



Boys & Girls Club
of Kamloops

A good place to be

Children's Programs Policies, Procedures and Guidelines

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Our Staff

The staff in our programs are qualified Responsible Adults (school-aged), or Licensed Early Childhood Educators, or assistants (early childhood care programs) and some staff are further qualified with Infant/Toddler or Special needs certificates. Staff must have valid first aid and food safe certificates. When regular staff are not available due to illness, vacation, or professional development we maintain a qualified substitute staff list to full fill the duties. All staff must have completed a Criminal Record Check mandated by the Provincial Government prior to working with children. All staff responsible for transporting children in Club vehicles hold the appropriate driver license and must read and adhere to the Driver's Guidelines and Policy Manual.

Visitor and Volunteers

We may have visitors in our programs for different reasons such as; practicum placements for educational program, parents during orientations, and volunteers. Volunteers have specific job duties that do not include toileting/ diapering, feeding, clothing or other primary care duties. Program staff will introduce parents to visitors or volunteers whenever possible. Regular visitors and volunteers complete a criminal record check and read appropriate manuals prior to the start of volunteering. Volunteers are never counted in licensing ratios and are never left alone with children.

Membership

The annual membership fee for a child is \$25.00, and \$50.00 for a family of two or more children. Membership is due upon enrollment and will be due annually thereafter in September.

Any membership inquiries can be directed to the administration office or by contacting the Club at 250-554-5437. No child is refused access to programs due to an inability to pay the membership or daily fees. Families with limited financial resources, who qualify, can access a Provincial Government childcare subsidy to help with the daily fees.

Registration

Every parent/guardian must have completed the registration process with the Program Leader and/or School Aged Program Leader before any child can participate in programming. Registration is completed using our online registration tool, Amilia.

The School Aged Programs Leader or Program Area Leader meets with families who are accessing programs for the first time. Once registered, families are responsible to up-date membership information when necessary using the online tool. School aged members renew membership once a year in September for programs operating from September through to June. Parents must inform the School Aged Programs Leader or Program Leader when changes to their child's attendance are needed. New members can register at any time provided there is space in the program.

Attendance Recording

Each program records daily attendance of all participants. The Program Leader at each Club location is responsible for completing a monthly attendance form for all children attending the Club to ensure spaces are being used effectively and for government funding requirements.

Guidance Policy

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

Expectation from Club Staff

Letting children know they are welcome. All children will be encouraged to participate in Club activities. We will strive to ensure children feel a part 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. We have a Parent Information bulletin Board and a Community Resource bulletin Board to keep parents informed about what is happening at the Club and in the community.

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

Children 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.

Children can seek help here. There is an open door to staff or volunteer space so that children 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 managed 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 parent will be called for a meeting to discuss the situation with the Program Leader and/or School Aged Programs Leader. During this discussion the Leader and parent(s)/guardian(s) will develop a behaviour care plan which best supports the child. 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 child'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 child begins to act out physically to a level that poses risk to the child, other children 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 child, other children and staff. If a child participating in Club programs presents extreme behaviour resulting in this action a care plan will be put in place before the child 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 child is attending programs with an external support worker, a meeting with the Program Leader/School Aged Programs Leader is required to discuss the child'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.

Child Protection

Abuse Policy

As partners with parents in advocating for children/youth, the Boys and Girls Club of Kamloops is conscious of its role and responsibilities in the protection of children/youth and the prevention of child abuse. All staff must read the BC Handbook for Action on Child Abuse and Neglect before commencing work with children. All staff must adhere to the 5.3 Child Protection policy in the Administration policy manual and 3.7 Relationships with participants in the Human Resources policy manual.

Duty to Report

Anyone who has reason to believe that a child 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. As our programs are licensed by Community Care Facilities Licensing Boys and Girls Club staff has a further duty to report any incident regarding abuse to Licensing. 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.

Custody and Access Agreements

If there is a legal custody and access agreement a copy must be provided to the Program Leader. Every effort will be made to adhere to the order, however, without a custody or court order on file at the centre, the Boys and Girls Club cannot deny access to parents/guardians listed on the membership form.

