and youth
- ✓ Assist the staff with set up and/or take down of activities

Time Commitment:

- ✓ Minimum 1 year
- ✓ Attending the club a minimum of once a week for 2 hours

Qualifications:

- ✓ Excellent communication skills
- ✓ Excellent listening skills
- ✓ Reliable
- ✓ Energetic
- ✓ Patient
- ✓ 18 years of age (minimum)
- ✓ Completed Volunteer application form
- ✓ Clear Police Records Check (less than 6 months old)
- ✓ Two reference checks (at least one professional)

Training and/or Preparation Required:

All other training that is not marked mandatory may be offered to volunteers when available

- ✓ Clubhouse orientation session – Mandatory
- ✓ Emergency First Aid/ CPR

I. The Boys and Girls Club of Ottawa- Employee Volunteer/ Board/Committee Member

Role: **Board/Committee Member**

Direct Supervisor: Staff liaison for respective committee

Goal or Purpose of the Role:

The purpose of this role is to govern events, topics, and issues related to the functionality of the Boys and Girls Club of Ottawa.

Major Responsibilities:

- ✓ Attend designated meetings
- ✓ Represent the BGCO appropriately within the community
- ✓ Serve the best interest of the organization

Time Commitment:

- ✓ Minimum 1 year

Qualifications:

- ✓ Excellent communication skills
- ✓ Excellent listening skills
- ✓ Reliable
- ✓ 18 years of age (minimum)
- ✓ Completed Volunteer application form
- ✓ Clear Police Records Check (less than 2 years old) if board or committee members are working directly with members
- ✓ Two reference checks (at least one professional)
- ✓ Support from fellow board/committee members to join

Chapter 2 Recruitment

A. Application Process

The potential volunteer must submit a Boys and Girls Club of Ottawa volunteer application form located at the main clubhouses or at www.bgcottawa.org prior to being contacted for an interview.

Applications may be submitted online, in person, faxed or mailed to the Coordinator of Volunteer Services. The applicant will then be required to e-mail a copy of their resume and two references (at least one professional) to the Coordinator of Volunteer Services prior to their interview.

B. Interview

The Coordinator of Volunteer Services will contact the potential volunteer for an interview at a mutually agreed upon time. The Coordinator of Volunteer Services will conduct the interview. The interview will take approximately one half hour. Interviews are conducted for all clubhouse volunteers and administrative volunteers.

C. Reference Checks

The potential volunteer will provide two references. At least one of these references must be a professional or academic reference. Reference checks will be done as swiftly as possible. A volunteer's eligibility will be impacted by the outcome of these reference checks.

D. Police Records Checks

Potential volunteers must complete a police records check for volunteerism with vulnerable persons prior to scheduling an onsite orientation. This can be accomplished by obtaining a letter from the Boys and Girls Club of Ottawa stating the individual is applying to volunteer. This letter will ensure no cost is involved in obtaining a PRC (applicable to the longer turnaround time only). The volunteer will then bring this letter to a local police station, and a completed Police Records Check will be sent to the applicant within 4-6 weeks (relative based on Ottawa Police Services).

Once the applicant receives the completed reference check, they are to contact the Coordinator of Volunteer Services to arrange an on-site orientation session. Volunteers are to bring their completed PRC to the on-site orientation. The Coordinator of Volunteer Services must see the original PRC but may maintain a copy in their records should the volunteer request to keep the original.

Any persons who are already in possession of a completed police records check must have acquired the record check within the past six months in order for it to remain valid upon submission to The Boys and Girls Club of Ottawa. Persons with police record checks older than six months will be asked to complete a new record check. Subsequently, a new PRC will be requested from active volunteers every two years. Should a police record check reveal a criminal history, the applicants eligibility to pursue volunteering within this organization will be decided on a case by case basis as determined by the Coordinator of Volunteer services in consultation with the Director of Programming and/or Manager of Human Resources. Decisions made in this regard will be final.

E. Acceptance / Non-Acceptance into BGC Ottawa

Upon completion of the interview, reference checks, and police record check, The Coordinator of Volunteer Services will review the volunteer file and determine whether or not the potential volunteer is eligible to join the Boys and Girls Club of Ottawa volunteer team. When applicable, the Coordinator of Volunteer Services will consult with appropriate staff/committees for recommendations as to a candidate's eligibility. If it is determined that the potential volunteer is eligible, they will be contacted by the Coordinator of Volunteer Services and arrangements will be made for an on-site orientation session. If a candidate is deemed ineligible, they will be notified of the decision via phone or email. An explanation as to why a volunteer is ineligible will be provided.

F. On-Site Orientation

The volunteer must attend an on-site orientation session prior to beginning volunteering with the Boys and Girls Club of Ottawa. On-site orientations will take place at the clubhouse the volunteer has selected as their clubhouse location at a date and time determined by the clubhouse staff. Once a volunteer is an active member of the Boys and Girls Club of Ottawa team, they may request to change clubhouse

locations. Should such a request be made, the volunteer must complete an on-site orientation at the new clubhouse location prior to beginning volunteering with the new clubhouse.

The purpose of the on-site orientation session is to provide an opportunity for:

BGC Staff:

- ✓ To further assess the volunteer's skills and aptitudes
- ✓ To observe volunteers in a group situation and assess interpersonal skills, rationale, and attitudes
- ✓ To ensure all volunteers are provided with basic information about the Boys and Girls Club of Ottawa
- ✓ To introduce the volunteer to the clubhouse and the atmosphere of the location
- ✓ To answer any questions the volunteers may have
- ✓ To sign WHMIS forms (as relevant to student placements)

Volunteers:

- ✓ To be introduced to staff
- ✓ To raise skills and confidence to perform their duties
- ✓ To learn more about the clubhouse and their role in it
- ✓ To ask questions
- ✓ To meet fellow volunteers

G. Probationary Period

All volunteers will begin their volunteerism with the Boys and Girls Club of Ottawa under a three month probationary period. Throughout this period, the senior youth worker will observe their interactions with the youth and monitor their attendance to ensure they are fulfilling their requirements of volunteerism within the BGCO. After three months, the SYW will complete a brief evaluation (see appendix C) which will identify their progress as a volunteer, and potential areas that require improvement. At that time, the SYW will identify whether to continue with the volunteer, to have the volunteer remain on probation, or to dismiss the volunteer. If it is decided that the volunteer must remain on probation, a set time frame will be set and areas of improvement will be identified. The SYW will work with the volunteer to help ensure their success. If the volunteer is dismissed, this decision will be made in consultation with the Volunteer Coordinator and the decision will be final.

