



Boys and Girls Club of Kamloops

Youth Programs

Staff Guidelines

Table of Contents

Youth Programs	2
<i>Registration Procedures.....</i>	2
<i>Monthly Attendance</i>	2
<i>Guidance Policy</i>	2
<i>Abuse Policy.....</i>	4
<i>Food Policy</i>	5
<i>Program Description</i>	5
<i>Petty Cash Procedures, Purchase Orders and Supply Requests.....</i>	5
<i>Groceries.....</i>	5
<i>Attendance</i>	5
<i>Accident/Incident.....</i>	6
Risk Management.....	6
<i>Safety</i>	6
<i>Emergency Cards</i>	6
<i>Cell Phones/Radios</i>	6
<i>Outings</i>	6
<i>Trips Out of Town.....</i>	6
<i>First Aid Kits</i>	7
<i>Bus Outings</i>	7
<i>Swimming</i>	7
<i>Downhill Skiing & Snowboarding.....</i>	7
<i>Fire Drill Procedures</i>	8
<i>Emergency Evacuation Plans.....</i>	8
Youth Worker Responsibilities	9
<i>Youth Program</i>	9
<i>Staff Meetings</i>	9
<i>Volunteers.....</i>	9
<i>Bus Run Procedures</i>	10
<i>Lock-Up & Closing Procedures</i>	10
<i>Kitchen Guidelines</i>	10
<i>Care Plans and Medication Adminsitration</i>	11
<i>Technology Centre</i>	11
<i>Fundraising/Special Event</i>	11
<i>Time Cards</i>	11
<i>Job Postings</i>	12
Room Usage.....	12
<i>General Rules</i>	12
<i>Equipment.....</i>	12
<i>Facilities and Vehicle Repairs & Maintenance.....</i>	12

Youth Programs

Registration Procedures

Every parent/guardian must complete the registration form and return to the Program Leader before any youth can participate in an outing or access pick-up/drop-off services. Once registered, families are responsible to up-date membership information when necessary. Members are registered once a year in September for programs running from September through to June. New members can register at any time.

Monthly Attendance Record

The Youth Programs Leader is responsible for completing a monthly attendance of all youth attending the Club. The monthly attendance record gives us an actual record of who attended and who did not attend on a monthly basis. The information is acquired from the daily sign-in/out form and is used to ensure spaces are being used effectively.

Guidance Policy

The purpose of this guidance policy is to ensure a safe, caring and consistent atmosphere for all youth. The following information is shared with parents upon registration.

Expectation from Club Staff

Letting youth know they are welcome. All youth will be encouraged to participate in Club activities. We will strive to ensure youth feel apart of the Club by including their ideas in program planning and encouraging them to take an active role in creating a positive environment for everyone.

This is a safe place. Guidelines for expected behaviour are discussed with each member upon their arrival into the programs. We follow many strict policies and procedures relating to the safety of our members. The safety of all Club Members is our highest priority.

We trust youth to make good decisions. All youth are given choices throughout their time at the Club. We encourage youth's input in the development of our program activities. All youth are supported with decision-making and we strive to empower youth to make positive and healthy choices. Youth are given the opportunity to be independent by choosing constructive activities for themselves during less structured times at the Club.

Youth can have fun here. Different kinds of play experiences, challenging activities and learning opportunities are provided on a rotating basis so that resources are available for exploration as well as fun. Cultural and ability differences are highlighted and celebrated.

Youth can seek help here. There is an open door to staff or volunteer space so that youth can find one-to-one time with adults when they need it.

Expectations of Club Members:

Treat others with respect.

Use Club facilities and equipment safely and appropriately.

Adhere to our “no violence” guideline to ensure the safety of all our members.

To use appropriate language at all times.

Listen to Club leaders to support a safe environment for all

Any inappropriate behaviour will be handled by Club staff, using a number of different strategies:

- Calm and respectful approach
- Positive reinforcement
- Review of Club guidelines
- Redirection
- Problem solving
- Previously, clearly defined logical consequences

If the inappropriate behaviour continues, the youth may be asked to leave for the day. If the youth continually displays inappropriate behaviour the parent will be called for a meeting to discuss the situation with the Program Leader. During this discussion the Leader and parent(s)/guardian(s) will develop a behaviour care plan which best supports the youth. See Care Plan section for more information relating to the development of care plans.

