



# Boys & Girls Club of Fredericton

A good place to be

## Parent Manual

For Licensed Pre-school

Effective: September 2018

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Boys & Girls Club  
of Fredericton

## History & Core Values

### Background Information

The Boys & Girls Club of Fredericton is a charitable, community supported organization founded in 1968.

We are committed to transforming the lives of children, youth and their families including those most vulnerable. We do this by providing safe places and offering services and programs designed to meet the evolving needs of our community.

We want our children and youth to develop confidence, gain skills, and experience success so that they can reach their best potential in life. We believe that every single young person is important and they deserve the chance to succeed.

The Boys and Girls Club of Fredericton is a member of the Boys and Girls Clubs of Canada, a national network of Clubs each fulfilling a similar purpose. All of the Clubs across the country have a special concern for disadvantaged youth. Boys and Girls Clubs, with families, and other adults, offer children and youth opportunities to develop skills, knowledge and values they seek to become fulfilled individuals.

The Boys and Girls Club's goal is to provide a variety of services that are accessible to all, and that meet the specific needs of local youth. Our club's objective is to promote equal opportunity, the fulfillment of individual potential, and to provide learning experiences enabling members to achieve personal growth leading to active and responsible membership in the community.

The Boys and Girls Club of Fredericton operates under the guidance of a volunteer Board of Directors, who determine the policies of the Club and appoint staff to oversee its general operations.

## Mission Statement

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

## Core Values

The Core Values we ascribe to in our dealings with children, youth, family and community define our reason for being and are the standard against which all Boys' and Girls' Club's services will be measured.

### Belong

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

### Respect

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

### Encourage and Support

We encourage and support every child and youth to play, learn and grow to achieve their dreams.

### Work Together

We work together with young people, families, volunteers, our communities and government.

### Speak Out

We speak out with children, youth and families so that we can make our world better.

### Inquiries, Questions, Concerns

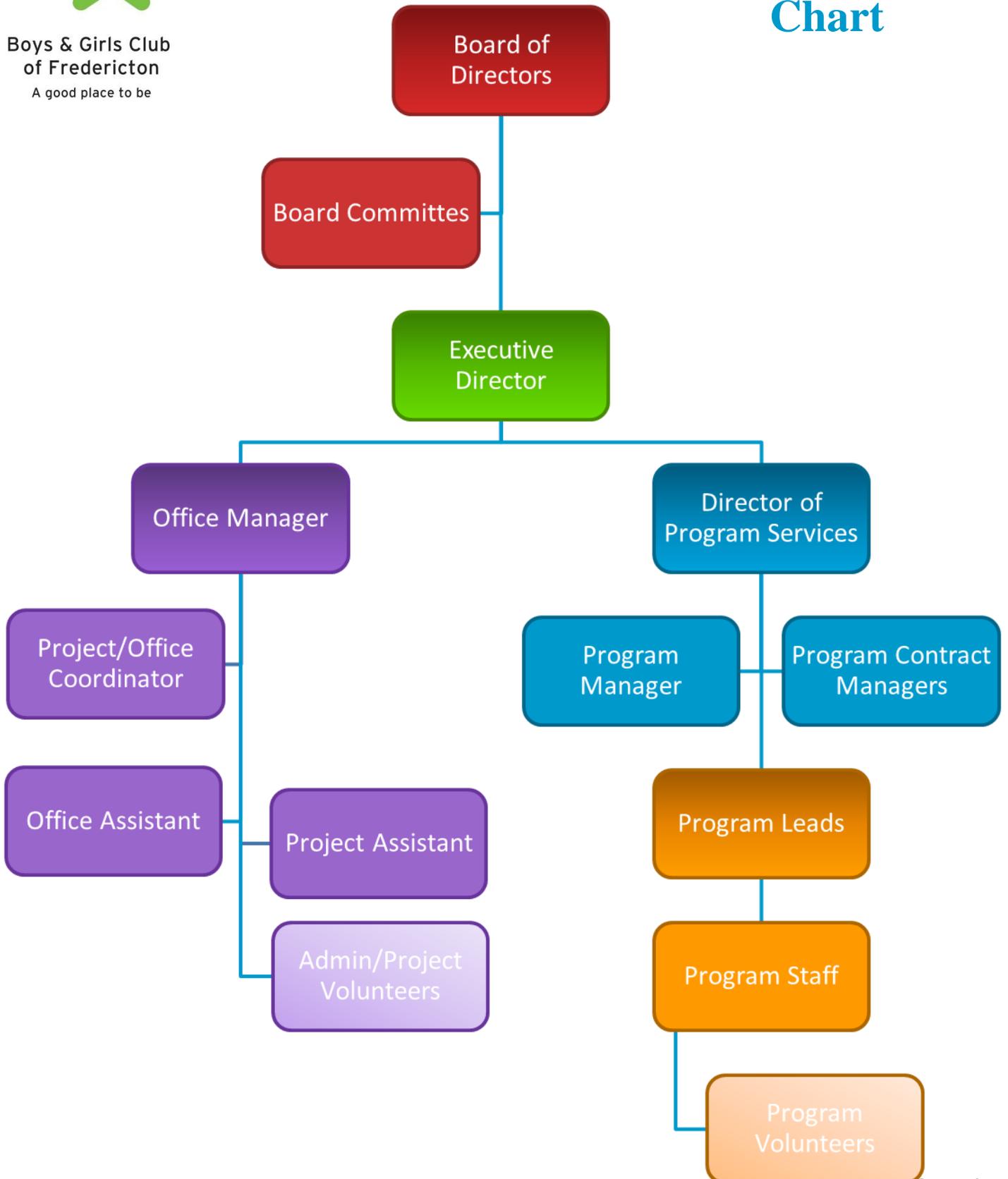
Parent inquires; questions and concerns should be first brought to the attention of the Program Manager. Inquiries, questions and concerns may also be discussed with the following:

