



EXECUTIVE SUMMARY

As a BGCO Ottawa staff, you are being called upon to help us provide member and youth with a safe and supportive environment, where they can experience new opportunities, overcome barriers, build positive relationships, and develop confidence and skills for life. To do this, we require you to come to work every day ready to participate and create this positive environment with us. Program policies and procedures will offer guidance on how together we can achieve this.

PROGRAMS POLICIES AND PROCEDURES

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As an organization, BGC Ottawa is committed to embracing diversity and promoting equity and inclusion to create a welcoming, bias-free environment for all. This process is a journey as we open our minds and grow our knowledge in servitude that is mindful, anti-racist and inclusive of all. We are motivated by the passion to provide a safe, welcoming, and enriching space where the children and youth we serve can learn and flourish.

BGC Ottawa's commitment through its Equity, Diversity, and Inclusion / Anti/Black Racism (EDI/ABR) Action Plan is a clear statement and intention to do better for our children, youth, families, staff, and community. We strive to create an organizational culture that is safe, accepting, and inclusive, in which individuals are treated with respect and dignity, regardless of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, gender, sexual orientation, age, marital status, family status or different abilities.

Interactions

Promising practices

All child & youth who attend 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 child& 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 praising efforts
- ✓ Address inappropriate conduct by BGCO members by using positive member guidance and behaviour management practices such as re-direction, conflict resolution skills and anticipation of situations.
- ✓ Accommodate individual differences and make all child& youth feel equally welcome regardless of gender or sexual orientation, race, culture, religion, or creed, economic or family status, or ability

Competence

Staff will promote the establishment of an 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.

Promoting child
and youth
healthy
development

All BGCO program staff are trained in High 5 principles of healthy member and youth development. These guiding principles are integral to the work we do.

The BGCO is committed to zero tolerance for bullying, racism, sexism, sexual/ verbal/ physical/ emotional abuse and harassment, antisemitism, homophobia, transphobia, body shaming and disrespectful behaviors

BGCO Ottawa is governed by BGCC Canada and the core values of belonging, respect, encouragement, and support, working together and speaking out

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 community partners and stakeholders in the delivery of service to the participants.

Organization

- Staff will respect the reputation and philosophy of BGC Ottawa
- Staff are expected to always conduct themselves in a professional manner, providing a positive role model for other staff, volunteers, placement students and participants.
- Staff shall maintain a standard of personal appearance consistent with the professional image of BGCO.
- 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.
- Staff is expected to work cooperatively with others to achieve BGCO goals.
- Staff is expected to respect and maintain BGCO property and belongings to the other staff and members.
- Staff is expected to respect BGCO confidentiality.

Prohibited practices

- × Physical punishment, physically aggressive or harmful treatment
- × Leaving child & youth unattended.
- × Depriving child & youth of nurturing care
- × Any form of prejudicial behaviour or derogatory comments directed at a member 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 - Members are not to be under the influence of while in attendance at the program.
- × Swearing at or in front of child & 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.

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.

Disciplinary measures must be used with discretion and in consultation with Senior Staff

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

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
- ✓ Food restrictions based on creed will be respected, i.e., food that is Halal will be available if preference is known to the Club

Ratio

Staff to member ratios is 1 staff to 15 child aged 6- 12 years. 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.**

Behavior Modification

BGCO is committed to using collaborative methods to behavior modification.

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

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
- ✓ Collaborative solutions should be administered as soon as possible after the behavior, including support and guidance from senior 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

Member Harassment Guidelines:

To ensure that children and youth at BGCO have a safe environment that is free of violence of any kind, whether it comes from another child or youth, any person visiting the Clubs, or interacting with staff/ volunteers.