If custody has not been legally determined and conflict between the parents/guardians and/or other family members is evident, Club staff may not be able to care for the child unless both parents and/or other family members sign a written agreement confirming details regarding authorization for pick-up and access to information about the child, if it is different than what is written on the membership form.

If a family has a custody or court order, a copy must be placed in the child's file and details about all arrangements contained in the legal documents will be followed at all times.

Staff will call the police if assistance is required to enforce a custody or court order and/or if there is an issue of an unauthorized person attempting to pick up a child and the legal parent is not accessible to confirm the pick-up.

Unauthorized Pick-Up

If an unauthorized person arrives to pick-up a child, the child will remain under the supervision of staff. The staff person in charge will speak with this individual and explain the policy that no child will be released without written authorization from the enrolling family. The emergency contact person is considered to be authorized to pick up the child. The emergency contact person must be prepared to show photo identification to pick up the child. If a parent or emergency contact is not accessible the child must not be released to an unauthorized person.

Food Policy

All programs offering or including food service must adhere to this food policy. The Boys and Girls Club of Kamloops programs offer scheduled nutritional snacks and meals in accordance to Canada's Food Guide. Menu and snack plans are posted in each facility for parents to view, a copy may be provided at the request of the parent/guardian. If a child has special dietary requirements a care plan must be completed with the Program Leader. Staff will adhere to the specific directions of the agreed upon care plan. During snack and meal service children are offered a safe, clean space to eat with an appropriate time frame and supervision. Snacks and meals will include sufficient quantity and quality to meet the developmental needs of the child, having regard for the child's age, the number of hours the child is in our care, the child's food preferences and cultural background. Drinks are offered when food is served, which may include water or milk, never sugary drinks. It is the role of staff to ensure that a variety of nutritional food is offered to children during snack and meal times however, it is not our role to force children to eat. In the case that a child refuses to eat what is offered, staff may offer the child different food choices when possible. If refusal to eat is recurring, staff must inform the child's parent/guardian, which may result in the development of a care plan to ensure health and wellness. ***Staff will not use food as a reward for, or consequence of, behaviour at any time.***

Program Description

Little Club Kids (LCK)

The goal of LCK Child Care is to provide a warm, loving, and caring environment where children can reach their full potential. It is our belief that each child is a unique and special individual and should be accepted unconditionally. Important objectives of the child care program is to build self-esteem and encourage self-expression by providing a safe and nurturing atmosphere. Staff will engage in a consistent and positive manner, modelling healthy guidelines for children. We strive to meet the physical and emotional needs of the children in our care. LCK is a licensed child care program and will adhere to all Interior Health's Child Care Licensing Regulations. Staff to child ratios will be followed at all times. Staff to child ratios are: 0-36 months 1 staff : 4 kids, 36 months 1 staff : 8 kids - – not more than 2 kids under 36 months.

Children's Recreation Development Program (CRDP)

CRDP programs are designed to build a child's self-esteem in a positive, respectful environment. Each staff team member is responsible to create and develop program plans which provide members with creative, educational, active and fun programs that foster a sense of belonging for each individual member.

Our programs offer a wide range of activities that develop social, intellectual, and physical skills as well as broaden children's interests. Program activities are designed to focus on five developmental areas: social, creative, physical, community and educational. Activities may include arts and crafts, drama, community involvement, leadership, healthy living and less structured free choice activities. CRDP programs adhere to the Boys and Girls Club of Canada's Model for Success, which describes common features and core programming areas offered by our Club.

At the John Tod Centre, the children are divided into interest groups due to the higher number of participants at that location.

Programs are offered throughout the school months, September through to June at all after school location. Summer and Spring Break programs are offered for current members and new members in March, July and August and are typically centralized at John Tod Centre. After school programs are closed over the Christmas holidays, all statutory holidays and Easter Monday. Programs are offered on select district-wide in-service days.

Upon departure, parents must sign their child out. Again, it is important to make personal contact with the caregiver and allow time for your child to make the transition from the staff to you.