The Boys and Girls Club supports a policy of least intrusive intervention to manage behaviour in our programs. In a crisis situation where a youth’s behaviour is escalating by either showing signs of stress, becoming agitated or verbally aggressive, staff will respond by the use of verbal intervention in an attempt to calm the child. However, when this approach is not effective and a youth begins to act out physically to a level that poses risk to the youth, other youth or the caregivers, it may be necessary to intervene with more intrusive measures that may include, physically blocking kicks, redirecting strikes and possibly the use of restraints. **In this case, only staff persons who are trained and certified in Non-Violent Crisis Intervention would participate in either a two person restraint or a one person child restraint.** Every effort will be taken to ensure the safety of the physically acting out youth, other youth and staff. If a youth participating in Club programs presents extreme behaviour resulting in this action a care plan will be put in place before the youth can return to the Club after an incident.

Our expectations of Club Members’ Parents/Guardians

- To share information of any behaviour challenges and strategies implemented at home or school to best support the child in which we may implement at the Club to provide a smooth transition when appropriate.
- To participate in the development of care plans with Club staff, to provide guidance and resource and to follow through with objectives whenever possible.
- To support our program’s Guidance Policy and seek clarification when necessary.

- To report immediately to the Club if we call you to pick-up your child.

If a youth is attending programs with an external support worker, a meeting with the Youth Programs Leader/Manager of Program Operations is required to discuss the youth's needs and expectations of all parties involved prior to the support worker attending programs. All external support workers must provide us with a recent successful criminal record search prior to their start in programs.

Abuse Policy

As partners with parents in advocating for children/youth, the Boys & Girls Club of Kamloops is conscious of its role and responsibilities in the protection of children/youth and the prevention of child abuse.

Duty to Report

Anyone who has reason to believe that a child/youth has been or is likely to be abused or neglected has a legal duty under the *Child, Family and Community Service Act* to report the matter. In the case of an allegation of child abuse against a Boys & Girls Club staff or volunteer, the Boys & Girls Club will support the staff/volunteer until it is satisfied that, in fact, the allegation is well-founded. The responsible Boys & Girls Club Program Leader will remove the staff/volunteer from all activities involving supervision of children/youth. After consultation with the Executive Director, a course of action will be established regarding employee or volunteer experiences during the course of the investigation. Club staff will comply with the Ministry of Children and Family Development and the R.C.M.P. in the course of any investigation that may be required.

Food Policy

The Boys and Girls Club of Kamloops Youth Programs offer scheduled nutritional snacks and meals. Snacks and meals will include sufficient quantity and quality to meet the developmental needs of the youth. Drinks are offered when food is served, which may include water, milk and/or juice. It is the staff's role to ensure that a variety of nutritional food is offered to youth during snack and meal times however, it is not our role to force youth to eat. Staff will not use food as a reward for, or consequence of, behaviour at any time.

Program Description

All Youth Programs are social-recreational programs that are drug, alcohol and harassment free. Youth Programs are safe, supportive and inclusive to all youth.

After School Drop-in (M.Y. Youth Club for ages 11-18)

This program involves a variety of programs allowing youth to gain many skills including the ability to interact successfully with peers, parents, and other adults. Social development, life skills, and physical education are gained through fun and recreation at 'The Club.' Snacks are provided. Special activities are designed for youth in their middle years. Pick up from Brock Middle School is also provided daily (September to June).

Nights Alive (for ages 13-18)

This program is a safe, positive alternative for youth aged 13-18 years, developed for youth by youth. This program is a drug, alcohol and harassment-free social program every Friday night from 8:30pm-midnight. Youth have access to information regarding community services, pool tables, foosball, a big screen TV with movies, an open gym as well as an outdoor basketball court. Nights Alive staff help ensure that this is an environment where youth feel welcome, safe, accepted and free from harassment, bullying or any form of discrimination. We provide bus service to the surrounding Brock and North Shore area with frequent drop-off location to ensure youth get home safely.

