



Policy: Children's Programming

Department: Museum

Effective Date: 2009

Revision Date: June 4, 2020

Review Date: June 2023

1. Coverage

This policy applies to all staff at the Bruce County Museum & Cultural Centre (BCM&CC) who are involved in children's programs during which parents/guardians leave their children in the care of the Museum.

2. Policy Statement

The BCM&CC recognizes the importance of providing programming that creates a safe and pleasant environment and an "Unforgettable" experience for the children attending programs at the Museum. All staff, as well as volunteers who will be assisting with children's programming, will be familiar with the provisions of this policy and ensure they are followed.

3. Policy

Registration & Fees

For paid programming, children must be pre-registered and their spot must be pre-paid for. Positions are filled on a 'first come, first served' basis and the BCM&CC may offer alternative dates if a program is at capacity.

To ensure that we have accurate up-to-date records, contact, and medical information, every registered child must have a Children's Health Form completed prior to the child attending a program. Parents/guardians will be asked to fill out a new form if their current form has expired. Forms can be

downloaded from our website (brucemuseum.ca), or can be filled out in person at the museum. Information collected from parents/guardians upon registration is disseminated within the organization on a need-to-know basis to equip staff to better serve our campers. This information will not be shared outside the organization.

Prior to the child attending the program, forms and payments should be sent to:

Bruce County Museum & Cultural Centre
33 Victoria St. N
Southampton, ON
N0H 2L0

Registration is not complete until forms and payment have been processed. Charges for NSF cheques will be invoiced back to the guardian along with any other outstanding balances. NSF charges and outstanding balances may result in future programming registrations being declined. The NSF fee will be charged at the current bank rate.

For all children's programs, 1 business days' notice (Monday - Saturday) is required for a full refund if a child cannot attend a program for which they are registered. Refunds will not be issued if less notice is given.

Age Requirements

Every participant of a children's program must meet the minimum age requirement and not exceed the maximum age limit the day they attend the program. We reserve the right to ask for appropriate documentation and/or remove a child from the program if they are not within the specified age range.

Drop-off & Pick-up

For safety reasons, all children must be signed in and out by a parent/guardian. The person who will be picking up the child must be indicated on the sign in sheet prior to pick up. If we have reason to believe that a parent/guardian or another authorized person is under the influence of drugs or alcohol, or impaired in any other way that may affect their care for the child, we will not release the child into that person's custody and the alternative emergency contact will be phoned. A hand-written, signed note is required if your child is authorized to leave on his/her own at the end of the day.

Drop-off and pick-up times will be specific to each program. Early drop-off and late pick-up may be available for an additional fee, per child per occurrence as outlined in the BCM&CC fee schedule. This must be pre-arranged and pre-paid.

During all children's programming a parent/guardian or emergency contact must be reachable by phone and able to pick up the child in case of emergency at all times.

Late Fees

Parents/guardians must pick up their child(ren) by the end time stated for the program. Late pick-up fees which are outlined in the Museum Fee Schedule will apply.

Special Assistance

If a child has an educational assistant (E.A.) or other support worker at school that assists them, they are required to have someone assist them at Museum programs. Parents/guardians must make these arrangements for their children and communicate these arrangements to Museum staff. While the BCM&CC cannot provide special assistance for a child during a program, we can work with the parent/guardian to accommodate any assistants that will attend a program with a child. So we can best serve the children in our care, full disclosure on the child's health form is required at time of registration. Failure to do so may result in interruption to the child's attendance in a program.

Behaviour Management

It is our goal to provide a safe, positive environment for all children. Children who attend our programs are expected to follow behaviour guidelines ("Museum Manners") and interact appropriately. These guidelines are set in place to ensure that all who participate in children's programs will have a fun and enjoyable experience.

It is the responsibility of Museum staff to redirect children's behaviour and respond to inappropriate choices on an individual basis. There is also a responsibility for children to respect each other, respect the property of others and to respect and follow Museum staff.

If a situation arises where a participant threatens the safety of another person or shows disregard for our Museum Manners, Museum staff will inform and work

with parents/guardians to correct the child's behaviour in order to provide a positive experience for everyone.

Should disruptive behaviour continue, and a suitable alternative is not available, the participant may be dismissed from a program/camp at the discretion of the Education & Outreach Coordinator. The BCM&CC will not be held responsible for any costs associated with a participant's dismissal, including camp fees. Refunds will not be granted if a child is asked to leave our programs due to inappropriate behaviour. Re-enrollment in programming will be conditioned upon the resolution of a follow-up meeting between the Education & Outreach Coordinator, parent/guardian, and the camper, and once a behaviour agreement is completed by both the parent/guardian and child. This will occur at the discretion of the Education & Outreach Coordinator. In some cases, the child may be denied readmission if it is determined that the Museum can no longer serve their needs.

Medication

To ensure the safety of every child, known medical, physical and behavioural conditions must be documented on the child's health form.

