



BC Centre for Disease Control
Provincial Health Services Authority

655 West 12th Avenue
Vancouver, BC V5Z 4R4

Tel 604.707.2400
Fax 604.707.2401
www.bccdc.ca

Food Skills for Families Youth Program Guidelines

These guidelines provide a framework to:

- Support delivery of youth-centered programs.
- Engage highly qualified and skilled Community Facilitators who have the ability to deliver Food Skills for Families programs for youth ages 13 to 18.
- Create a positive environment where all participants feel supported and have opportunities to learn.
- Provide quality control and quality improvement measures.
- Deliver clear, efficient, client-centered administrative processes.
- Prevent injuries and support safe kitchen environment.
- Efficiently respond to any incidents.

POLICY.....3
RESPONSIBILITY3
OVERVIEW.....4
SCREENING OF COMMUNITY FACILITATORS5
PRIVACY POLICY5
PARTICIPANT MANAGEMENT.....6
RISK MANAGEMENT9
RISK MANAGEMENT CHECKLIST 14

POLICY

All Food Skills for Families youth programs operated by BC Centre for Disease Control (BCCDC), part of Provincial Health Services Authority (PHSA) are to be established and operated using the guidelines outlined in this document as minimum standards.

This document does not remove the need for BCCDC programs and the persons coordinating the programs to be knowledgeable and adhere to municipal, provincial and federal legislations.

RESPONSIBILITY

It is the responsibility of BCCDC to ensure that this document is shared with the Community Facilitator and signed prior to program delivery.

OVERVIEW

PHSA MISSION STATEMENT

Results through caring, leading and learning together

FOCUS

Food Skills for Families Youth programs focus on participants between the ages of 13 to 18. Support for youth is a key government priority. Introducing youth participants to food literacy tools and skills will set the stage for healthy habits and a healthy future.

The goals of Food Skills for Families Youth programs are:

- Teach independent basic cooking skills.
- Provide a safe, fun and educational food skills experience.
- Nurture friendships.
- Improve self-esteem.

SCREENING OF COMMUNITY FACILITATORS

All Food Skills for Families Community Facilitators leading programs for youth are screened upon application for training and/or at time of program approval. Recommended guidelines follow current screening procedures with added criminal record check component:

- Employment verification
- Copy of current CV
- Criminal Record Check
- Letter of support from current employer
- Food Safe Certified
- Experience working with youth population

The applicant must present all the above requirements to be recognized as a Community Facilitator delivering to a youth audience. Any omissions would exclude the applicant.

CRIMINAL RECORD CHECKS

Prior to delivering a Food Skills for Families program to youth the Community Facilitator's supervisor is required to verify a Criminal Record Check has been completed with no legal infractions reported. Verification is to be emailed to the Food Skills for Families team.

PRIVACY POLICY

We collect personal information as authorized under sections 26(c) and (e) of the *Freedom of Information and Protection of Privacy Act* ("FIPPA"). FIPPA is privacy legislation that governs BC's public bodies, including the BC Centre for Disease Control. Personal information is considered confidential and is handled in accordance to FIPPA requirements.

PARTICIPANT MANAGEMENT

COMMUNITY FACILITATOR PROTOCOL

To ensure the safety and protection of participants the following protocols are suggested:

- Community Facilitators must refrain from creating a personal relationship beyond the scope of professional contact both prior, during and after the program sessions. This includes phone calls, emails, instant messaging and social media.
- A nametag which the youth can easily recognize must easily identify all Community Facilitators.

BEHAVIOUR MANAGEMENT

To ensure participants have a positive experience they are expected to:

- Cooperate with Community Facilitators and fellow participants.
- Treat everyone with respect.
- Have a positive attitude.
- Be willing to try new things.
- Follow program rules.

UNACCEPTABLE BEHAVIOUR

In order to ensure all participants are safe, the following behaviour is considered unacceptable:

- Name calling and put-downs.
- Bullying.
- Swearing or other inappropriate language.
- Causing physical or emotional harm to himself, herself or another person.
- Consumption of alcohol, illegal drug use and/or smoking.

Participants who display any of the behaviour(s) listed above should be asked to stop. If the behaviour continues and/or escalates after being spoken to by the Community Facilitator the participant should be dismissed. Parents and/or guardians are responsible for picking up their child if they are dismissed.

Bullying

Bullying occurs when one or more people exclude, tease, taunt, gossip, hit, kick, or put down another person with the intent to harm another. Bullying happens when a person or group of people want to have power over another and use their power to get their way, at the expense of someone else.

During a Food Skills program, bullying is not acceptable and should not be tolerated.

SPECIAL DIETARY NEEDS

Families are expected to provide this information to the host organization at time of registration in the program.