Petty Cash, Purchase Orders and Supply Requests

Program Leader will be responsible for the petty cash. All receipts must be attached to receive reimbursement. Staff must ensure that they are planning ahead for items that will need to be purchased. If there is an unforeseen circumstance, staff may be given permission to purchase items for program activities.

Change from petty cash and the receipts from items purchased must be returned to the Program Leader. Each receipt should be labeled with store name, item/s purchased, and Club abbreviations for which the item/s was purchased and purchasing staff person's name. Receipts from purchase orders must be returned to the Leader as soon as possible.

Groceries

The Program Leader is responsible for all grocery and supply lists. The Program Leader will order and pick up all groceries. The Program Leader is responsible for budgets relating to Youth Programs.

Attendance (Sign in)

All youth must sign-in to the Club in order for staff to know whom to account for in case of an emergency. **Every staff person is responsible for and must be able to account for youth in the Youth Room at all times. Youth Programs are drop in and youth are free to leave at any time.**

Accident/Incident

Minor incidents should be documented in documentation journal, include follow-up.

All incidents, accidents and injuries must be reported to the Program Leader and then to the Manager of Program Operations as soon as possible.

Significant accidents or incidents must be recorded on a non-ministry reportable Accident/Incident Form. If an injury occurs, you must also complete an injury report form to be handed in with the Accident/Incident Form.

If the R.C.M.P. is called to the Club or if you have made a report to the police, the Manager of Program Operations and Executive Director must be informed.

Risk Management

Safety

Youth Workers are responsible for the youth's safety. Staff must know where the youth are at all times. Every activity must be supervised and staff must always be accident preventative. All Club locations must never be left unlocked without supervision. Staff must let other staff know of their whereabouts when leaving. All Club equipment/games should be safety checked and approved by Program Leader. Kitchen knife drawers must be locked at all times or knives must be stored out of reach of youth. Please lock offices or desk drawers when not in use.

Emergency Cards

Emergency cards consist of all pertinent information regarding youth attending programs. Staff must ensure that all youth attending programs have a current emergency card. These cards contain personal information regarding the youth and should be kept where only staff has access. The Youth Room will have youth's emergency cards on site, if they are leaving the facility the emergency cards must be taken with staff. **Other youth or adults (who are not staff), must not have access to emergency cards.**

Cell Phones

Cell phones must be taken with groups leaving the facility by Club vehicle and turned on. If a cell phone rings while you are driving, when and where it is safe, pull over to the side of the road before answering the phone. **DO NOT ANSWER THE PHONE WHILE DRIVING.** All Club staff must adhere to the BGCK's Texting and Electronic Communication Policy.

Outings

All staff should be aware of the number of youth in your care at all times—do frequent head counts. Physically tour site and do a trial run of the activity. Note all hazards and take action to minimize risks (i.e. extra equipment, training, remove obstacles, change plans). Never change an activity plan along the way (i.e. stop to play at a playground) without the approval of the Program Leader. On outings youth must be supervised at all times. Any changes of plan must also be communicated to the main office.

Trips Out Of Town

When a group leaves town, an emergency contact sheet must be left with the Manager of Program Operations. This form should consist of information pertaining to the trip such as: agenda and the time group intends to return. Emergency information on all youth must be taken on the trip with the leader responsible, and copies must be given to Club staff contacts. Two adults representing gender/s of group should whenever possible, accompany youth on out-of-town overnight outings. Staff must ensure that all pertinent

documentation on the emergency cards has been completed with signatures of parent/guardian.

First Aid Kits

First aid kits must be checked before each use to ensure kits are complete. If items are used, please replenish supplies for the next user. First aid kits must be taken within the building if that particular space does not have a First aid kit and with groups that are leaving the facility and going to a location where there are no first aid supplies.

Walking

When crossing uncontrolled streets, crosswalks must be utilized wherever possible, and staff must be positioned in both lanes looking for cars and to block/alert traffic.

