

FAMILY HANDBOOK

Group Child Care- School Age Programs
Ages 5 - 12



Boys & Girls Club

Services of Greater Victoria

A good place to be

Administration Office:

301-1195 Esquimalt Road

Victoria, BC V9A 3N6

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

Web Site: www.bgcvic.org **Email:** info@bgcvic.org

Boys & Girls Club Services welcomes you! Our staff look forward to getting to know you and your child. This Family Handbook and Agreement provides you with information on how you and your child may gain a positive experience from our organization. The Family Agreement is necessary to protect the family's and the organization's interests and includes both the family's and the organization's responsibilities. Boys & Girls Club Services is dedicated to the fulfillment of the needs of children and youth.

MISSION:

The primary mission of Boys & Girls Club Services of Greater Victoria is 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.

VISION:

To strengthen community by empowering children, youth, and families. We do this by providing a range of innovative and accessible services for children and families, connecting them to other community services, and by advocating on their behalf.

CORE VALUES:

In our work with children, youth, families and communities, all Boys and Girls Clubs are guided by the following Core Values. These Core Values are the standard by which all Boys and Girls Club services are measured.

Boys and Girls Club values are:

BELONGING:

We welcome everyone in a safe, accepting environment based on belonging and positive relationships.

RESPECT:

We ensure that everyone – children, youth, families, volunteers, staff – is heard, respected, valued and treated fairly.

ENCOURAGEMENT AND SUPPORT:

We encourage and support every child and youth to play, learn and grow to achieve their dreams.

WORKING TOGETHER:

We work together with young people, families, volunteers, our communities and government.

SPEAKING OUT:

We speak out with children, youth and families so that we can make our world better.

PREVENTION PROGRAMS (LICENSED):

Compassionate and reliable staff make our out of school care a caring and safe place for children by fostering positive and healthy relationships, implementing intentional programming and providing nutritious snacks. Children registered in these programs get the chance to participate in activities such as: arts & crafts, drama games, cooking, activity based learning and exciting out-trips around Greater Victoria.

Structured opportunities for positive activities are critical for healthy development and provide powerful benefits that extend beyond the individual child to their families and the whole community. Our programs include a diverse mix of recreation, play, intentional learning, skill development and positive relationship building.

Note: All employees and volunteers of Boys & Girls Club Services must meet the minimum Ministry of Health requirements including criminal record checks, current first aid and medical information, as well as job related education and experience.

OUR PHILOSOPHY:

We believe that children benefit greatly from a program designed to meet their individual needs and to facilitate their personal development in all areas - physical, social, emotional, cognitive and intellectual.

Our program aims at a balanced combination of structured and unstructured play time to ensure children satisfy their natural curiosity and enhanced understanding of the world around them.

We believe that all children should be encouraged to think for themselves, make decisions, work toward their own solutions, and feel comfortable expressing their own ideas and feelings.

We take a "strength-based" approach, which means that we look to the child to see what their interests are and to what the child does well, and build on those strengths as appropriate.

We believe that the use of positive reinforcement, role modeling and guidance is the best strategy when guiding a child's behaviour.

We believe that families have a right to open and direct communication about program activities as well as a right to feel welcomed and respected in our Club.

We believe that each family's individual traditions, culture, language, economic status and dynamic should be respected and celebrated.

We believe that meaningful family involvement greatly enhances a child's experience in the out-of-school care program. We believe that a partnership with families and local community greatly strengthens our ability to meet the needs of our program participants. We believe it takes a community to raise a child.

PROGRAM(S) OBJECTIVES:

- To provide an accessible, safe and welcoming place for children and youth to be.
- To promote healthy relationships.
- To promote connection to community.

OVERALL PROGRAM GOAL:

To provide a safe and welcoming environment where children and youth engage in social, recreational and educational activities and build positive relationships and skills for life.

EVIDENCE-BASED PRACTICE

Strength Based Approach: The Strengths Perspective in Social Work Practice - Longman: White Plains, NY

Emerging from the field of social work, it is a set of ideas, assumptions and techniques: People are active participants in the helping process (empowerment); All people have strengths, often untapped or unrecognized; strengths foster motivation for growth; strengths are internal and environmental.

Developmental Assets Framework, Search Institute, USA:

The 40 internal and external assets were identified through research and provide the foundation for the growth of children and youth into healthy, caring and responsible adults. The more of these assets our children have the fewer their chances are of engaging in high-risk behavior. Because of its basis in youth development, resiliency, and prevention research and its proven effectiveness, the Developmental Assets framework has become one of the most widely used approaches to positive youth development.

Adventure-based Learning, Association for Experiential Education, USA:

ABL is based on a philosophy which supports the concept that individuals are usually more capable (mentally, emotionally and physically) than they perceive themselves to be, and if given the opportunity to try in a safe and supportive environment, can discover this excellence within themselves.

Adventure-based learning provides physical and intellectual problems that encourage children and youth to explore cooperation and conflict. Hands-on activities provide an experience for participants to practice with different ways to lead or support a team. As with other experiential training, at the end of each exercise participants explore options for greater effectiveness through self-reflection, review, group de-briefing and goal setting.