H. Evaluations

All evaluations for student placements will be completed by the direct supervisor of the volunteer initiative. Should the volunteer have any questions or concerns about the validity of their evaluation, they should contact their direct supervisor. Should further discussion be needed, the volunteer should contact the Coordinator of Volunteer Services. Students must provide a minimum of one week's notice that an evaluation is in need of completion. Failure to do so may result in an incomplete evaluation.

A volunteer may request an informal evaluation at any time throughout the duration of their volunteering.

I. Inactive Volunteers

Volunteers who are inactive, without notice, after two months of inactivity will be de-activated in our database and must contact the Coordinator of Volunteer Services prior to returning to volunteering. A volunteer who is inactive for six months without correspondence to the club must re-apply to volunteer for the Boys and Girls Club of Ottawa and must submit a new Police Records Check.

J. Leave of absence

A leave of absence due to illness, employment, education, or personal reasons may be requested throughout the duration of the period of volunteering. If possible, two weeks' notice would be appreciated in order to ensure we have proper coverage of volunteers to oversee programming and supervision. When a volunteer is ready to resume their volunteer position, they must contact the Coordinator of Volunteer Services to discuss their return.

K. Resignation

We ask that all volunteers inform their direct supervisor or the Coordinator of Volunteer Services upon resigning from volunteering with the Boys and Girls Club of Ottawa. If possible, two weeks' notice would be appreciated in order to ensure we have proper coverage of volunteers to oversee programming and supervision. A volunteer who officially resigns must recomplete the volunteer process should they decide to return to volunteering with the Boys and Girls Club of Ottawa. A volunteer resigning from the Boys and Girls Club of Ottawa may be requested to complete an exit interview or to provide feedback on their volunteer experience.

Chapter 3 – Complaints and Responsibilities

A. Complaints

- ✓ Should a volunteer have a complaint about the conduct of any youth member or Junior/Intermediate Club Staff, such information should be promptly reported to the Clubhouse Manager or Senior Youth Worker (SYW). The Clubhouse Manager/SYW will document such information and will handle the situation accordingly.
- ✓ Should a volunteer have a complaint about the conduct of the BGC Clubhouse Senior staff or a fellow volunteer, such information should be promptly reported to the Coordinator of Volunteer Services who will document such information and handle the situation accordingly.
- ✓ Should a volunteer have a complaint about the conduct of the Coordinator of Volunteer Services, such information should be promptly reported to the Senior Manager, who will document such information and handle the situation accordingly.
- ✓ Should a volunteer have a complaint about the conduct of the Senior Manager, such information should be promptly reported to the Director of Programs, who will document such information and handle the situation accordingly.
- ✓ Should a volunteer have a complaint about the conduct of the Director of Programs, such information should be promptly reported to the Executive Director, who will document such information and handle the situation accordingly.
- ✓ Should a volunteer have a complaint about the conduct of the Executive Director, such information should be promptly reported to the Board of Directors, who will document such information and handle the situation accordingly.

All conflicts or incidences involving your volunteering with the Boys and Girls Club of Ottawa should be taken to either the Clubhouse Manager or Senior Youth Worker. If the issue is not resolved in a satisfactory manner, the volunteer should bring it to the attention of the Coordinator of Volunteer Services. If further discussion is required, the volunteer should contact the Senior Manager, the Director of Programs, the Executive Director and finally the Board of Directors.

B. Responsibilities

Volunteer responsibilities will consist of but are not limited to:

- ✓ Recognizing and facilitating success for each member, regardless of physical, emotional, social, educational and vocational needs,
- ✓ Maintaining professional objectivity and self-discipline so that BGCO member's needs are a primary focus
- ✓ Being aware of the substantial responsibility that volunteers have in their interactions with children and youth
- ✓ Investing in personal development and team building initiatives to promote a collective ideology across the clubs.

Competence

Volunteers will promote the establishment of any atmosphere conducive to the healthy growth and development of the BGCO members.

Moral and Legal Standards

Volunteers acknowledge that violation of accepted moral and legal standards have the potential to damage the relationship with participants in their care and the community.

Confidentiality

Volunteers are obligated to safeguard information about the participants.

Information is shared only when necessary and in a manner consistent with ethical and professional practice.

Professional Relations

Volunteers will recognize the importance of other related disciplines in the delivery of service to the participants.

Organization

- a) Volunteers will respect the reputation and philosophy of BGCO.
- b) Volunteers are expected to conduct themselves in a professional manner at all times, providing

a positive role model for other staff, volunteers, placement students and participants.

- c) Volunteers shall maintain a standard of personal appearance consistent with the professional image of BGCO.
- d) Volunteers shall report to work on a timely, regular basis, free from the influence of any substance that could impair judgment or affect work performance.
- e) Volunteers are expected to work cooperatively with others to achieve BGCO goals.
- f) Volunteers are expected to respect and maintain BGCO property and belongings to the other staff and members.
- g) Volunteers are expected to respect BGCO confidentiality.

All verbal and written and/or business dealings with BGCO is not to be conveyed, transferred, or released to any unauthorized person and such information shall be used only for purposes approved by BGCO.