Bus Outings and Vehicle Safety

Driver is to be driving only! Other staff must attend to youth while the vehicle is in motion. Spread yourselves out among the youth. Standing in the vehicles is not permitted when the vehicle is in motion. Seat belts are mandatory. Only vehicles that transport more than 20 passengers are permitted to use the highway. There is no food or drinks allowed on the vehicles. Please remind youth that the usage of our vehicles is a privilege and that they must be respected. If a driver's focus has been compromised due to any issues or problems on a van outing, please report the issue to the Program Leader in a timely manner. For more vehicle safety information please speak with your Program Leader. All drivers will adhere to the Vehicle Operation Policies and Guidelines.

Swimming

Never allow swimming without a lifeguard! When youth are in the water, all staff should be positioned accordingly (not all at one end of the pool or beach) and all staff should have eyes on kids and water. Constant head counts should be done. When at a pool, staff and youth must enter the pool together and leave pool to go to the change room together. We do not swim in the river even when a lifeguard is present. Staff must wear appropriate and secure swimwear.

Waterslides

1:10 ratio, staff should be positioned one at top of slide, one at bottom, one on side of pool, one at picnic area for youth to break and a few swimming with youth. Rotation may occur. There must be a constant watch on the water and youth. Non-swimmers must be matched with staff 1:3 ratio.

Downhill Skiing & Snowboarding

1:10 ratio, one leader per group. Groups broken into abilities: beginner, intermediate and advanced. One staff in lodge for youth to break. Set up regular check-in times with groups. Youth must wear a helmet.

Fire Evacuation Procedures

John Tod Community Club:

- * Immediately sound the alarm nearest you, this alarm is a direct link to the fire hall.
- * Evacuate the building; walking or crawling to the nearest exit with the member in your care. **DO NOT RUN.**
- * Shut all doors (do not lock) behind you and proceed along corridors and down stairways in an orderly manner. When you leave the building, move away from the doorways to allow others behind you to get out. Take a flash light if it is dark.
- * **Do not go back in the building for any reason, until you have been advised to do so by the fire department.**
- * One staff person take emergency cards (information of children and parents)
- * All program locations are responsible for taking the daily sign-in/out sheet
- * Meet at the end of the field by Laburnum Street.
- * Everyone leaves the building except the Manager, Program Operations (or alternate if not on site) who checks the facility for anyone left in the building.
- * Ensure numbers of children match with sign-in/out sheet
- * The Program Leader does a monthly inspection of fire extinguishers, emergency lights and fire drill procedures. A log book is kept of these inspections.

Emergency Evacuation Plan

Child and Youth Workers must be trained and conduct Emergency evacuation procedures prior to commencing work with youth. Please review the Emergency Evacuation Manual with the Program Leader.

Youth Worker Responsibilities

Youth Programs

Programming of activities for each month

Youth Worker will:

- Deliver fun and purposeful activities each day.
- Prepare snacks, monitor pre-program activities and may sign-in/out children.
- Take part in the planning, organizing, implementing, evaluation of special events.
- Be responsible for set-up/clean-up of individual activities (should involve youth in clean-up).
- Be prepared to take on other duties related to the delivery of youth programs as necessary.
- Provide guidance and direction to volunteers/practicum students in programs

Staff Meetings

Staff meetings with all Youth Workers are held as needed. Issues discussed will be current community events, staff development opportunities, program development and Club issues. The agenda will be set at the beginning of the meeting, so come prepared. If you miss a meeting, it is your responsibility to read the minutes as soon as possible to keep yourself informed. If you would like an item placed on the agenda please forward this item to the Youth Programs Leader.

Memos are emailed to all staff or posted at each of the Clubs and it is staff responsibility to read them.

Volunteers

Volunteers are processed and interviewed by the Manager of Program Operations in partnership with the Program Leader. Program Leaders are responsible for specific program training of the Volunteers on site. If you need a volunteer in a program or for an event, advise the Manager of Program Operations. The Manager will then start the process of recruiting a volunteer. Once a volunteer is located, the candidate will complete the required documents and begin volunteering.

Once a volunteer has chosen a program location and day of the week, the Program Leader will advise the staff of their start date. Staff should provide volunteers with meaningful tasks, constructive feedback and appreciation. Please advise the Program Leader of any concerns regarding any volunteers.

