

# BGCSGV PARENTING PROGRAMS PARTICIPANT HANDBOOK



Boys & Girls Club  
Services of Greater Victoria

A good place to be

**Administration Office:** 1240 Yates Street Victoria, BC V8V 3N3

Phone: (250) 384-9133 Fax: (250) 384-9136

**Web Site:** [www.bqcvic.org](http://www.bqcvic.org) **Email:** [info@bqcvic.org](mailto:info@bqcvic.org)

## BOYS & GIRLS CLUB SERVICES OF GREATER VICTORIA

### Mission Statement and Core Values

#### Our Mission:

**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:

**In our work with children, youth, families and communities, all Boys and Girls Clubs are guided by the following core Values. They define us as a movement and are the standard against which all Boys and Girls Club services are measured.**

#### Inclusion & Opportunity

**We strive to offer children and youth from all economic, cultural and social backgrounds access to the resources, supports and opportunities that will enable them to overcome barriers and achieve their positive potential in life.**

#### Respect & Belonging

**We provide a safe, supportive place, where every child is listened to, respected and valued in an environment of inclusion and acceptance. Our staff and volunteers model honesty, fair play, positive attitude, cooperation and respect for self and others.**

#### Empowerment

**We believe all young people can grow into responsible, contributing and self-reliant members of society. Children and youth are at the centre of everything we do. Through adventure, play and discovery, we encourage and empower them to develop healthy lifestyles, a life-long passion for learning, leadership and life skills and a sense of social responsibility.**

#### Speaking Out

**We speak out on behalf of children, youth and their families to reduce disadvantage, enhance their lives and enable their voices and ideas to be heard.**

## Parenting Program Goals:

- To provide a safe, respectful, welcoming and non-judgmental environment where parents of children and youth may engage in an adult education in the form of, group support program, workshop or supportive conversation that is aimed at strengthening relationships between parents and their children and/or youth.
- To help parents feel equipped with tools that can assist in their job of parenting.
- To offer the opportunity to discuss parenting issues with peers along side of professional staff experienced in parenting issues.
- To support parents in developing mutually respectful strategies that meet their children and youth at their developmental stages .

## Parenting Programs Overview

Boys & Girls Club of Greater Victoria offers a wide range of Parenting programs and workshops. These include the following:

- **Boys & Girls Clubs of Canada – Parents Together (parents of teens), Parenting Without Power Struggles (parents of preteens) and Parents in the Know (parents of teens, 10-week program).**
- **Club and Community workshops on Parenting topics**
- **Parent Club Support**

## Boys and Girls Clubs of Canada Parenting Programs:

Boys and Girls Clubs of Canada – Parenting Programs consist of three programs Parents Together (parents of teens), Parenting Without Power Struggles (parents of preteens) and Parents in the Know (parents of teens, 10-week program).

The organization strives to meet various parenting needs in many communities across BC. Our focus is to have parent programming available in all communities and have them be seen as key programs in order to develop and sustain healthy communities.

BGCC – Parenting Programs are family-centred and built upon strength-based and attachment theory concepts. We believe in respectful, non-punitive parenting and that all interactions within a family need to place the relationship first. We reference Dr. Gordon Neufeld, Alfie Kohn, Jean and Robert Bayard, and Barbara Coloroso in our material and use their concepts to explore parenting.

**BGCC Parenting Programs consist of:**

Boys and Girls Clubs of Canada **Parents Together** program is an on-going, weekly education and group support program for parents of teens who want to develop new skills and knowledge while increasing their confidence as a parent. Participants learn about respectful communication, adolescent development, as well as the importance of parental self-care. Most importantly, Parents Together helps parents understand that they are not alone in their parenting challenges as they support their teen into adulthood.

Boys and Girls Clubs of Canada **Parenting Without Power Struggles** program is an education and group support program for parents of preteens. Over 10 weeks, parents have the opportunity to explore adolescent development, respectful communication skills, boundaries and parental self-care. The program encourages parents to build on their family strengths, gain confidence in their parenting, to share and discover practical ideas on how to prepare for the transition from preteen to teen, and to receive support from other parents who are experiencing similar issues.

Boys and Girls Clubs of Canada **Parents in the Know** program is a 10-week education and group support program for parents of teens who want to develop new skills and knowledge while increasing their confidence as a parent. Participants learn about respectful communication, adolescent development, as well as the importance of parental self-care. Most importantly, Parents in the Know helps parents understand that they are not alone in their parenting challenges as they support their teen into adulthood.