Chapter 4 – Liability

A. Insurance

All volunteers providing services under the direction of the Boys and Girls Club of Ottawa are insured through the Organization’s General Liability Policy. These policies provide coverage for volunteers for any suits brought against the volunteer associated with his/her duty sanctioned by The Boys and Girls Club of Ottawa. The policy does not cover:

- Fraudulent, illegal, dishonest or criminal acts committed by the volunteer and found to be so by a court
- Claims where the volunteer may gain personal profit or advantage to which they are not legally entitled
- Claims applying to any liability for “bodily harm” or “personal injury” arising out of any form of physical, emotional or sexual abuse inflicted by a volunteer.
- Any injury incurred while fulfilling volunteering duties for the Boys and Girls Club of Ottawa.

B. Volunteer(s) Injured While Volunteering for BGC Ottawa

Volunteer safety is a key component of the Boys and Girls Club of Ottawa. If at any time you are injured while volunteering with the Boys and Girls Club of Ottawa, the following steps must be taken:

- ✓ Report injury to Direct Supervisor
- ✓ Receive medical attention for injury (i.e. first aid, hospital visit, etc.)
- ✓ Assess ability to continue volunteer shift
- ✓ Fill out an occurrence report (within 24hrs of incident)

C. Driver’s Licence and Automobile Insurance

Licensed volunteers who have been asked to drive as part of their volunteerism with the Boys and Girls Club of Ottawa must produce a copy of their valid driver's license and their own appropriate, valid insurance coverage. A photocopy of the volunteer's driver's license and drivers abstract (*abstracts are required if volunteers will be driving a BGC vehicle*) will be placed in each volunteer's personal file.

- ✓ Any suspensions of driving privileges must be reported to the Boys and Girls Club of Ottawa staff immediately (only if it affects your volunteerism).
- ✓ Each year the volunteer shall provide a copy of their insurance renewal.
- ✓ It is recommended that each volunteer carry minimum one million dollars (\$1,000,000) liability coverage.

D. Confidentiality

Procedures for protecting private information are documented and include:

- ✓ Restricting access to confidential filing systems, including computerized data banks through use of security passes and computer user passwords.
- ✓ Securing files, attendance forms, registration binders or any paper records that contain confidential information so they are not accessible or left unattended in program and public areas.
- ✓ Properly destroying and disposing of paper that contains confidential information through methods such as paper shredding.
- ✓ Refraining from engaging in casual conversations about children & youth and their families with third parties such as other children & youth and parents, teachers, personal acquaintances, staff and volunteers not directly involved in the leadership or supervision of the program.
- ✓ Involve senior management when dealing with third parties whom may wish to learn about confidential matters.
- ✓ Taking precautions such as closing doors when there is a need to discuss confidential information or a concern about a child or family
- ✓ Prohibiting the removal of confidential records from the program premises unless required by the organization or officials with legal entitlement.
- ✓ In special circumstances where a release of confidential information has been formally requested by the organization, a parent/legal guardian or a third party, procedures for releasing information are in place. Parents/legal guardians are required to discuss the matter with the program supervisor and sign a "consent for release of confidential information" form which specifies the nature of the information that is to be shared.
- ✓ Supervisors should monitor staff and volunteer's ability to handle confidential information appropriately

E. Duty to Report

This organization is committed to protecting children & youth from abuse and is obligated by law to report cases of suspected abuse. All staff and volunteers who work with children & youth are trained on

how to report suspected cases of child abuse and are also trained on how to handle a child's disclosure. The organization will support staff in understanding their obligations for reporting disclosures or suspected abuse.

Responsibility to report a child in need of protection

If a person has reasonable grounds to suspect that a child is or may be in need of protection, the person must promptly report the suspicion and the information upon which it is based to a Children's Aid Society (C.A.S.). You can reach C.A.S. by phoning **613-747-7800**.

Recognizing Signs of Possible Abuse:

General

BGCO personnel are expected to take seriously any comments by children & youth that may indicate abuse.

Neglect

- Appears to be undernourished and/or had inadequate or no lunches
- Has obvious medical needs that are unattended
- Is frequently dressed inadequately
- Has concerning hygiene

Abuse

- Has a physical injury such as bruises, welts, cuts or burns and whose explanations seem to be incompatible with the nature or extent of the injury.

Sexual Abuse

- Frequently makes drawings of people that are sexual in nature
- Demonstrates unusual interest in, or preoccupation with sexual acts or sexual language, which is beyond the kind of interest or knowledge normally expected for their age
- Mentions that "it hurts" going to the bathroom.
- Complains about pain around the genitals, rectum, and mouth and/or throat area.
- Appears to be extremely fearful of being left alone with particular adults or with adult men or women in general.

BGCO personnel should be aware of a parent who demonstrates one or more of the following:

- Show lack of concern for the well-being of the child
- Has unrealistic expectations of the child's performance
- Appears unduly distrustful and suspicious of BGCO personnel

Reporting Suspected Child Abuse

1. Any situation of suspected child abuse must be reported immediately to the immediate supervisor
2. The report of child abuse should be made in consultation with the immediate supervisor. This is for support only-not to dissuade the employee from making a call to CAS.
3. Contact Children Services/Children's Aid and request an 'Intake Worker'. When reporting to CAS, have available information which may be critical to CAS in pursuing its investigation ie. Name of Child, Address of Child, date of birth, Name and address of the individual suspected of abuse, where the parents can be reached, Incident(s) that precipitated the report, Present condition of the child
4. It is not the employee's responsibility to prove that the child has been abused or neglected, or to determine whether the child is in need of protection. Thus any personal interview or physical examination of the child should only be carried out in the line of normal, daily observations and discussions.
5. It is the responsibility of CAS to decide how to proceed once a referral has been made.
6. If a child is removed from BGCO, the immediate supervisor shall discuss with CAS, as soon as possible, when and by whom the parent shall be informed, and satisfy him/herself that necessary action is taken (with senior manager/Program Director support)
7. An incident report form is to be completed by the employee reporting the suspected abuse and filed in the child's personal file.