All medication a child is taking while at camp should be:

- prescribed by a doctor
- in the original package with instructions for dosage
- given to the Museum staff who is in charge of the program at the beginning of the day for safe storage (with the exception of a prescribed inhaler or EpiPen which may be kept on the child's person)
- able to be **self-administered** by the child. Museum staff will dispense and monitor administration of medication

Please advise Museum staff of medication changes so we can monitor and/or expect any changes.

Injury or Illness

If a child becomes ill or injured while at the museum, staff will contact the parent/guardian to pick up the child. Any Museum staff intervening in an injury (major or minor) will follow Museum Health and Safety procedures. Incident reports will be filed by the Museum staff any time an injury occurs.

If the injury or illness is an emergency and/or warrants a trip to the hospital, EMS/9-1-1 will be called and the child will be transported in an ambulance. Museum staff will contact the parent/guardian (or emergency contact if parent/guardian is unreachable) as soon as possible so the parent/guardian can meet the child at the hospital. The staff member(s) will submit an incident report within 24 hours.

Food & Allergies

Children's programming will follow the procedures outlined in the County's Anaphylaxis Policy. Sometimes a small snack may be provided during a program. However, lunches, snacks and drinks must be sent with the child to the program. Any food or snacks containing nuts will be removed from the programming environment and replaced with a suitable snack.

All parents/guardians with children who are known to be at risk of Anaphylaxis are required to notify the County of their child's condition and fill-out and provide an Individualized Plan (Anaphylaxis Policy) which will include all relevant information to properly accommodate their child's needs to the extent reasonably possible. This information should include: the identified allergens, the severity of the allergy, any past incidents of Anaphylactic Reactions, current medications, changes to diagnoses/medication and any other relevant health considerations. If the child has been prescribed an Epi-Pen the child shall self-carry at all times.

All parents/guardians with children not known to be a risk of Anaphylaxis should also ensure that they are complying with this Policy and encouraging their children to respect children with Anaphylaxis. Where applicable, parents/guardians should ensure that their children are only bringing safe food products (i.e. no nut products or products that list nuts in the ingredient list) into the Facilities.

While the County shall take all reasonable efforts to accommodate children with Anaphylaxis, there is no legal responsibility to reduce the risk of exposure to zero. Despite best efforts, the County cannot guarantee a 100 percent Nut-free environment.

Photographs

If a parent/guardian has signed the photo release portion of the Children's Health Form, any photographs taken of his/her child while at a program will become the property of the BCM&CC and may be displayed or publicized in print or in an online format at a later date.

Items from Home

Children are encouraged to bring water bottles, food, sunscreen and clothing items as appropriate for the program they are participating in. We also encourage parents/guardians to put their child's name on all belongings to reduce mix-ups and lost items.

Children are not permitted to bring weapons of any kind to the Museum, and the use of electronic devices is not permitted while a program is taking place. During programs, we discourage bringing toys or other non-essential personal belongings, as these items may be lost during their visit.

The BCM&CC is not responsible for children's personal belongings if lost, stolen, or damaged. The Museum maintains a "Lost and Found Bin" which is accessible to parents/guardians. Items left in this bin for more than one month may be donated to charity.

Inclement Weather

Extreme weather, (e.g. storms, extreme heat etc.) may result in adapted programming, or in some cases cancellation of our programming, including field trips.

Emergencies

In the case of an emergency, Museum staff will be notified and the appropriate action will be taken in accordance with the Bruce County Emergency Code procedures. These emergencies include but are not limited to: Fire, Medical Emergency, Building Evacuation, Missing Person, Violent Situation, and Severe Weather.

All Museum staff are notified when a children's program is happening and must be aware that emergency situations may occur where their assistance is

required and expected. Museum staff will make themselves available to assist where needed, even to the point of taking charge if the scope of the incident requires it.

Field Trips

Bussing

Field trip departure times may vary depending on the location of the field trip. To avoid delays, parents/guardians are encouraged to have their children signed in at least 20 minutes prior to the departure time. No stops or deviations from field trip routes can be made to accommodate late drop-offs. On the bus, children are expected to stay seated and act appropriately, adhering to all instructions by the bus operator as well as any Museum staff or volunteers to ensure everyone's safety.

T-Shirts

During field trips, each child will be issued one t-shirt to be returned at the end of the day. This shirt must be worn for the entirety of the trip to help staff identify children. T-shirts are washed after every use.

Child Protection

In accordance with section 72 of the Child and Family Services Act, 1990 (CFSA), any person who suspects that a child might require protection from abuse, neglect or other forms of maltreatment, has a responsibility to report those concerns immediately and directly to a child welfare agency. In Grey and Bruce Counties, Bruce Grey Child & Family Services must be contacted (519.371.4453 or 1.855.322.4453.) Their telephone lines are open 24 hours a day, 7 days a week.

The CFSA is Ontario legislation that is enforced by the Ministry of Children and Youth Services. The primary purpose of the CFSA is to promote the best interests, protection and well-being of children.

Policy Review

The Children's Programming Policy will be reviewed every three years by Management or when deemed necessary for amendments. This Policy may not be changed without the approval of Bruce County Council, the governing authority of the Corporation of the County of Bruce.