This guideline will ensure that:

- ✓ All children and youth are aware of, and understand that, all acts of violence or harassment are considered a serious wrongdoing for which necessary actions will be taken

Examples of acts of violence and harassment:

- ✓ Engaging in afflicting comments, or conducts against another member, staff, or volunteer in the Club because of their sexual orientation, gender identity or gender expression,
- ✓ Where the comment or conduct or sexual demands/ comment is known to be unwelcome
- ✓ The exercise of physical force by a person against another person, that causes or could cause physical injury to them
- ✓ A statement or behaviour that a person can interpret as a threat to their safety, whether physical or emotional

The BGCO is committed to zero tolerance for bullying, racism, sexism, sexual/ verbal/ physical/ emotional abuse and harassment, antisemitism, homophobia, transphobia, body shaming and other disrespectful behaviours

When all behaviour modification procedures, as stated above, are exhausted, acts of violence, harassment and discrimination will be followed-up by a senior leadership personnel for further guidance and direction

Acceptable Forms of Behavior Modification

- ✓ Reward for appropriate behavior
- ✓ Natural/logical consequences
- ✓ Verbal reprimand
- ✓ Loss of program privileges
- ✓ Repair and/or restitution of damages

Restitution solutions that will not be used include:

- × 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 (that is not a covid isolation 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 (solutions/ plans) 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 Senior Manager and Chief Program Officer 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/guardians when appropriate) with the individual involved to prevent a recurrence of a similar incident.
4. Other staff/members should be debriefed as required.

The time-in 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-in when:

- They are a risk to themselves or others
- To allow the member an opportunity to calm down
- To allow the member time to reflect on their 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 except in covid policy practices.

Time-in Process

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

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

5 Minutes, ranging from 1 minutes to 5 minutes, depending upon the need of the member.

c) The location of the time-in 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-in 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-in
2. Be reflective of the circumstances leading up to the time-in
3. Involve a resolution and/or follow-up action

e) Dialogue with the member should be used to assess and improve their understanding of the incident and generate behavioral alternatives.

f) Staff must evaluate to what extent the member understands what went wrong and how they 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 behaviours.

Social Media

The use of electronic devices in the clubhouse is done only with a staff’s permission and for appropriate purposes.

Pictures, video, or recorded audio may not be taken by members using personal devices

The security, care and maintenance of any device brought from home or used at the clubhouses is the owner’s responsibility.

Staff are not permitted, unless expressly authorized, to post online any reference to, or photographs of, child who are participants in programming (or out trips) at the BGCO.

A member or legal guardian, partner or supplier should never be identified by name without permission and confidential details should never be discussed of a member's engagement.

Staff are to limit the amount of time they spend using personal electronic devices while involved in BGCO programming and/or activities.

Visitors

All Visitors/Non-members (spectators) are welcome to spectate programming at the BGCO by invitation-only and for pre-approved circumstances. Visitors/Non-members behaviour while spectating must be exemplary.

Crisis Management

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. All media relations are to be handled by one designated individual assigned by the CEO.

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 Clubhouse.

Internal Lockdown procedures

- The senior staff make the announcement of an internal lockdown.
- Check for child 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 child sit on the floor away from the windows.
- If members are on the second floor, keep child safely away from the windows.
- Wait for an announcement for the lockdown to end.

Daily Procedures

- All Children & Youth participating in programs must be ages 6-18 years and shall become members of BGCO.
- BGCO requires that an Incident Report Form for any significant occurrence that falls outside normal expectations of programming (including injury, aggression, or conflict) be completed.

Incidents include but are not limited to:

- an injury is potentially serious and/or significant first aid is administered
- emergency services, such as fire or ambulance, are involved
- the police or RCMP are involved
- the MCCSS- Ministry of Children, Community and Social Services is contacted
- a motor vehicle emergency or accident occurs
- concern for the safety of an individual is serious (i.e., thoughts or suicide ideations)
- an act of violence occurs (i.e., physical, verbal, or sexual abuse; discrimination, threats to employees or participants; use or possession of weapons)
- a parent involves an employee in a custody issue
- a person goes missing from a BGCO program
- an employee witnesses or is involved in a traumatic event
- a facility is evacuated
- there is a concern about a communicable or infectious disease

The Incident Report Form is to be filled out by the employee who dealt with the incident, in consultation with their supervisor. It is important that documentation be completed promptly (as soon as is feasible to do so – within 12 hours). It should include the sequence of events, times, responses, names of people contacted, etc. The Incident Report Form is to be submitted to the database, so the Chief Program Officer has access immediately.