External Reports of Child Abuse

Should a parent or other concerned individual(s) inform BGCO personnel of suspected child abuse, the staff member should advise the informant to report the concern to Children's Aid Society.

Internal Reports of Child Abuse

No BGCO personnel shall put themselves in a situation where they may be open to allegations of molestation. Any allegation of abuse by BGCO personnel must be reported immediately to the Program Director and Human Resources.

Legal

The obligation of reporting suspected child abuse falls upon BGCO staff, especially due to their continuous contact with Children & Youth. Persons failing to report suspicions of child abuse are subject to legal action and a fine if convicted.

Confidentiality

The confidentiality of the child and family and accused must be respected and procedurally ensured.

F. Photos

The Boys and Girls Club of Ottawa volunteers' shall not take photos; of club members, of clubhouses, or of special events while volunteering with the Boys and Girls Club of Ottawa unless otherwise requested by the Boys and Girls Club of Ottawa staff. This includes, but is not limited to cameras and cell phones.

Should a Boys and Girls Club of Ottawa Volunteer be caught taking pictures while volunteering, without permission from the Boys and Girls Club of Ottawa Staff, appropriate action will be taken.

G. Speaking on Behalf of the Organization

In representing the Boys and Girls Club of Ottawa, volunteers must be careful not to misrepresent the agency. Unless requested by the Boys and Girls Club of Ottawa Staff, volunteers may not represent the agency at community meetings, events, and/or in the media.

H. Volunteer Safety

The Boys and Girls Club of Ottawa does not place volunteers in situations recognized as high risk, posing harm or danger. If at any time a volunteer feels that their safety is being compromised, they are to immediately notify the Boys and Girls Club of Ottawa Staff of their concerns. The Boys and Girls Club of Ottawa Staff will assess the situation and will advise the volunteer accordingly.

I. Alcohol/Drug Use

While performing volunteer duties; and while subject to representation of the Boys and Girls Club of Ottawa, volunteers are prohibited from being under the influence of, using, possessing, selling or otherwise being involved with illegal drugs, the consumption of alcohol, and/or the use of controlled substances. Identifying a volunteer as being under the influence of/associated with drugs or alcohol the volunteer will be asked to leave the clubhouse and subsequently terminated.

Volunteers are prohibited from the use of and involvement with illegal activities. Proof of a volunteer involvement with illegal activities will result in termination.

Volunteers are encouraged to be aware of their responsibility to their role and association with the Boys and Girls Club of Ottawa, thus, volunteers should be aware of public activities that may violate laws and/or negatively affect The Boys and Girls Club image, or undermine public confidence in the organization. Any violation of this matter will result in corrective action or termination.

J. Claiming Expenses

In the unlikely instance where volunteers will incur an expense, the volunteer must have approval from the Boys and Girls Club of Ottawa Staff first. If the Boys and Girls Club of Ottawa Staff approves the expense the volunteer will be reimbursed. Volunteers can claim expenses by submitting receipts to the Boys and Girls Club of Ottawa Staff. Reimbursements are done on a monthly basis. Alternatively, volunteers can choose to make a charitable donation to the agency by indicating their expense, and submitting in writing the desire to not be reimbursed for their expense. Volunteers who choose to make a charitable donation to the agency will have their expenses logged for the calendar year and a charitable receipt will be allocated by January 31st of the next calendar year. Please note, any expenses incurred by a volunteer without having first sought the approval from a Boys and Girls Club of Ottawa Staff may not be reimbursed.

K. Beginning of a Volunteer Shift

Volunteers are asked to arrive 15 minutes prior to the beginning of their volunteer shift. A volunteer should check their coat, bag and any other personal items into the designated volunteer area.

Volunteers are encouraged to leave any valuables at home. A volunteer should check in with the Senior Youth Worker upon beginning their shift to discuss the day's activities. Volunteers must log in with the front desk staff so they are reported into the database.

K.1 Dress Code

When at a Clubhouse or satellite location, Volunteers must wear Boys and Girls Club of Ottawa-issued shirts identifying them as Volunteers. In addition, for all Volunteers: i) when participating in recreation programs, suitable attire and proper footwear (running shoes) are required; ii) clothing must be clean and in good repair; iii) no flip-flops are to be worn; iv) common sense in following reasonable standards of personal dress is expected.

L. The Volunteer Shift

Volunteers should be present on the floor throughout their entire volunteer shift. Volunteers are to engage youth and actively participate in club programming. Volunteers should be serving as a positive role model to club members and should be building positive relationships with the youth.

M. Behaviour Management

All children & youth who use BGCO programs and facilities are treated in a positive manner that supports healthy development. All staff will:

- ✓ Treat children & youth with respect, acceptance, and honesty.
- ✓ Interact with children & youth in a patient, interested, understanding and caring manner
- ✓ Promote feelings of competency and positive self-esteem.
- ✓ Help children & youth feel physically and emotionally safe and secure.
- ✓ Encourage responsible, safe, and mutually respectful behavior through positive methods such as role modeling, reasonable limit setting, providing choices and recognition of appropriate behaviour.
- ✓ Address inappropriate conduct by BGCO members by using positive child guidance and behaviour management practices such as re-direction, natural and logical consequences, conflict resolution skills and anticipation of situations.
- ✓ Accommodate individual differences and make all children & youth feel equally welcome regardless of gender, race, culture, religion, economic status or ability.

N. Ending Volunteer Shifts

At the end of each volunteer shift the volunteer should check in with the Senior Youth Worker to discuss any questions or concerns the volunteer may have, and to notify the Senior Youth Worker of their departure. This would be the time to have any time sheets signed or to discuss upcoming student

evaluations. Before leaving, the volunteer must notify the Front Desk Worker of the amount of hours the volunteer spent in the clubhouse that evening to ensure their hours are logged into the volunteer database.