Bus Run Procedures

Bus Run Driver Responsibilities are:

- Cell Phones: Drivers must be sure that their cell phones are turned on at all times when out of the Club.
- Staff will have read and understood the Vehicle Operation Policies and Guidelines.
- Emergency cards must be taken on each bus run, and only youth that have an emergency card with permission to transport approved by a caregiver is able to be transported.

Food Allergies

Youth with food allergies may participate in the snack program however we request that the parents/youth provide a list of safe food. If a youth has severe food allergies, staff will take every precaution to ensure that the unsafe food is not served on the day the youth is attending programs. A Care Plan must be completed for youth listed as having allergies of any kind. An up-to-date copy of all youth participating in Club activities that have allergies is kept in the kitchen area for staff to check frequently. Emergency cards also list allergies. All staff should familiarize themselves with universal allergy precautions document.

Snack Preparation

Food that is prepared by heating must be heated at 74 degrees Celsius or proper temp for food type (check with temp probe), cooled quickly (to 20 degrees Celsius in 2 hrs & 4 degrees Celsius in 4 hrs), refrigerated as soon as it is cooled and then reheated to 74 degrees Celsius, if necessary right before serving. All prepared food must be covered with saran wrap. Refrigerated food must be kept in the refrigerator until ready to serve. Food must be served on appropriate serving dishes. Food must not be served on paper towel. **Serving and eating surfaces must be wiped down with a mixture of bleach and water or Dynquat solution before and after food is served.**

Kitchen Guidelines

- * All dishes must be cleaned with industrial dishwasher or by the 3 sink; bleach method.
- * Production of grease-laden vapors is not permitted in both kitchen. No food shall be fried in grease (ie. ground beef)

Care Plans and Medication Administration

For each youth requiring extra support due to behaviour or medical concerns a care plan form must be completed with the following information; a diagnoses relevant to the required extra support as made by a health care professional; the course of action recommended by the health care professional to address the needs of the youth; resources made available such as adaptations to the facility, program activities and diet necessary to ensure the child's safety and comfort. Care plans must be completed with the parent/guardian and Youth Programs Leader and any person requested by the parent. Care Plans must be reviewed at a minimum of once a year. Youth that require medication to be administered while at the Club must have a completed and signed Medication Administration form, attached to the Care Plan Form.

The Program Leader or Youth Workers administer medication to the youth.

Medication must be received and stored in its original bottle and must be kept in a locked drawer or box if refrigeration is required.

Technology Centre

All staff must read through computer lab guidelines and complete an orientation to the Technology Centre with the Program Leader, prior to using the computers with a group of children or youth.

Computer room guidelines must be followed at all times when in the computer lab.

Food or Drinks are not allowed in the Tech Centre any time.

Fundraising/Special Event

The Program Leader must submit a written proposal that includes all pertinent information to the Manager of Program Operations preferably two months prior to the event.

Staff wanting to present a fundraising idea can do so by discussing first with the Manager of Program. Any fundraising must have approval of the Manager of Program Operations and the Executive Director.

Time Cards

Time cards must be filled out by Thursday preceding the pay week, signed by the Program Leader by 3:00pm and then handed into the Manager of Program Operations for approval. Please ensure that you have filled out your time card correctly. If you are working in different departments within the same time period, record all the time on one timecard, but identify the separate program areas with a correlating highlighter pen.

Job Postings

Position vacancies will be posted internally to all departments. The position may or may not be posted externally. On call/ casual staff are eligible to apply for internal job postings

Room Usage

General Rules

- * Clean up when you are done and leave the room as it was.
- * Borrowing equipment (on a personal basis), must have the permission of the Executive Director. If approved, staff must fill out equipment usage book in main office identifying date borrowed and again when item is returned.
- * Youth do not have access to rooms without supervision.

Equipment

- * When new equipment is purchased it must be labeled “Boys and Girls Club of Kamloops” in permanent black marker.
- * If you find any equipment faulty, please let the Program Leader know.

Facilities and Vehicle Repairs & Maintenance

Staff must report any issues/concerns of facility maintenance or vehicle or repair to the Program Leader. Any item that requires immediate repair should be indicated as such. It is everyone’s responsibility to maintain our facilities and vehicles. Vehicle maintenance plans should be followed at all times.