**BGCSGV Club and Community workshops on parenting topics:**

COMMUNITY EDUCATION WORKSHOPS for parents of children and youth age 7-19 are based on the philosophy and parenting theories utilized in Parents Together and Parents Without Power Struggles. The topics covered include Adolescent Development, Temperament, Creating Compassionate Environment, Strengthening Resilience and Parenting in a Cyber-Age. These workshops are developed by Boys & Girls Club of Greater Victoria program Facilitators, or a professional guest speaker is provided. The topics addressed are needs expressed by community members.

**BGCSGV Parent Club Support**

Through a United Way grant, the BGCSGV Community Clubs are now offering a COMMUNITY CLUBS PARENTING SUPPORT Facilitator to support the parents of their children and youth participating in their programming.

## **Parenting Program Guidelines & Expectations:**

BGC Parenting Programs are not clinical or counseling in nature. They are non-directive and non-prescriptive. It is understood that parents need to come up with ideas for their family and facilitator's role is to offer support and information.

**PARENTS TOGETHER** and **PARENTING WITHOUT POWER STRUGGLES** participants are self-referred programs. The programs are often used as a community resource by local professionals. Once an inquiry is made by a parent, an informal screening process takes place as the facilitator:

- outlines the program model to the parent;
- gauges the parent's needs and whether the program is appropriate or if another form of support might be of greater value; and
- conveys the expectation of respect and confidentiality for healthy group dynamics.

If parent and Facilitator consider the program a 'good fit', and the program still has spaces available, the parent's contact information is obtained. During their initial group meeting, the parent will complete a participant form(Appendix A) along with payment of fees.

The individual program meetings and workshops are structured to include an educational component delivered by a professional facilitator. During program meetings, time is set aside during each meeting for parents to develop strategies or problem solve. As well, announcements of relevant community events and resources are provided each week.

Participants are requested to complete a program evaluation minimally twice a year.

**PARENTS TOGETHER** is offered on an ongoing weekly basis for 2-2.5 hours each week.

**PARENTING WITHOUT POWER STRUGGLES** meets for 10 weeks for 2 hours.

**COMMUNITY EDUCATION WORKSHOPS** are self-referred and parents sign-up with their name and contact information to the Facilitator. During workshops, parents are encouraged to participate in discussions to encourage the integration of material to best support their individual families' needs. Community Education Workshops are open to all. Participants are asked to sign in and include basic contact information if they wish further contact and program updates. Evaluation forms are available after each community workshop.

**COMMUNITY EDUCATION WORKSHOPS** are currently being held in 2 hour segments on a weekday evening.

**COMMUNITY CLUBS PARENTING SUPPORT** services are accessed on an as-needed basis by parents of Community Clubs. There is no registration required other than their child and/or youth must be a participant in Community Clubs programming.

### **Rights**

**"Rights" are things every participant should have or be able to do.**

*All participants have the right to:*

- ❖ **Have your rights explained to you and respected by all staff**
- ❖ **Have all the information about the services you are receiving including a written copy of your rights and responsibilities. You can ask questions anytime.**
- ❖ **Be treated fairly and respectfully**
- ❖ **Have self-respect, growth and control**
- ❖ **Be free from abuse, mistreatment, revenge, embarrassment and/or lack of care**
- ❖ **Receive quality service without unfairness due to gender identification, race, color, ancestry, place of origin, political belief, religion, marital status, family situation, physical disability, mental disability, or sexual orientation**
- ❖ **Receive service that is sensitive to your needs, your beliefs, and other things that are important to you.**
- ❖ **Refuse services and receive information about the potential consequences, penalties and other service choices**
- ❖ **Participate in research activities if you want but you can also decline if you are not interested without judgments**
- ❖ **Receive a clear reason if you are denied any services**
- ❖ **Decide what information you want to share (this is called “privacy”)**
- ❖ **Decide whether information about you can be told to someone else (this is called “confidentiality”)**
- ❖ **Tell us about things you don’t like, have us listen and not have services taken because you choose to speak up**
- ❖ **Stop using a service**
- ❖ **Say what you think about a service when it ends ( “evaluation”)**

## **Code of Ethics**

*Boys and Girls Clubs Service of Greater Victoria () wants to make sure that our participants are getting the best services possible. To do so the staff follows certain rules which are called “Code of Ethics”.*