O. Missing Volunteer Shifts

From time to time due to illness or various reasons, you may need to miss a volunteer shift. Since we count on volunteers to ensure proper supervision of our youth, we ask that you notify the Senior Youth Worker as soon as you know you cannot make it to your shift. You may contact the Senior Youth Worker either by phone or by e-mail. Multiple missed sessions, or missing sessions without notifying the Senior Youth Worker will be addressed accordingly.

It is very important to follow the above noted guidelines and expectations as well as The Boys and Girls Club policies and procedures while volunteering as a Boys and Girls Club of Ottawa volunteer. If there is a specific point or situation that you are uncertain about, you are encouraged to contact the Boys and Girls Club of Ottawa Clubhouse Manager, Senior Youth Worker, or Coordinator of Volunteer Services.

Chapter 5- Conclusion

A. Agreement of Terms and Conditions

I _____ (print name) have read and understand the information contained in The Operational Policies & Procedures Manual and the subsequent Volunteer Procedural Manual. The information has been explained to me and I have been given the opportunity to ask questions. I hereby agree to the terms and conditions put forth by The Boys and Girls Club of Ottawa and understand that by signing below I am bound to its terms. I recognize that any violation of these terms may result in disciplinary action and/or termination.

(Volunteer signature) (Witness signature) (Date dd/mm/yy)

I _____ (print name) have read and understand the information contained in The Operational Policies & Procedures Manual and the subsequent Volunteer Procedural Manual. The information has been explained to me and I have been given the opportunity to ask questions. I hereby agree to the terms and conditions put forth by The Boys and Girls Club of Ottawa and understand that by signing below I am bound to its terms. I recognize that any violation of these terms may result in disciplinary action and/or termination.

(Volunteer signature) (Witness signature) (Date dd/mm/yy)

Aquatic Policy and Procedure Manual

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Information and Expectations

This document is a tool to be used for providing information and expectations, as well as procedures that specifically impact the aquatics team of the Boys and Girls Club of Ottawa (BGCO). This procedural information is in addition to any other policies and procedures that apply to all staff and volunteers within the Boys and Girls Club of Ottawa.

Chapter 1 General Responsibilities

A. Training

- ✓ In-services are mandatory. Staff attendance at all training & in service sessions are compulsory. If you are unable to attend please inform management as soon as possible.
- ✓ In-service dates are set and distributed to staff. In service topics may vary depending staff requirements and new training initiatives.
- ✓ In-services and trainings are paid at the Guarding rate
- ✓ Head Instructors / Guards are required to attend regular meetings.

B. Guarding

- ✓ Arrive 15 minutes prior to the start of the shift
- ✓ Always be alert and maintain a professional appearance
- ✓ Always wear proper uniform
- ✓ Be proactive to ensure pool safety
- ✓ While guarding, follow guard to patron ratios, guarding positions and scanning zones. This information is posted in the staff office
- ✓ You must be in a position to see everyone (position yourselves based on patron density and minimize blind spots and glare), but be able to react as quickly as possible in case of an emergency
- ✓ No social guarding at any time
- ✓ Be consistent with the rules and educate the public when enforcing rules
- ✓ Always have equipment ready
- ✓ Never leave one guard alone (indicate where you will be when off deck)

C. Instructing

Arrive 15 minutes prior to the start of the shift

Always wear proper uniform

Be sure to start classes on time and end on time

Always prepare a lesson plan (long range and short range) for classes; special notes may be required when being replaced. Lesson plans and attendance sheets must be kept in your binder. The binder must remain at the pool.

Replacements: best practice calls for only one missed class for illness or other special circumstances

Under normal circumstances best practice is not to miss either the first lesson, last lesson or parent's day
Keep worksheets and lesson plans up to date

Introduce yourself and be professional

- ✓ Keep up constant communication with the parents about their child's progress, inform them of what and when parent's day is
- ✓ Share space by discussing your lesson plan with other instructors.
- ✓ Have a designated meeting spot with all of your kids (drop off/pick up)
- ✓ Prepare your progress reports and certificates one week before the end of the session complete with comments
- ✓ Please see your Head Instructor if you have any participants that do not appear on your attendance sheet
- ✓ Do not forget to put your equipment away when finished with it
- ✓ Hose and hang all instructional lifejackets
- ✓ On the last lesson of each session be sure to return your completed worksheets to your Head Instructor.
- ✓ Worksheets must include first and last names of all participants, attendance, and pass or fail items.
- ✓ If there is a child who you feel is in the wrong level, try to find a solution with the assistance of the Head Instructor. If you are not sure whether a child should complete the level please consult your Head Instructor
- ✓ Return worksheets/ test sheets to Head Instructor and file all unclaimed progress cards & certificates

D. Head guarding / Instructing

- ✓ Arrive 15 minutes prior to the start the shift.
- ✓ Wear proper uniform
- ✓ Complete opening and closing checklist
- ✓ Ensure maintenance checklists are performed
- ✓ Read/make an entry in the HG/HI communication log
- ✓ Motivation of staff/ensuring job requirements are fulfilled, ongoing staff evaluation (formal & informal)
- ✓ Assist in planning and implementing inservice and ongoing training
- ✓ Administrative responsibilities - report forms (accident, incident & theft),
- ✓ Initial staff payroll log
- ✓ Complete swim statistics
- ✓ Additional tasks or areas of responsibilities as assigned
- ✓ Ensure facility meets the Health Regulation requirements; guard / bather ratios, pool tests completed every 2 hours, certified staff on deck etc.
- ✓ Provide ongoing feedback including class visits, binder checks etc.
- ✓ Spend as much time as possible on the pool deck providing support for staff and patrons
- ✓ Distribute parent surveys, tabulate and return requests for follow up

E. Communication

- ✓ Aquatic Management team is always available to talk if you have any questions or concerns. Before starting every shift, Head Guards and Instructors must read through the HIG communication log.
- ✓ The primary means of communication with staff will be via email or telephone. Please ensure that your contact information is up to date and that you are checking your emails regularly.