CRDP is a licensed child care program and will adhere to all Interior Health's Child Care Licensing Regulations. Staff to child ratios will be followed at all times. Staff to child ratios are: k and grade 1 1 staff : 12 kids, max group size is 24, grade 2-age 12 1 staff : 15 kids, max group size is 30.

Transfer of Care –

LCK

At drop off, parents are asked to sign their children into the program. Upon departure, parents must sign their child out with the time and initial of the person picking up.

The program opens at 7:45 am. If a child is not attending, parents are asked to inform the program staff by 10:00 am. Children must be picked up before 5:15pm. Only persons authorized in writing will be permitted to pick up a child. Authorized persons may be asked for photo identification to verify their identity.

If any child is not picked by Club closing time every effort will be made to contact the individuals listed on the child's membership form as parent, emergency contact or approved alternative pick-up. If we are not successful with all of the telephone numbers provided on the membership form, the staff will contact the Ministry of Children and Family Development who will arrange for the child's care until a parent/guardian can be contacted.

CRDP

When children are scheduled to attend and are using the pick-up service provided by the Club, children must go directly after school to the predetermined pick-up location at their school. Once children are signed in by the staff driver they are considered to be in our care and must be supervised at all times by Club staff from that point on. If children

do not meet the staff driver at the predetermined location the driver will contact the school to determine if the child attended school. If the child was not at school the Program Leader will contact a parent to confirm the child is safe and remind parents to contact the Club to inform when their child will be absent. If it is confirmed that the child attended school that day, staff will ask to have the child paged. If the child has not arrived at the pick up location by 3:00pm, a staff person will go into the school to speak with school personnel and look for the child. If the child has not been located the driver will contact parents/guardians or alternatively the emergency contact. If a parent/guardian or an emergency contact is unreachable the R.C.M.P. will be called. If the police are contacted the Program Leader will go to the school and the van run will continue. When the R.C.M.P. is contacted the Manager, Program Operations and the Executive Director must be informed.

When children are attending a Club located on school property, we expect the children to arrive at the centre directly after school. Children are not supervised by program staff while walking from school to the Club. If children have not arrived at the centre by 2:50pm, staff will contact the school to determine if the child was in attendance. If the child was not in attendance the Program Leader will contact a parent to confirm the child is safe and remind parents to contact the centre to inform when their child will be absent. If it is confirmed that the child attended school staff will ask to have the child paged. If the child has not arrived by 3:00pm, a staff person will go into the school to speak with school personnel and look for the child. If the child has not been located the Program Leader will contact parents/guardians or alternatively the emergency contact. If a parent/guardian or an emergency contact is unreachable the R.C.M.P. will be called.

Once children are signed into the program centre they are not allowed to go back to the school unless supervised by program staff.

Children arriving to the Club by other means such as a school district bus, it is expected that the child go directly into the Club to sign-in. Once the child is signed in, they will be supervised by Club staff. On occasion a parent/guardian may request a specialized transfer of care plan. In this case the agreed upon plan must be in writing and consistent with our practices in this area.

Risk Management

Immunization

The Boys and Girls Club is required to keep a record of whether children are immunized or not. Parents are required to keep their child's records current. If a child is not being immunized, the parents are advised to let staff know. The Club must notify licensing and follow any regulations with regard to this matter.

Sick Child

Parents should be advised to keep their children at home or to seek alternate care arrangements for the following conditions: We recognize that sometimes children need a few days at home to fully recover.