### **Staff will:**

- ❖ *Make sure all participants are safe from harm*
- ❖ *Promote the growth of participants*
- ❖ *Respect each participant*
- ❖ *Make sure that all participants know their rights and are given services that respect their rights.*
- ❖ *Confidential information is to be kept private unless forced to by law or given permission by the participant.*
- ❖ *Staff is to make sure that participants receive the best service by doing their job to the best of their ability and seeking out any help that they may need from other agencies.*
- ❖ *Staff is to make sure that they seek to keep and build upon their knowledge and skills to make sure that participants get the best services possible.*
- ❖ *Staff is to make sure that personal interests do not take priority over professional performance. Staff must make it clear when they are acting on behalf of or behalf of themselves personally.*

- ❖ *Staff is to act professionally*
- ❖ *Staff is to resolve conflict as quickly and easy as possible*

## **Feedback**

PARENTS TOGETHER participants are requested to complete a program evaluation, minimally twice a year. PARENTING WITHOUT POWER STRUGGLES evaluations surveys are done after each session.

COMMUNITY EDUCATION WORKSHOPS evaluation forms are available after each community workshop.

Boys and Girls Club Services of Greater Victoria are committed to providing excellent service to children, youth and their families. We welcome feedback. If you have any comments or suggestions about our services please contact the service staff, the Youth & Family Services Manager. Staff contacts are available on our website or by contacting our Administration at 250.384.9133

Boys and Girls Clubs Services of Greater Victoria conduct an annual stakeholder survey.

If you were involved with our agency during the last year and would like to participate please send your email to [admin@bgcvic.org](mailto:admin@bgcvic.org) .

## **COMPLAINT PROCESS**

### **Complaint Policy Procedure:**

#### **How to Make a Complaint**

1. If you have a complaint or concern, you are encouraged to talk with the staff person or board member at who is most connected to the concern/situation and they will provide direction about how to make and resolve your complaint.
2. You can also make a complaint by completing a Complaint Form found in the lobby of the Main Office, 1240 Yates St., and place it in the secure Complaint Box.
3. If there is no one directly connected to your complaint, then call our main number 250.384.9133 and speak with our receptionist who will direct you to the relevant person. You can also check the website [www.bgcvic.org](http://www.bgcvic.org) for contact information, or email to [concerns@bgcvic.org](mailto:concerns@bgcvic.org). Your concern will be directed to the person most able to assist you with the process of making and addressing a complaint.
4. Once you have made your complaint, the relevant person will document your concern, including your name and contact information, the date, a description of the complaint, what you request to resolve with the complaint and the final resolution or decision. You will be contacted to discuss your complaint within one week. It is hoped that through conversation,

your concern will be addressed to your satisfaction. You will be kept informed if there are more steps involved in addressing your concern.

5. If your complaint is not resolved or if you are uncomfortable discussing the issue with the relevant person, you can speak with a Supervisor/Manager about the complaint.

6. If the Supervisor/Manager is not able to resolve the complaint to the satisfaction of all parties, your concern will be referred to the Executive Director. You will be kept informed at each step.

### **Guidelines for Implementation**

1. Confidentiality will be respected at all times. There will be no repercussions to someone bringing forward a complaint in good faith.

2. The initial response to a complaint should occur as soon as possible and not longer than one week from receiving the complaint. Every effort will be made to review and respond to a complaint within 30 days.

3. Documentation about the complaint will be kept in a file separate from any other file related to the stakeholder.

4. It is the responsibility of all staff to have a working knowledge of the complaint resolution process and to cooperate with the processing of complaints.

5. It is the responsibility of Executive Director to track and respond to any trends identified through the complaint resolution process.

6. It is the responsibility of the Executive Director to report to the Board annually on the number, type and disposition of complaints received.

### **UNFORESEEN CIRCUMSTANCES**

If parenting sessions or workshops are interrupted or cancelled due to weather, illness, loss of contract or any other unforeseen event, the facilitator will inform the supervisor and together it will be decided if postponement or cancellation is necessary. All participants will be informed as early as possible with the explanation.

### **EXIT CRITERIA:**

**Planned Exits:** Participants leave the Parenting Programs/ Workshops any time they feel they it is appropriate for them. The programs do have natural sessions breaks when participants exits if their needs have been met.

**Unplanned Exits:** Participants may be asked to leave a program or workshop if behavior or language is disruptive to an individual or the group. A person may also be asked to leave if lack of confidentiality becomes an issue.

**Program Follow-up:**

Program and Workshop participants may contact the facilitators at any time to ask questions or request information about parenting issues or resources.