F. Replacements

- ✓ You are responsible to find your own replacements (except due to sudden illness or injury or in emergency situations).
- ✓ Please fill out a form and give it to the Aquatic Manager at least a week in advance, otherwise the approval must be obtained by calling a member of the aquatic management team.
- ✓ Remember signature and the replacement's signature.
- ✓ Plan ahead
 - Do not assume you have been approved for replacement until the Aquatic Manager signed the replacement form sheet and it appears in the replacement binder. Unapproved replacements will result in probation, suspension or dismissal.
 - Replacement forms can be found in the staff room in the replacement binder.
- ✓ You must notify your Head Instructor of any replacements for shifts

G. Facilities

- ✓ Do not waste materials.
- ✓ Recycling boxes are accessible for use
- ✓ **Pool test must be performed every two hours in order to comply with Health Regulations**
- ✓ We do have maintenance staff, but you are still expected to mop the : change rooms, hose the deck and other daily and weekly cleaning tasks
- ✓ Don't forget the laundry; wash and dry the towels, lost and found, and guard shirts as needed.
- ✓ Keep the staff room and the kitchen area neat and clean.
- ✓ Please remember to clean up the deck at the end of your shift.
- ✓ Any dishes from the kitchen must be returned as soon as possible and before the end of your shift.
- ✓ Remember that the visual image we present to the public is very important so keep the place neat and tidy

Chapter 2 Pool Operations Policies

A. Britannia Pool Rules

No shoes on pool deck

No food on the pool deck

Proper swim wear is required

No standing on mats or sitting on someone's shoulder

No sitting on lane ropes / buoy lines

No rolls or flips into the pool

Diving is only allowed along the short deep-end side of the pool

Don't jump onto a mat from the side

Walk on deck

Respect Swim Times

No slapping the water with noodles or hitting other swimmers with noodles

No shoes in change rooms

No standing or sitting on flutter boards
Must have a shower with soap before entering the water
Toys in bins are for instructional use only
No regular diapers in the pool – swim diapers only
Big mats are for instructional use only
No lifejackets in the deep end

B. Pool Operations Policies

POOL CAPACITY IS 69

C. Pool Guarding Ration

GUARD TO PATRON RATIO

1 - 29 - ONE GUARD

30 - 50 - TWO GUARDS

51 - 69 - THREE GUARDS

Chapter 3 Communication

A. Whistle Blasts

1 short blast - Minor / Cover

1 long blast - Major

3 blasts - Clear the Pool

B. Hand Signals

I) Emergency signals

Minor hand on top of head

Major arm straight up

Okay arms up and hands joined above head

Unconscious flat hand straight down in front of face

First Aid cross arms in front (& point to affected area)

Spinal “chopping” motion with flat hand across neck

Seizure	arms shaken at either side of head
Heart Attack	clasped fist across the chest (Code Word 99)
Bleeding Nose	pinch and hold nose
Lost Child	straight arms to the side in sideways 'v'

C. Public Relations signals

Public Relations	talking hand
Cover my area	hand on head
Watch	indicate eyes and point
Rotate	rotate finger at shoulder height
Need #	hold required number against hand at base of opposite elbow: Number requiring first aid, Number of Guards, Pool fouling

D. Voice Communication

Accompany whistles and hand signals with verbal communication to ensure that the message is communicated clearly. A Code Word 99 is used in the case of Heart Attack to reduce panic on the part of the casualty. Verbalization in other situations may also be avoided in cases where this may cause additional stress to the casualty.

Chapter 4 Aquatic Specific Emergency Procedures

A. Minor Emergency Procedure - Lifeguarding situation

Steps

1. Recognition/ Signal

Initial lifeguard recognizes an emergency and signals to other guards

2. Entry/Aid

Initial / Closest lifeguard responds to the emergency

3. Cover / Back-up

Adjacent lifeguards cover the area/zone left unsupervised and await further communication regarding the nature of the emergency.

Closest lifeguard is positioned to provide speedy back-up should the first responder need assistance or the victim condition deteriorates.

4. Re-signal

Initial lifeguard communicates with fellow lifeguards regarding the nature of the emergency and initial assessment.

5. New set-up

Guarding positions assumed to cover unsupervised areas are maintained with heightened vigilance and monitoring of the minor emergency until an On call lifeguard joins the rotation and regular guard positions are resumed or the initial lifeguard resumes their position.

6. Follow-up

Initial lifeguard administers first aid or assists the victim according to the nature of the problem. Completes a minor report form and directs victim to an appropriate location (first aid room, parents, home, back into the water).

B. Minor Emergency Procedure - Instructional situation

Steps

1. Recognition/ Signal

Instructor recognizes an emergency and signals to other instructors

2. Cover

Nearest instructor or the Head Instructor will assume responsibility for the instructors' class and await further communication regarding the nature of the emergency.

3. Entry/Aid

Instructor responds to the emergency as soon as class safety is assured

4. Back-up

Another instructor or the Head Instructor should be positioned to provide speedy back-up should the first responder need assistance or the victim condition deteriorates.

5. Re-signal

Instructor communicates with fellow instructors regarding the nature of the emergency and initial assessment.

6. New set-up

Instructors maintain responsibility for the other instructors' class until the instructor is available to resume instruction or the Head Instructor assumes responsibility for the class.

7. Follow-up

Instructor administers first aid or assists the victim according to the nature of the problem. The Head Instructor or an instructor on break may relieve the instructor and assume treatment. Completes a minor report form and directs victim to an appropriate location (first aid room, parents, back into their class).

C. Major Emergency Procedure - Lifeguarding situation

Steps

1. Recognition/ Signal

Initial lifeguard recognizes an emergency and signals to other guards

2. Entry/Aid

Initial / Closest lifeguard responds to the emergency

3. Cover / Back-up

Adjacent lifeguards cover the area /zone left unsupervised and await further communication regarding the nature of the emergency.

Closest lifeguard is positioned to provide speedy back-up should the first responder need assistance or the victim condition deteriorates.