Chelsea McWaid	Assistant Program Manager	472-4528
Amanda Audette	Program Manager	472-1784
Lisa Roy	Director of Program Services	472-1784
Karen MacAlpine	Executive Director	472-5112
Steve Vezeau	President of the Board	472-5112
Susan Dickeson	Early Childhood Services Coordinator	453-3174



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# Organizational Chart



## September 2018

The Boys and Girls Club of Fredericton staff are pleased to welcome you all to our pre-school program. We wish you and your family a wonderful year with us. For your reference, Amanda Audette is our Program Manager. Please introduce yourselves to our team who will be working closely with the children.

Please note the following:

Children may be dropped off at 8:30 am (no earlier) and the program finishes at 12:00 with pick up by 12:00 at the latest - with Pick up on Wednesdays by 11:30. There is a late fee of \$5 per every five minutes late per child.

When your child will be absent from our program, call your Program Manager to let them know if it is illness related so we can ensure we are following proper protocol for the Department of Public Health and Daycare Standards. If your child is too sick to participate please keep them home until they are feeling better. If your child is sick while under our care, we will contact you to let you know. Anyone entering the building must wash their hands to help decrease the spreading of germs. There are washrooms located in the entryway. Monthly fee remains the same when children are sick to maintain their registration.

A reminder to send a snack each day with your child in a labeled lunch bag. Nutritious snacks are encouraged.

If there will be a change with who will be picking up your child, please notify us immediately by phone or in person. If we do not have consent from a parent, the individual in question will not be permitted to pick up the child until we hear from you. If you notify us that someone other than the regular pick-up/ drop off person comes we will ask them to show identification.

Please notify your Program Manager of any changes to contact information so we can ensure the most up to date records.

Please send your child in clothes that are appropriate for indoor and outdoor play. We also require a change of clothes to be sent each day with your child (shirt, pants, socks and underwear). During winter months they will need indoor shoes and appropriate outdoor clothing. We try to get out to enjoy the fresh air each day.

Please note our Parent Boards where you will see important information. We will be posting learning stories, pictures, photos of the children and webbing to show the hands on learning taking place within our program. This can be found in the classroom and hallway. We will be offering a variety of activities that children can choose from and we will build upon the interests of the children.