- Pain—any complaints of unexplained or undiagnosed pain.
- An acute cold with fever, runny nose and eyes, coughing and sore throat. Once temperature, well being and energy are normal, coughing and runny nose may continue (depending on the suspect illness) without the child being contagious. (If symptoms are caused by a known allergic reaction, the child is not contagious.)
- Difficulty in breathing—wheezing or a persistent cough.
- Fever (100°F/38.3°C or more) accompanied by general symptoms such as listlessness may be an early sign of illness that requires a physician's attention. **Tylenol only masks the symptoms, it does not cure the illness.**
- Sore throat or trouble swallowing.
- Infected skin or eyes or an undiagnosed rash.
- Headache and stiff neck—should see physician.
- Unexplained diarrhea or loose stool combined with nausea, vomiting or abdominal cramps. These symptoms may indicate a bacterial or viral (gastrointestinal) infection which is very easily passed from one child to another. The child should be kept home until all symptoms have stopped.
- Nausea and vomiting may be an early sign of illness that requires a physician's attention.
- Severe itching of body and scalp.
- Children with known or suspected communicable diseases.

It is required to keep (or take) a child home when the child:

- Is suffering from one or more of the above symptoms.
- Is not well enough to take part in the regular program of the facility.

If a child is placed on medication they need to stay at home for one full day after the start of the treatment at the discretion of the Program Leader.

If a child becomes ill while under our care, staff must provide a quiet and clean resting area for the child and ensure the child remains under supervision. Staff must immediately notify a parent or emergency contact if a child becomes ill.

Medicine

Only prescription medicine will be administered by child care staff. A 'Permission to Administer' form must be filled out before staff can administer medicine. Any non-prescription medicine needs a doctor's note of instruction. **Children requiring Tylenol or Advil should stay at home.**

Accident/Incident/ Injury reporting

Minor incidents (i.e. child dropped off during a non-program day 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 School Aged Programs Leader (if in CRDP).

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.

The School Aged Programs Leader or Program Leader, upon receiving accident/incident forms will determine if a licensing report needs to be completed. Licensing reports must be completed and handed into licensing within 24 hours of the accident/incident occurring. The Manager of Program Operations must be informed if a licensing report is completed.

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

Parents or emergency contacts must immediately be notified if a child is injured or has been involved in a reportable incident.

Equipment Safety & Supervision

Club Staff are responsible for the safety of children in our care. Staff must know where children are at all times. Every activity must be supervised and staff must take precautions to avoid accidents or injury. Club locations must never be left unlocked or unsupervised. In the event of an emergency staff must ensure that children are supervised at all times. All Club equipment/games must be safety checked regularly and approved by Program Leader, regular maintenance of toys and equipment must be done and any damaged equipment must be removed from play spaces. Kitchen knife drawers must be locked at all times and knives must be stored out of reach of children. Please lock offices or desk drawers when not in use.

Emergency Cards

Emergency cards consist of all pertinent information regarding children attending programs including a photo of the child. Staff must ensure that all children attending programs have a current emergency card. These cards contain personal information regarding the child and should be kept where only staff has access. At John Tod Centre, when a child signs in, their emergency card is with the leader of the group which the child has been assigned. It is important that staff carry all the children's emergency cards with them at all times during activities, in and out of the facility. Neighbourhood Clubs have children's emergency cards on site, if they are leaving the facility the emergency cards must be taken with staff. **Other children or adults (who are not staff), must not have access to emergency cards.**

Washroom Plan

At John Tod Centre we have scheduled washroom breaks at natural transition times throughout the day; when children arrive at the Club 2:45-3:15 pm; after snack prior to programs starting 3:45pm; during programs if necessary 3:30-5:00pm; at the end of program prior to after five activities starting 5:00pm. Staff will do a sweep of the washroom prior to the children going in, when possible staff will accompany groups of children in the washroom. School based program children are asked to visit the

washroom when they sign into the program. When a washroom is not directly visible from program space staff must ensure they are supervising children and we will use the buddy system when possible. Washrooms must be visible swept prior to children entering.

Cell Phones

Cell phones must be taken with groups during outings. Cell phones must be signed out in the main office (John Tod) for each use. A cell phone is the responsibility of the staff person who signed it out. Each user must ensure the phone's battery is charged. 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 or to retrieve the message. **DO NOT ANSWER THE PHONE WHILE DRIVING.** Staff are not to have their personal cell phones out unless authorized by their Program Leader. Children are never to use the cell phones.