4. Re-signal

Initial lifeguard communicates with fellow lifeguards regarding the nature of the emergency and initial assessment. Back-up lifeguard responds and assists the initial lifeguard.

5. Pool Clear

Remaining lifeguards initiate a pool clear and provided any necessary first aid equipment to the emergency scene. Lifeguards must ensure that all patrons exit the pool and that the pool area is secure. Lifeguard assumes responsibility for crowd control and obtains information from witness and friends of the victim

D. Major Emergency Procedure - Instructional situation

Steps

1. Recognition/ Signal

Instructor recognizes an emergency and signals to other instructors

2. Entry/Aid

Instructor responds to the emergency as soon as class safety is assured

1. Cover / Back-up

2. Nearest instructor or the Head Instructor will assume responsibility for the instructor's class and await further communication regarding the nature of the emergency.

Another instructor or the Head Instructor should be positioned to provide speedy back-up should the first responder need assistance or the victim condition deteriorates.

3. Re-signal

Instructor communicates with fellow instructors regarding the nature of the emergency and initial assessment. Back-up instructor or Head Instructor responds and assists the initial instructor.

4. Pool Clear

Remaining instructors initiate a pool clear and remove class participants from the pool. One instructor will supervise the participants and parents/spectators on the pool deck ensure that the pool area is secure. This instructor assumes responsibility for crowd control and obtains information from witness and friends of the victim. Other instructors will provide any necessary first aid equipment to the emergency scene and assist as required.

5. Activate EMS

EMS call is made at the earliest possible moment after the initial recognition of the emergency.

6. Treatment

Initial lifeguard / instructor provides initial support in the water and primary assessment of airway breathing, circulation and life-threatening bleeding, back-up lifeguard / instructor provides assistance with victim support and removal from the water, and if necessary, assists with airway management or life-threatening bleeding, then initiates secondary assessment and first aid treatment. If required the back-up lifeguard / instructor may perform the pool clear and/or contact EMS and obtain the necessary emergency equipment. The back-up lifeguard / instructor or additional lifeguard/ instructor would record information on the vitals form and major accident report as treatment is being provided.

8. Follow-up

The follow-up procedure will be based on the severity of the situation. They include but are not limited to paperwork, contacting management team, assessing staff and facility for reopening.

E. All Major Emergencies

Step 1

A vitals form and a major accident report should be completed and the guard responsible for recording the information and/or treatment (G3, G2 or G1) will also provide these details to the EMS personnel. This guard should determine which hospital the victim is being taken to before the ambulance departs in order to keep track of where the BGC rescue equipment is going and to be able to inform relatives (guardians) of the victims.

Non Critical Emergency

Step 2

A narrative report and a facility diagram should be completed by all the staff involved in the situation as soon as possible.

Step 3

The pool should be re-opened if this is feasible. The decision to re-open will be made by Aquatic management or the Head Guard / Instructor. The decision to reopen should be based on the number of lifeguards/ instructors which are available to guard the pool after taking account of the staff which are directly involved in the emergency and therefore need to complete the paperwork. The staff involved in the emergency need to record the basis of their recollection of the accident and then later complete their report.

Step 4

Advise the Aquatic Management and/or Manager on call of the incident as soon as possible and ensure that all the necessary forms and paperwork has been completed

Step 5

A follow-up phone call should be conducted by the Aquatic management or the Head Guard /Instructor on duty later in the day of the emergency or early the following day to inquire as to the victim's condition.

Critical Emergency

Step 2

A narrative report and a facility diagram should be completed by all the staff involved in the situation immediately

Step 3

Any staff not directly involved should ensure the site is secure and direct any remaining patrons and prevent the public from re-entering the pool or facility. These staff will also complete the necessary report forms once the site is secure. The site will remain closed until staff that were not involved can be contacted and are available to reopen the site.

Step 4

Advise the Aquatic Management and the Executive Director of the incident immediately.

Step 5

Ensure the following report forms are completed: Vitals form(1), Major Accident report (1), Narrative report and Facility diagram from all staff on the site at the time of the incident. All Narrative reports should be completed by each staff independently and reflect their own version of the events. The Facility diagram should indicate the positioning of each individual staff in relation to the event. If there is consensus then a single site map can be affixed to the Major Accident report, if there are discrepancies concerning the positions or locations then separate site maps can be attached.

Step 6

A member of the Aquatic Management Team or the Executive Director will verify that the correct reporting procedures have been followed and completed. Then a de-briefing will be conducted with those staff involved to discuss what has occurred and what is expected to follow. This may include a re-enactment of the incident to verify narrative reports and facility diagram(s). A staff meeting involving the entire staff for the site will be arranged with 48 hrs of the event to inform all staff of the situation and to all the staff involved to share their experience and receive support from the staff.

E. Procedure following a Critical Emergency for Aquatic Management

Items to be covered at staff de-briefing & staff meeting:

1) For the privacy of the victim and family and for legal reasons the discussion of the emergency or fatality must be restricted to those involved in the incident and the staff once a staff meeting regarding the event has taken place. Staff is encourage to let their parents and family know that they have been involved in an incident without revealing specific details. Should they be contacted by the media all questions should be directed to the Executive Director.

2) The purpose of the staff de-briefing is to re-enact the emergency or fatality. The re-enactment will permit the verification of the timeframes that are in the reports and consideration of the environmental conditions that may have impacted on the event (ie. temperature, clarity, bather load). The de-briefing is not a matter of finding fault.

3) The same staff that were on the site for the emergency are the players in this re-enactment. The staff will be deployed as indicated on the facility diagram. Use other staff members to simulate clusters of patrons, bystanders and the victim. Re-enact the incident by having the staff walk through their actions. Repeat this until all members of the guarding team can replay the incident at running speed. The actions of the staff will then be timed with a stop watch to establish accurate timings. This will enable staff to clarify the details and ensure the accuracy of all reports. The exercise is complete when staff feels that they cannot get closer to the actual emergency.