Please see us at any time with questions, comments or concerns. Open and positive communication will keep everything running smoothly☺ We encourage families to participate in our programs- perhaps you have a talent or something cultural to share so just let us know.

Please read and re-read the Parent Manual as it is filled with important and updated information that all parents need to know. If you need a copy, please ask or find it online at [www.fbgc.ca](http://www.fbgc.ca).

We are closed when schools are closed and also when schools closed due to weather.

Our rates for the 2018-2019 Pre-school Year are \$12 per day or \$55 per week. Registration for less than 5 days a week is subject to availability, which is billed on a monthly/semi-monthly basis.

The \$5 **family discount** only applies to the After-school and Summer Camp Program (not Pre-school or other programs). We will provide families with a calendar that includes closures and holidays when the program starts.

For all FBGC locations: Pre-authorized payments (via debit and credit) can be set up through our Administration Office. Cash and cheque payments must be arranged by calling the Administration office to set up an appointment. If there is any question about fees or financial arrangements please contact Nancy McCoy at 472-5112.

Most sincerely,  
Lisa Roy, Amanda Audette & Program Staff

### Our Program Goals include

- Respectful, inclusive & engaging environments
- Relationship building & mentoring
- Community & family engagement
- Quality learning opportunities that are developmentally appropriate

The Boys and Girls Club of Fredericton offers programs and opportunities that support healthy child and youth development. We provide activities that support and promote the following: physical activity, health & safety, leadership, personal growth and empowerment, learning & career development and community involvement in all of our programming.

Our Pre-school programs are for children ages 3 – 5. This program is wonderful for socialization opportunities with just the right balance of school-readiness mixed in. This program runs from September through June, following the Angphone School District West Calendar.

Our pre-school program is licensed with the Province of New Brunswick. We follow the New Brunswick's Early Learning and Child Care Curriculum. It is based on up to date research on how to maximize children's learning so that they can grow to their fullest potential. It follows a play-based learning philosophy. We offer activities that are centered on songs, stories, group sharing, music, gross and fine motor skills, science story-telling and arts and crafts and more. On a regular basis the children are exposed to numbers, letters, shapes and name recognition. If you would like more information on the Curriculum Framework, you can access it online at [http://www.gnb.ca/0000/ECHDPE/ELCC-Curriculum .asp](http://www.gnb.ca/0000/ECHDPE/ELCC-Curriculum.asp)

\*For our Pre-school program it is required that children are toilet trained as our facility is not equipped to accommodate toilet accidents. A call home would be made if an accident should occur.

### Professional Team

We offer an effective team that is highly trained, experienced and who offer expertise, enthusiasm and professionalism to our programs. First Aid/CPR and professional screening are required before staff are employed with us. Staff members are at least 19 years old. Staff of our Pre-school Program must have completed or are undergoing training for the NB Curriculum Framework.

In addition to their personal education, experience and training we offer the following during our orientation: Team Building, Explanation of Club Policies and Procedures (including Daycare Standards and Public Health requirements), knowledge of Choice Theory to ensure our programming is purposeful and fun, Leadership and Activity workshops and the Principles of Healthy Child Development through High Five training.

### Locations, Hours & Fees

The Pre-School program is currently available at our Skyline Recreation Center. Program closes when schools are closed and for storms days. Please contact the individual programs for registration information, fees, and hours of operation: Skyline Acres: 454-9237

### Pre-school Sample Schedule

TIME	ACTIVITY
8:30	Arrival and variety of activity choices and stations (craft, science, books, instruments)
9:00	Project based activities
9:30	Gross motor activities (indoor/outdoor)
10:00	Snack
10:30	Group sharing time, stories, song, dance
11:30	Outside – walk, play-climber, outdoor activity choices (If inside variety offered too)
11:45-12:00	Pick Up Time

Based on the curriculum, our schedule is flexible and reflects the children's needs and interests. This is a sample of a typical morning.