Recipes will not be removed or replaced but easy swaps will be made to the best of the Community Facilitator's ability such as: gluten free pasta, peanut butter to nut butter or easy vegetarian switches such as replacing chicken broth for vegetable broth.

At times a participant may need to not eat a certain recipe due to an allergy or special diet that cannot be accommodated.

- Food allergies.
- Vegetarian, vegan, or other specialty diet.
- Dietary requirements (i.e. celiac disease).
- Religious considerations.

CHILD ABUSE

Definitions

The following definitions have been adapted from the World Health Organization. Please refer to www.who.int/en for complete definitions.

Child abuse constitutes physical abuse, emotional ill-treatment, sexual abuse, neglect, negligent treatment and exploitation of children, resulting in actual or potential harm to the child's health, survival, development or dignity in the context of a relationship of responsibility, trust or power.

Physical Abuse of a child results in actual or potential physical harm from an interaction or lack of an interaction, which is reasonably within the control of a parent or person in a position of responsibility, power or trust. There may be one, or repeated incidents.

Emotional Abuse includes the failure to provide a supportive environment for the child, and actions towards the child that cause or have a high chance of causing harm to the child's health or physical, mental, spiritual, moral or social development. These actions may include restriction of movement, patterns of belittling, putting down and insulting, scape-goating, threatening, scaring, discriminating, ridiculing or other non-physical forms of hostile or rejecting treatment.

Neglect is the failure to provide for the development of the child in all areas relating to the child's well-being: health, education, emotional development, nutrition, shelter and safe living conditions. This failure to provide causes, or has a high probability of causing harm to the child health or physical, mental, spiritual, moral or social development. This includes the failure to properly supervise and protect children from harm as much as is possible.

Sexual Abuse is the involvement of a child in sexual activity that he or she does not fully understand, is not able to give informed consent to, or is against the laws or social taboos of society.

CHILD ABUSE AT FOOD SKILLS PROGRAM

Child abuse can manifest itself in one of two ways:

- Child is abused by a Community Facilitator.
- Child discloses abuse that occurred to them or somebody they know.

Community Facilitator must be knowledgeable on how to spot signs that may indicate a child has been abused.

The BC government document “Child Abuse Prevention Handbook for Service Providers” may be downloaded via link:

www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/public-safety/protecting-children/childabusepreventionhandbook_serviceprovider.pdf

If a Community Facilitator suspects a **child** or **youth** under 19 years of age is being abused or neglected, they have the legal duty to report the concern to a child welfare worker.

Phone **1-800-663-9122** at any time of the day or night.

RISK MANAGEMENT

It is the responsibility of the Food Skills Program Manager and Program Coordinator to ensure that the Risk Management Checklist is completed.

Risk management provides a context within which to reduce uncertainty. Its goals are to preserve assets and identify risk. The risk management process provides a format for you to develop plans, systems and procedures to anticipate the various outcomes from your activities.

Once you have identified the risks, the steps in this process become the tools you need to react to the risks (variations of outcome). Ultimately, risk management is designed to provide staff with the tools to control, prevent, reduce, eliminate or manage risk.

INCIDENT DEFINITIONS

An incident is an occurrence of an action or situation that is dangerous, or is a condition or event that results in injury, illness, property damage, near miss (close call), other loss or potential loss. In an ongoing effort to reduce risk, the Food Skills team tracks all incidents. **Recording and tracking incidents is ESSENTIAL to manage liability, improve programs and reducing overall risk.** By tracking incidents, trends may appear which will provide guidance for new ways of mitigating risk.

Please note: To simplify reporting on accidents and incidents, all accidents will be referred to as incidents. Different types of incidents are defined below.

Serious or Minor Incident

Depending on the seriousness of the incident, Program Coordinator and Program Manager will have to notify different people at different times. The definitions of serious and minor incidents are broad, and will require the good judgement of the Coordinator and Manager to determine if the incident is serious or minor. If an incident occurs, and it seems unclear if it is a serious incident or a non-serious incident, air on the side of caution and respond as if it is a serious incident.

Serious Incident

A serious incident is any behavioural, injury or illness that requires extended follow up and requires the participant or staff to withdraw from the program for a session or more.

This could include having to send a youth home for behavioural reasons, an injury that requires more than minor first aid, requires a trip to the hospital, requires staff to call emergency services, any illness that could be contagious and requires more care than is available. All serious incidents must be reported using the incident reporting form.

Minor Incident

A minor incident encompasses the day to day incidents that happen. They include minor behaviour difficulties that can be addressed by Community Facilitator, injuries that require minor first aid such as applying band-aids, etc. minor illnesses and near misses.