4) A call to the ambulance dispatch will permit the verification of the time of call. Using this call time and referring to the time line, it will be possible to determine the exact time of the accident and subsequent actions.

5) Staff involved in this emergency will react in different ways. The range of reactions can go from those who will treat it as a matter of fact, to those deeply affected by the incident. The staff involved in the incident must realize that other staff may wish to express their support but may not yet know how to do so. As well, the staff involved in the incident may wish to go out, or to be alone. The fact remains that people will react differently to this situation, and that subsequent actions will be determined by the staff involved.

6) Before the staff leaves the site, the Aquatic Management must discuss some facts openly. Given the fact that the facility is to be re-opened the following day, staff must be asked if anybody has any discomforts about opening the following day, about working at this facility or have any misgivings about working with the staff involved in the incident. Can the staff that was on site for the incident be expected to report for work the next day? The staff's reactions to these questions will dictate the course of action to be taken.

F. Missing person procedure (Circumstance dependent)

1. Recognition/ Signal - Initial lifeguard recognizes a situation and signals to other guards

2. Determine where the missing person was last seen, how long ago and the probable whereabouts. Obtain an accurate description including name, age, gender, height, weight, bathing suit and/or clothing worn, colour of eyes, hair and skin, and swimming ability.

3. Cover / Back-up - Adjacent lifeguards cover the area /zone left unsupervised and await further communication regarding the nature of the emergency.

4. Signal / Communicate with other guards. Continue to question the patron who reported the missing person to determine where he or she has looked.

5. Pool Search

a) If the missing person is under 10 years old, was last seen less than 10 meters from the water and/or has been missing for more than 10 minutes, the situation should be considered a **major emergency**.

Signal a pool clear and scan the bottom. Then proceed with a land search

b) For all other situations the immediate concern is whether the person is in the water.

Signal a safety stop and scan the bottom. Then proceed with a land search. Once pool search has been completed guarding positions are resumed, the situation will then be considered a **minor emergency**.

6. Land Search

Notify all Management and Program Staff Implement Center wide missing person procedure

7. Continue to reassure the patron who has made the report and record all pertinent information.

8. If a land search fails to find the missing person contact police

G. Public Relations (Theft, Vandalism, Complaints)

1. Recognition/ Signal

Initial lifeguard is contacted by a patron and signals to other guards

2. Assess Situation

Obtain details of the event/ concern from the patron and complete any necessary paperwork and follow-up with any necessary actions to prevent similar situations

3. Cover / Back-up

Adjacent lifeguards cover the area /zone left unsupervised and await further communication regarding the nature of the situation

Closest lifeguard is positioned to obtain additional details if required.

SPECIFIC PROCEDURES

Emergency Evacuation Procedures

(Circumstance dependent)

The purpose of this section is to explain the general evacuation policy and procedure for the facility

I. Power Failure

1. Facilities Cleared

The pool must be cleared during a power failure due to the lessened visibility. The lifeguard/ instructor (s) should give clear verbal instructions to the patrons as to where they should exit and where they should wait. If a visual check of the pool is inadequate as a means of determining whether all the patrons have exited from the pool, a search within the pool will be necessary.

2. Emergency Lighting

During the power failure, the facility's emergency lighting system should provide a safe level of illumination. There are flashlights available in the guard office.

3. Change rooms Cleared

The lifeguards/instructors should be sent through the change rooms to see if anyone requires assistance (these guards should use the flashlights from the pool deck). The patrons should remain on the pool deck until small groups can be safely accommodated in the change rooms to change if the power outage is prolonged.

4. Public Relations and Public Education

During the power outage the staff can initiate public education and public relation tasks with the patrons on the pool deck. If the power outage is expected to last longer than half an hour then patrons should be escorted in small groups into the change rooms. If the power outage has disrupted a program or swim time, then program coupons may be issued.

5. Re-entry into the pool

The pool will re-open when regular power is restored and overhead lighting regains full strength. The regularly scheduled programs and activities would resume based on the regular time frames for these activities.

J. Fire

1. Once an alarm goes off or someone reports a potential fire, the maintenance staff should go to the fire pull station control panel to determine the area of the building where the fire is located. This information should then be communicated to all staff in the building.

2. Meanwhile aquatic staff should clear the pool. In warm weather, all patrons should be cleared from the building immediately.

G1 (& G2) position is responsible for pool evacuation and on deck exit doors

On call (& G3 or G4) position is responsible for changeroom evacuation

Any additional staff can assist as needed

The following duties :

a) a lifeguard should be posted in front of the pool doors so that patrons do not attempt to re-enter the area

b) the change rooms should be cleared of all remaining patrons and evacuation of these patrons should proceed through the appropriate exit

During colder weather patrons should be evacuated to the lobby, the church, or nearby stores. Arrangements will be made for OC Transpo buses to provide evacuees with temporary shelter (OC Transpo emergency number 613-741-2478)

Attention must be paid to young children and handicapped persons who may require assistance in order to be cleared from the pool and possibly the building

3. Staff should secure their cash, and then clear patrons from lobby areas, upstairs, and downstairs, closing and securing all doors. They may be assisted by maintenance and / or other staff members.

4. The staff responsible for locating the fire will make the decision to fight the fire used fire extinguishers if the fire is small and a safe exit is accessible. If the fire is more serious then staff will isolate the area by closing doors. As soon as the fire is located, the fire department should be called and informed of the location and the seriousness of the fire.

5. When the main evacuation flow is over designated staff should check all rooms and washrooms to ensure that everyone has left the building. Once the evacuation of all patrons is complete, all staff are required to assist with the supervision of patrons outside the building at a location at least 300 meters upwind of the building.

6. A staff representative should meet the fire department. The person that meets the fire department should be someone with a good knowledge of the entire building as well as have the keys to all the doors.

7. A staff member should notify the following staff:
the on duty manager and/or any available member of the management team