## Effective guidance skills used at the Fredericton Boys' and Girls' Club

- Use simple language that the children can easily understand
- Speak in a calm, quiet, relaxed voice
- Be positive
- Offer choices with care
- Assist with problem solving with focus on solution
- Encourage independence and co-operation
- Be firm and consistent
- Consider feelings and SELF-ESTEEM of all involved
- Intervene when necessary

## Procedures for Misbehavior

It is our daily practice to treat children with the respect and dignity they deserve. All actions must be positive with the goal of teaching, not humiliating or shaming. The outcome should leave both staff and child feeling more positive. Brief time outs may happen on occasion followed by the opportunity to discuss and resolve the situation. The ultimate goal is to reach resolution and to transition the child back within the group. We refrain from group time outs but may have group discussions. Children will not be on lengthy timeouts and will always be supervised.

PLEASE NOTE Phone calls to parents will be made when the child's behavior is extreme / physical / dangerous and someone must be present for pick up within a half hour (when safety is a huge concern immediate pick up may be required). All parents must have this plan in place.

Incident reports will be completed to inform parents of behavior and require parent signatures.

Our responses will vary based on the severity of the behavior (the manner in which pre-school age children and after-school age children will be treated will reflect age appropriateness) . The general responses available include:

- Step 1:** Addressing / looking into the behavior – Program Leaders will investigate to get more information from those involved. Program Leaders provide explanation to the member about the inappropriateness of the behavior and what is expected of them. Positive direction / re-direction is important. Program Leaders look into all factors contributing to the behavior and make necessary changes. (Program Leader)
- Step 2:** If misbehavior continues, Program Leader reminds the member what is expected of them and that it is important to have their co-operation. Program Leader inserts a positive comment to build upon. (Program Leader)
- Step 3:** If misbehavior continues, child should have a time out (time of sitting should depend on infraction and age of child) followed up by further problem solving discussion. (Program Leader and possibly Program Director / Manager)
- Step 4:** If misbehavior continues, child should be spoken to in office – **FINAL WARNING** (Program Manager/ Director of Program Services or Executive Director).
- Step 5:** Call to parents (Program Manager/ Director of Program Services or Executive Director).
- Step 6:** Suspension from club (Program Manager/ Director of Program Services or Executive Director).
- Step 7:** Record suspension by filing an incident report to be signed by Program Manager and Program Leader(s).

## Incident Reports

In the event of a person attending the Club being asked to leave or a person attending the Club receiving an injury requiring attention, an incident report shall be made. Reference to the incident will be made in the daily attendance log with an Incident Report Form being completed and filed in chronological order in the member's file. In regards to injury or illness, appropriate forms required by Public Health or the Department of Education and Early Childhood Development will be completed.

In the case of a potential suspension of a member from the club, the Program Manager, Director of Program Services or the Executive Director, shall be informed of the incident by the staff and a decision will be made in regards to a suspension.

## Dismissal Due to Severe Behavior

When a member displays severe ongoing physical / disruptive / unsafe behavior towards others or to themselves, it may lead to the child's dismissal from our program. We do our best to work with the family and other professionals.

## Child Abuse and Neglect

Reporting requirements for a childcare facility as set out in the Child Victims of Abuse Protocols

1. **Suspicion of physical, emotional or sexual abuse.**
2. **A member indicates that they have been physically or sexually abused at home.** (NOTE: do not let them return home)

Under these conditions, the following procedures must be followed:

- Immediately record the details of the child's disclosure or other information which has been seen or heard.
- Do not attempt to investigate the issue further or ask for further disclosures – this is the job of the authorities.
- Consultation with the Executive Director or Program Director to review the situation.

NOTE:

- In the event of a disclosure about sexual abuse, the child must NOT be asked to repeat the story for anyone but the investigating officials from child protection services and the police.
  - The Executive Director must report the incident immediately by telephone to the child protection services and the police. However, if the Executive Director cannot be contacted to report the situation, the person suspecting the abuse is bound by law to report the suspicion/finding.
  - Written documentation of the incident must be completed and given to the investigating officials. One copy should be kept and maintained in a secure place. In the case of a supervisor making the report, he/she must inform in writing the Executive Director that an incident has occurred which has led to a file being opened in the name of that child.
  - The youth organization should **NOT** advise the parents of the report unless this has been cleared by the child protection officials and the police.
3. **You notice suspicious or frequent bruising on a club member, but have no knowledge or can see no reasonable explanation for its presence.**
- A written description must be dated and placed in the child's file.