- 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.

- 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.
- Program staff take daily attendance for each member registered in BGCO programming
- Staff always follow safe procedures (recommend all staff receive training on proper food hygiene and/or food handling certificate training) when food is being prepared, served, and stored. Precautions are taken to prevent food-related illnesses resulting from allergies, bacteria and/or other forms of contamination.
- Staff must have immediate access to a telephone or reliable communications device at every program site so that they are able to always call for emergency support services.
- Staff behaviour toward program participants, other staff, and the community at large must be exemplary.
- Staff and volunteers follow all policies to ensure safe and secure arrival and departures for all child and youth programs. This includes visitor and member sign-in and sign-out and taking daily program attendance.
- Members 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, taking custody into account or an authorized caregiver. Program staff need to receive written consent from parents/guardian before a member 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.
- All staff and volunteers who work with children & youth are trained on how to report suspected cases of member abuse and are also trained on how to handle a member's disclosure and duty to report. The organization will support staff in understanding their obligations for reporting disclosures or suspected abuse.
- All child 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.

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

Symptoms of illness include but not restricted to:

- Fever of 100 degrees Fahrenheit or higher.
- Diarrhea (two or more watery stools within 24 hours)
- Vomiting during the past 24 hours
- A draining rash or ring worm
- Eye discharge or pink eye
- Lice or nits
- Too tired or ill to participate in normal activities

Medication

- Full time staff can assist in the administration of prescription emergency medication (i.e., epinephrine auto-injector, inhalers) member/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.

Allergies

The organization will be provided with medical information for each member/youth registered, including whether the member has any allergies. This will be done on the membership form.

A quick reference list of individuals with allergies is available for all staff involved with the program and/or traveling to a program; including supply staff and volunteers (e.g., the list is kept in the program binder with member information records and/or kept in a discreet spot in a kitchen where food is being prepared). Members with anaphylactic allergies may have their picture posted in an accessible location (kitchen cupboard or within the allergy binder) citing the nature of the allergy (pictures posted with parental awareness).

Clubhouses should post that we are **not** a nut free facility.

Traveling staff will keep track of allergies on waiver forms.

Missing Member

Should a participant (for whatever reason) not be in an activity area as anticipated (including out-trips) and not located in some other part of the building or location, it would be necessary to locate the member or ascertain where they were last seen. The following actions should be followed:

- Contact their supervisor and verify that the member was expected to be in the activity at a designated time.
- Determine who last saw the member, what time and where the member was last seen. The buddy system of connecting members with a friend is relied upon at the BGCO buddies will be asked if they have seen the missing member.
- Search the building and/or out-trip area (especially in less supervised transition areas i.e., washrooms/hallways) and the surrounding grounds where the activity is taking place.
- If the member cannot be found, the supervisor contacts the parents/guardians to determine if the member had planned to be in the activity, is at home, or went elsewhere. If the member should have been at the Club or on an out trip, the supervisor advises parents/guardians that BGCO is going to call 911. If the parents/guardians can't be contacted, the staff contacts the police immediately.

Gather any information to share with the police:

- The name, age, physical description, including clothing, and any medical or unique needs of the missing member
- Any information about the mental state, behavioural characteristics, personality, or unusual factors that may have influenced the member to leave the program.
- The Senior Manager and Chief Programs Officer must be informed of the situation as soon as possible.
- Any media requests are to be redirected to the CEO and no details pertaining to the situation are to be discussed by staff with the media

BGCO Vehicle accident

All accident/incidents, regardless of severity, must be reported to senior staff and documented on an incident report immediately or as soon as it is safe to do so.

If involved in an accident in a BGCO vehicle,

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
7. Complete Incident/Accident form immediately or as soon as it is safe to do so

Transportation of Members

BGCO shall provide safe transportation to and from programming/special events and out-trips by BGCO paid employees **in BGCO vehicles exclusively**. Staff who transport children will have appropriate MTO licensing and be insured. Staff will be trained in safe transportation procedures when using BGCO vehicles, public transit and/or chartered buses.

All safety parameters will be employed for the transportation of members. 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 child car 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 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.