

# Parenting Programs Handbook



Boys & Girls Club  
Services of Greater Victoria

A good place to be

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# BOYS & GIRLS CLUB SERVICES OF GREATER VICTORIA (BGCSGV)

## **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 adult education.
- To provide group support program or 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 parents the opportunity to discuss parenting issues with peers and professional staff.

## **PROGRAMS, WORKSHOPS, AND COMMUNITY CLUBS SUPPORT PHILOSOPHY:**

We believe that:

- All parents and families have the ability to make positive changes in their family relationships.
- Parents need to take responsibility for their own lives and happiness. When parents value their own needs and respect their own rights, children and youth are more likely to do the same.
- Becoming knowledgeable about child and adolescent development will enable parents to be more confident about parenting.
- A strengths based, relationship building, interactive approach is fundamental to making change.

Our programs and workshops also:

- Help reduce feelings of isolation by connecting with other parents who are experiencing similar parenting issues.
- Help parents learn about contemporary issues facing children and youth, and how parents can best support their child and/or youth and walk with them on their journey to adulthood.

## **Parenting Programs Overview:**

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

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

## **Parenting Programs Outline:**

**PARENTS TOGETHER** and **PARENTING WITHOUT POWER STRUGGLES** are self-referred programs.

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. If the Facilitator assesses that the program is not able to meet the parent's needs, resource alternatives will be suggested if possible.

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.

**PARENTS TOGETHER** program is offered on an ongoing weekly basis for 2-2.5 hours each week. Program evaluation is completed twice a year. **PARENTING WITHOUT POWER STRUGGLES** meets for 10 weeks for 2 hours. Evaluation surveys are completed at the end of the group session. .

**COMMUNITY EDUCATION WORKSHOPS** are self-referred and parents sign-up with their name and contact information to the Facilitator, or the community/recreation centre contracted to provide space. This information is used to inform participants if the workshop is cancelled or any changes made. The Facilitator will share workshop information with parents to allow them to determine if they wish to attend. 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.

## **ROLE OF PARENTING PROGRAMS FACILITATOR:**

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.

For **PARENTS TOGETHER** and **PARENTING WITHOUT POWER STRUGGLES**, the Program Facilitator is an active member of the program's group and not the expert. They are responsible for the organizational

aspects of running weekly meetings, ethical conduct during meetings, ensuring group guidelines are followed and for reporting any group issues to their direct supervisor. The group itself must be held responsible for what occurs at meetings, and it is the Program Facilitator's role to take the lead and guide the group when issues arise. If it is appropriate, sharing the group responsibility with the parents by asking for assistance with set-up, coffee or other tasks can help parents feel that they belong to the group and have a vested interest.

When conducting COMMUNITY EDUCATION WORKSHOPS, the Program Facilitator takes the lead and presents educational material and facilitates group discussion.

When offering COMMUNITY CLUB PARENTING SUPPORT, the Facilitator addresses the parents' immediate needs and concerns and facilitates the parents in creating strategies that work best for their family dynamics

#### FUNDING:

Parents Together funding is from the Ministry of Children and Family Development of BC. There is a program fee plus a cost for the program book.

Community Workshops and Club Parent Support funding is through a grant from the United Way of Greater Victoria.

Public Community Workshops are funded through fees paid by the participants.

#### FINANCIAL INFORMATION:

##### PROGRAM AND WORKSHOP FEES, WITHDRAWAL AND REFUNDS:

PARENTS TOGETHER	\$30 per person, \$45 per couple – program fee \$15 program book
PARENTING WITHOUT POWER STRUGGLES	\$30 per person, \$45 per couple – program fee \$20 program manual

Fees for these programs are payable during first group meeting, however, payment plans may be discussed with the parent that allow for flexibility. Subsidies are also available if needed. Withdrawal from the program within the first 3 meetings will provide a full refund. Receipts are available upon request.

COMMUNITY EDUCATION WORKSHOPS:	\$10 per person, \$5 per BGCSGV participant
Workshop fees are payable when workshop is held. Subsidies and receipts are available upon request.	
COMMUNITY CLUBS PARENTING SUPPORT	no charge

#### Participants Rights:

##### 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”)*

Note: The Parenting Programs will make every effort to accommodate individuals with disabilities or special needs but advance notice is required..

### **Code of Ethics:**

*Boys & Girls Clubs Services of Greater Victoria (BGCSGV) 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 BGCSGV or behalf of themselves personally.*
- *Staff is to act professionally*
- *Staff is to resolve conflict as quickly and easy as possible*

### **Feedback**

Boys & 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 and Family Services Supervisor or Manager. Staff contacts are available on our website or by contacting our Administration at 250.384.9133.

The Boys & 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 BGCSGV 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 BGCSGV 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 BGCSGV 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.