## Allergy Alert!

Due to severe allergies, we may not allow the following in our facility: shellfish, eggs and nuts of any kinds. Please check with the Program Manager to verify **before** sending the above food types. We appreciate your co-operation as you are helping us ensure the safety of all children. We are a scent free facility – please note this applies to anyone entering the building.

Children must be self-sufficient in using the washroom as our facilities are not equipped for additional assistance.

## Illness, injury and contact information

It is **IMPERATIVE** that we have up to date phone numbers for parents and emergency contacts (other than parents) to reach in the event of **illness, injury, absenteeism** or concern. **Parents must call** the Program Directors/ Managers **each time your child will not be attending to report the nature of the absence.** If a child feels sick while in our care, they will be brought into the office and parents will be notified. Children must be picked up immediately within the hour. In accordance to the "Management of Illness in Staff and Children in New Brunswick Child Day Cares", parents must also complete the **Return After Exclusion** sheet when necessary (**Exclusion Reference Guide on Page 16** and the actual Return After Exclusion form must be obtained from your Program Manager). Please help us comply with the Provincial Day Care Standards and Regulations. It is necessary to have alternate arrangements for care when your child is sick. When a child is too sick to attend school or participate in our daily activities then they will not be permitted to attend our program. All persons entering the building must wash their hands to prevent the spread of illness.

## Facility Closure Due to Spread of Illness

Under the direction of Public Health or the Department of Social Development Officials we would close our facilities due to potential spread of illness to immediately begin emergency enhanced cleaning and disinfecting. All parents/guardians would be notified by phone.

## Pandemic and Outbreak Response Plan:

Although we have been fortunate to have never experienced any of the following, please be advised of our plans for how we will deal with the following situations should they occur:

**Widespread Daycare closure due to Government quarantine situation: (for example, a one week closure of all schools and daycares and a recommendation to keep children home)**

In this type of situation we would protect your child's space at the daycare, fees would remain in place and children would return as soon as the quarantine is lifted.

**Daycare closure due to an incident affecting our daycare only (for example the entire facility needs to be disinfected due to an outbreak before children can return)**

In this situation, an alternate location would be secured to prevent any significant disruption in service. Families will be notified immediately and there would be no change in fees, etc.

**Daycare closure/partial closure due to a staff shortage resulting from widespread illness or exclusion (for example, a number of staff out with either H1N1 or excluded because of symptoms, etc)**

Parents will be notified immediately. Emergency care, when possible, will be given to those who self identify that they have no other options (this information will be collected at that time). In this situation, if there is an interruption in service to some of our children, fees will be adjusted accordingly.

Please remember that because your children are being cared for in a daycare setting, we have a number of resources to draw from that will hopefully prevent an interruption in the care of your child. We do, however, follow Public Health directives and therefore will be following the above plan to ensure the safety and well being of your children.

**Daycare closure due to a power outage**

In this situation, families will be notified after the power has been out for an hour and after contacting NB Power regarding the length of power outage, for immediate pick up. There would be no change in fees, etc.

**Medication**

Should your child require **medication** of any kind, parents must come in and fill out the appropriate medication administration form or we will be unable to administer. The medication must be in its original package and cannot be sent in a baggie or other type of container. If a prescription medication, the original label must be on the medication with the child's name and the dosage prescribed.

**Vehicular Transportation**

In the event of an emergency where 911 will be called attempts will be made immediately to notify the parents as soon as possible. Should the child be required to be transported to the hospital by ambulance a staff will accompany them until a parent or guardian can arrive.

When a child is to arrive or leave by taxi, the parent or guardian must notify the Program Manager or senior most staff of the anticipated arrival time and the name of the Taxi Company. Travel by taxi must be arranged **by the parent** and include that the driver accompany the child into the facility or to come in and identify themselves when picking them up. If the taxi does not arrive contact will be made to the parent to notify.