Outings

All staff must be aware of the number of children in your care at all times—do frequent head counts. Physically tour site and do a trial run of the activity whenever possible. 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 children 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 School Aged Programs Leader and Manager of Program Operations. This form should consist of information pertaining to the trip such as: itinerary (times and locations of activities). Emergency information for all children 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 children on out-of-town over-night outings. Staff must ensure that all pertinent documentation on the emergency cards has been completed with signatures of parent/guardian. Parents sign separate waivers for any trip out of town and the itinerary must be given to each parent.

First Aid Kits

First aid kits must be checked before each use to ensure kits are full with adequate supplies – there is a list in each first aid kit. If items are used, please replenish supplies for the next user. First aid kit 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. Each Club vehicle has a first aid kit that must be checked regularly and supplies replenished as needed.

Walking

At least two staff should be present when a group is walking or transitioning in the building between program spaces or from going inside to outside and outside and inside. Ideally staff should be positioned in front, in the middle and at the end of the group whenever possible. DO NOT let children get ahead or behind a staff person.

When crossing uncontrolled streets, crosswalks must be utilized, even if it means walking a few extra blocks, and staff must be positioned in both lanes looking for cars and to block/alert traffic. During walking times, staff must ensure they do a head count or roll call prior to the walk and when they reach their destination.

Bus Outings and Vehicle Safety

When there are more than 7 children being transported 2 staff, including the driver must be on board. The Driver is to be driving only, other staff must attend to children while the vehicle is in motion. Staff positioning is important when travelling. Spread yourselves out among the children whenever possible. Standing in the vehicles is not permitted when the vehicle is in motion. Seat belts are mandatory. High-back booster seats are required in our 15 passenger vans for children until their 9th birthday unless they have reached the height of 4'9". Booster seats must be used only when there is a shoulder strap seatbelt. Booster seats are only necessary when children are 40lbs 4'9" or nine years of age. Only vehicles that transport more than 20 passengers are permitted to use the highway. There is no food or drinks allowed in the vehicles, on longer trip stop for rest/water breaks. Please remind children 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 while driving, please report the issue to the Program Leader in a timely manner. For more vehicle safety information please speak with your Program Leader and all drivers must read and adhere to the Drivers Handbook.

Swimming

Children must not enter water without a lifeguard on duty. When children are in the water, all staff should be positioned accordingly (not all at one end of the pool) and all staff should have eyes on kids and water. Constant head counts should be done. When at a pool, staff and children must enter the pool together and leave pool to go to the change room together. When utilizing City pool facilities, children ages 5 and 6 must remain within an arm's length of a staff or volunteer with a 1:3 ratio at all times when in the water. We do not swim in the river even when a lifeguard is present. Staff must wear appropriate and secure swimwear.

Waterslides

A 1:10 child to staff ratio must be maintained. Staff must be positioned accordingly; one at top of slide, one at bottom, one on side of pool, one at picnic area for children to break and a few swimming with kids. Rotation may occur. There must be a constant watch on the water and children. Non-swimmers must be matched with staff 1:3 ratio and must wear a PFD

Snow Sports

A 1:10 child to staff ratio must be maintained, one leader per group. Groups broken into abilities: beginner, intermediate and advanced. One staff must remain in the lodge or other central agreed upon meeting area for kids to break. Regular check-in times must be set with groups. Any downhill sports children must wear a helmet. Children must be supervised at all times.

Emergency Evacuation Plan

Club Staff must be trained and conduct emergency evacuation procedures prior to commencing work with children. All staff must read through and understand the Emergency Plan Manual prior to commencing work with children. Annually a full evacuation of all facilities must be conducted.

Fire Drill Procedures

Fire drills are to be completed and recorded once a month. At John Tod Centre it is the Program Leader's responsibility to conduct and record the detail of the fire drills. Staff at the Neighbourhood Clubs will conduct fire drills. This is done manually by blowing a whistle, as the alarm system is hooked up with the schools.

All emergency evacuation procedures must be followed during fire drills. Fire drill information must be posted in the program space at each Club. All staff must complete a walk thru of Fire Drill procedures prior to commencing work with children.