TYPES OF INCIDENTS

Behavioural: Any incident, that arises from the actions, responses or behaviours of individuals or groups of individuals. Examples include: reluctance or unwillingness to participate, verbally or physically abusive utterances or acts, running away, alcohol or drug use, bullying or any emotional or psychological situation or condition that compromises the group or staff ability to participate in the program.

Injury: Any harm that impairs normal functioning or causes wounds or damage to a person.

Illness: Any ailment sickness or unhealthy condition, that interferes with normal functioning or causes distress.

Near Miss: A “close call”. A dangerous situation where safety was compromised but that did not result in injury. A situation, where those involved express relief when the incident ends without harm.

Property Damage: Any loss of or harm to material goods that results in replacement or repair of those goods.

INCIDENT REPORTING PROTOCOL

MINOR INCIDENT	
Action	Timeline
1. Incident occurs.	N/A
2. Facilitator to contain the situation and ensure attendee and/or staff safety.	Immediately
3. Facilitator calls for backup if required (e.g. onsite contact).	Immediately
4. Facilitator notifies BCCDC Staff, Food Skills Coordinator or Assistant	Email within 48 hours. FoodSkillsBC@bccdc.ca

SERIOUS INCIDENT	
Action	Timeline
1. Incident occurs	N/A
2. Facilitator to contain the situation and ensure attendee and/or staff safety	Immediately
3. Facilitator calls for backup if required (e.g. onsite contact)	Immediately
4. Facilitator to inform Program Manager	Call within 24 hours During office hours call 604-875-7346 Weekends or evenings call 778-316-3216

5. Program Manager makes determination to inform BCCDC Director, Operations.	Notification ASAP
6. BCCDC Director, Operations makes determination on requirement to involve Public Affairs and legal counsel as required.	Notification ASAP

EMERGENCY COMMUNICATIONS PLAN

All Food Skills for Families youth programs must have an Emergency Communications Plan as outlined by the Host Organization.

Emergency Communication Plans must cover the following emergency scenarios:

- Missing student
- A serious incident involving a trip to the hospital (i.e. serious cuts, fracture, etc.)
- Abuse (physical, sexual, etc.)
- Death
- Natural Disaster (i.e. tornadoes, black outs, forest fires, etc.)
- Intruders

COMMUNICATIONS WITH PARENTS/GUARDIANS

In most circumstances, the Community Facilitator and/or Host Organization should be the direct contact person for parents/guardians. Notification to Food Skills for Families Program Coordinator and/or Program Manager should occur as soon as possible.

DISCLAIMER

While every precaution has been taken in the preparation of this material, BCCDC, part of Provincial Health Services Authority assumes no responsibility for errors or omissions. The material is intended to provide a standard of care and may not address all needs or situations. The responsibility for assessing and determining action rests with the Host Organization, Community Facilitator, Program Coordinator and Program Manager. Deviation from these standards may jeopardize proper care.

FIRST AID

Supplies for first aid and treatment will be made available through the Host organization. No over the counter medications will be administered by the Community Facilitator.

First Aid provided to children should be administered by a first aid attendant and another adult (an adult is a person 19 years or older). To the greatest extent possible, never leave a child alone with only one adult. This is simply to ensure that the child is always in the company of two adults to minimize liability risks.

TRANSPORTATION OF YOUTH TO AN OFFSITE

Medical Facility

Certain situations may occur where a youth will need to visit an offsite medical facility for further assessment and treatment.

Emergency Situation

EMS should be contacted immediately as they will be responsible for evacuating the youth as quickly as possible and bringing them to the nearest offsite medical facility.

RISK MANAGEMENT CHECKLIST

Host organization and Community Facilitator are required to complete the checklist below and sign and return this form to BCCDC before program materials will be shipped.

Host Organization	
Contact Person at Host Organization	
Facilitator Name	
Program Reference	
Program Dates	

Host Organization to Ensure:

Host organization to conduct a ***Criminal Record Check*** for the Food Skills Community Facilitator.

Supervisor of Food Skills Community Facilitator to email Food Skills team verifying that a *Criminal Record Check* has been completed with no legal infractions reported.

Host Organization's Emergency Communications and/or Youth Protocol Plan shared with BCCDC.

By signing this document I verify that I have reviewed and understand the above protocols and our organization is in compliance.

Return signed risk management checklist (this document) to Food Skills team.

Facilitator Name: _____

Facilitator Signature: _____

Date: _____

BC Centre for Disease Control, part of Provincial Health Services Authority to Ensure:

Received confirmation from Facilitator's supervisor that ***Criminal Record Check*** completed.

Youth Guidelines shared with Facilitator and host organization.

Host organizations *Emergency Communications Plan* and/or *Youth Protocol Plan* received and saved.

Signed copy of risk management checklist is received and saved.