For field trips children are only permitted to travel via bus; we travel by Trius bus and by Public transit. These busses are the same as the school busses and they do not have safety restraints. Should you wish to make alternate arrangements for travel please let us know.

**Enrollment and Discharge Procedures**

Registration is conditional upon the following:

1. Children must be between the ages 3-5 for pre-school
2. Registration forms must be signed and completed in full.
3. Copies of Immunization records must be provided and kept on file.
4. A deposit consisting of 1 week's fees must be paid at time of registration.
5. Registration fees must be paid 2 weeks in advance.

Upon **withdrawal** from programs two weeks' notice is required to insure the return of any pre-paid funds.

**Notes to Fee Payment**

Registration fees are based upon weekly rates. Provincial Subsidization is available and special consideration may be granted if provincial funding is unavailable. Payments may be made by debit, pre-authorized withdrawals or visa. For payment inquiries please call 472-5112 to set up an appointment with the Administration Office at 499 Canterbury Drive. A late pick-up charge of \$5.00 for every 5 minutes will be required and must be paid to the staff directly upon pick up. Lateness is taken seriously as many staff members have other employment, educational courses and families of their own.

**Emergency / Evacuation Situations**

The alternate location for Skyline Acres is the front of Liverpool Elementary School, for Devon is the Field or the Front of Fredericton Christian Academy for Gibson Neil is Willie O'Ree. When we need to move to our alternate locations a staff will be in the front of the line of children and one at the back with remaining staff keeping watch of those in between. Attendance is also taken before, during & after evacuations. Parents will be notified if pick up is required. Posters are up around the facilities stating our procedure.

**New Brunswick Child Day Care Facility Exclusion Reference Guide** (Parents must notify the child day care operator of diagnosis within 24 hours of confirmed physician diagnosis)

CONDITION	EXCLUSION CRITERIA	RETURN AFTER EXCLUSION FORM REQUIRED
Campylobacter	Exclude until diarrhea is gone	YES
Cryptosporidium	Exclude until diarrhea is gone, No swimming for 2 weeks	YES
Escherichia coli* (E. coli 0157 H7)	Exclude until diarrhea is gone and two stool cultures taken 24 hours apart are negative. <b>Proof of negative cultures must be provided to Public Health. Public Health will then notify daycare of re-admittance permission</b>	YES Public Health signature required
Giardia	Exclude until diarrhoea is gone	YES
Head Lice	Exclude until first treatment is complete and there is no evidence of live lice.	YES
Hepatitis A	Exclude for 1 week after onset of jaundice.	YES
Impetigo	Exclude until antibiotic treatment has been taken for 1 full day.	YES
Measles	Exclude all cases until at least 4 days after onset of rash. Exclude all children who lack proof of immunization until vaccinated or until 2 weeks after last case in the daycare.	YES
Meningitis	Exclude until well enough to return and at least 24-48 hours after starting appropriate antibiotics.	YES
Mumps	Exclude child with mumps for 9 days after onset of swelling. Exclude susceptible contacts from days 12-25 following exposure if other susceptible people are present (consult Public Health).	YES
Norwalk virus	Exclude until diarrhoea and/or vomiting are gone.	YES
Pinkeye (Conjunctivitis)	Exclude until 24 hours after treatment has begun.	YES
Rotavirus	Exclude until diarrhoea is gone.	YES
Rubella (German Measles)	Exclude for 7 days after onset of rash. If child has congenital rubella and is less than 1 year old consult Public Health. Risk of severe damage to fetus if pregnant woman gets rubella in first trimester, therefore all staff should prove immunity (vaccination or blood test, prior to employment, if possible.	YES
Salmonella	Exclude until diarrhoea is gone.	YES
Scabies	Exclude until 24 hours after treatment. Treatment of household contacts usually recommended.	YES
Scarlet Fever	Exclude until 24 hours after treatment has begun.	YES
Shigella*	Exclude until diarrhoea is gone and two stool cultures taken 24 hours apart are negative. If antibiotics administered, stool specimens to be taken at least 48 hours after completion of antibiotics. <b>Proof of negative cultures must be provided to Public Health. Public Health will then notify daycare of re-admittance permission.</b>	YES Public Health signature required
Strept Throat	Exclude until 24 hours after treatment has begun.	YES
Whooping Cough (Pertussis)	If infants under age 1 year or pregnant women are present, exclude child with whooping cough for 5 days after start of antibiotics or 3 weeks after start of cough and culture negative if no antibiotic treatment given (consult with Public Health).	YES
Chickenpox (Varicella Zoster)	If mild and the child is able to take part in activities, no exclusion is required.	NO
Common cold	Do not exclude unless too ill to take part in activities	NO
Ear infections (Otitis media)	Do not exclude unless too ill to take part in the activities.	NO
Fifth Disease (Parovirus B19 Erythema infection)	No exclusion required	NO
Hepatitis B	No exclusion required. Open wounds should be covered.	NO
Herpes Simplex (non-genital)	Exclude children who do not have control of oral secretions (droolers) and have infection for the first time. Exclusion not indicated for recurrent cold sores.	NO
Influenza	Do not exclude unless too ill to take part in activities	NO
Meningitis (Viral)	No exclusion required	NO
Mononucleosis (Infectious)	No exclusion required	NO
Pinworms	No exclusion required	NO

Ringworm	No exclusion required	NO
Roseola	No exclusion required	NO
Shingles	If mild and the child is able to take part in activities, no exclusion is required. Lesions should be covered if possible.	NO

## Managing illness in Child Day Care Facilities – Parent’s Role

Your involvement as a parent is important! You can take the following steps to help make sure that child day care facilities are safe and healthy places for all children.

### Step 1:

Make sure you provide up-to-date information about your child’s immunization to the child day care operator. If you choose not to immunize your child, you must sign a waiver from the child day care facility.

### Step 2:

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

You must keep your child at home or make alternative child care arrangements if your child has any one or more of the following symptoms or conditions:

- a. Fever (oral temperature 38.5° C or greater; rectal temperature 39° C or greater, armpit temperature 38° C or greater accompanied by behaviour changes or other signs of illness).
- b. Diarrhoea as defined by an increase in frequency of stools and/or change to unformed loose, watery stool. Fever, loss of appetite, nausea, vomiting, abdominal, mucus or blood in stool may also occur.
- c. Vomiting illness with two or more episodes of vomiting in the previous 24 hours (in excess of typical infant spit-ups).
- d. Mouth sores associated with an inability of the child to control his/her saliva.
- e. Rash with fever or behaviour changes.
- f. Infections (e.g. infected eyes with discharge) until 24 hours after treatment started by physician.
- g. Infestations (e.g. scabies, head lice, pinworm) until after first treatment with a medicated product.

### Step 3:

If your child does not attend day care due to illness, you must let the day care know your child’s illness symptoms.

### Step 4:

If your child gets ill at the child day care facility, you will be notified and you will be asked to make arrangements to pick up your child within one hour of being notified by the day care staff. This is important to make sure your child gets the treatment he/she needs as well as to prevent the spread of illnesses to other children.

### Step 5:

You are encouraged to take your child to a physician if your child’s symptoms do not improve within 24 hours after leaving the child day care facility.

### Step 6:

For some illnesses, there is a required time period where your child cannot attend a child day care facility. These rules have been developed by health care professionals across Canada to make sure that your child is fully recovered and to prevent the spread of infectious diseases in day cares. These illnesses are listed in a document called the “Exclusion Reference Guide” which is available from your day care operator. If your child has been diagnosed with any of the illnesses in this Guide, you **must** follow the requirements in order for the day care operator to allow your child to be re-admitted into the child day care facility.

### Step 7:

When you take your child back to the day care after having been sick with an infectious illness, you must complete a form to certify that you have followed necessary rules for re-entry to the child day care.

**We thank you in advance for taking these steps to make child day cares a safe and healthy place for all children in New Brunswick.**