BGCS Community Clubs integrate intentional ABL activity into Club program planning year round. Children and youth are able to access ABL activities both in urban and rural settings. Club participants benefit from experiencing the agency's Metchosin Outdoor Centre where a range of facilitated ABL activities is offered.

FACILITY LOCATIONS & HOURS OF OPERATION:

<p>Harbourside Esquimalt Club 410 Macaulay St. Phone/Fax: (250)686-9107 Email: info@bgcvc.org</p> <p>Monday to Friday 7:00am - 8:45am & 2:45pm - 5:45pm</p>	<p>Vic West Club 521 Craigflower Rd. Phone: (250)686-9106 Email: info@bgcvc.org</p> <p>Monday to Friday 7:00am - 9:00am & 2:38pm - 6:00pm</p>	
<p>John Stubbs Club 301 Zealous Cres. Phone: (250)216-1538 Email: info@bgcvc.org</p> <p>Monday to Friday 7:00am - 8:45am & 2:45 - 5:45pm</p>	<p>Millstream Club 626 Hoylake Rd. Phone: (250)508-5234 Email: info@bgcvc.org</p> <p>Monday to Friday 7:00am - 8:38am & 2:30pm - 5:45pm</p>	<p>Westshore Club 345 Wale Road Phone: (250)216-9583 Email: info@bgcvc.org</p> <p>Monday to Friday 2:38 pm – 6:00 pm</p>

STATUTORY HOLIDAYS:

Boys & Girls Club Services recognizes twelve holidays each year. The Clubs will be closed on the following days:

- | | | |
|-------------------|---------------------|--------------------|
| 1. New Year's Day | 5. Canada Day | 9. Remembrance Day |
| 2. Good Friday | 6. BC Day | 10. Christmas Day |
| 3. Easter Monday | 7. Labour Day | 11. Boxing Day |
| 4. Victoria Day | 8. Thanksgiving Day | 12. Family Day |

Please note:

Clubs will not be open on the first day of school.

All Clubs will be open on 7 September 2016

I – REGISTRATION

Fall registration will commence in March at your community club.

Priority registration will be given to families requiring both morning and after-school care.

Priority will be given to:

- Internal families
- External families wanting both morning and after-school care

Prior to confirming registration, the following steps need to be completed:

1. Confirm spot is available
2. Membership form completed (all sections)
3. Membership Fee paid and payment plan setup
4. All outstanding fees are paid

**** Once all above steps are complete, your child will be admitted to our program**

Note: Please ensure any court orders are attached to registration forms. This legal document will be followed by staff so it is imperative to update any necessary legal changes. If guardians don't abide by court orders staff are instructed to contact authorities. If no court order is provided staff are not able to mediate custody issues and will follow registration form.

PROGRAM ACCESSIBILITY:

Boys & Girls Club Services of Greater Victoria does not discriminate against a person or class of persons based on their race, culture, ancestry, place of origin, religion, marital status, family status, physical or mental ability, gender or sexual orientation.

Boys & Girls Club Services of Greater Victoria work closely with the Queen Alexandra Centre for Children's Health to try to include all children in our programs - whatever their level of ability may be.

All of the participants in our program and their families will be treated equally. Whether the extra support needs are physical, mental, emotional, behavioural or dietary; are severe or mild; we strive for inclusion and integration with all children in our programs. When necessary, activities will be altered to accommodate ability levels and interests.

When a family with extra support needs expresses interest in registering in one of our programs, Boys & Girls Club staff carefully considers whether or not the program can safely care for and meet the needs of that individual, as well as the other participants in the program. If we are able to do so, a care plan will be created, in consultation with the family, outlining specific care needs particular to the child.

If your child is ineligible to register in one of our programs, if able, we will work with you to find alternate arrangements.

Step One: Gather information about the child, their specific needs, their strengths and challenges.

Step Two: Consider what accommodations, extra staffing, training, resources or procedures might be required.

Step Three: Decide whether or not our program is able provide safe and effective care for all participants.

Step Four: Create a written care plan for the individual, in consultation with the family and any pertinent external agencies.

Step Five: Implement the care plan - with daily additions to document successes, challenges, changes or trends in behaviours etc.

Step Six: Staff will review care plan every six months with care providers.

If we are able to register a child in our program that receives support from the QA Supported Child Development (SCD) program, it is the responsibility of the parent or guardian to arrange the initial contact through the Queen Alexandra Centre for Children's Health.

After the initial contact, the staff of Boys & Girls Club will then contact their designated SCD consultant to discuss the specific needs of the child. If a support contract is awarded from the Supported Child Development program, Boys & Girls Club Services of Greater Victoria will begin the process of hiring a qualified inclusion facilitator (support worker).

External Contracts (other than QA)

We are not able to support external contractors within the delivery of our services. Example: should a parent/guardian wish to engage in an external contractor for the benefit of his/her child (i.e. tutor, occupational therapist, behavioural interventionist) this must occur outside our program hours and facility.

Extra-Curricular Activities

Please be advised that if your child wishes to partake in afterschool activities, (i.e. choir, volleyball, etc.) and returns to Club after the activity is over, a permission form must be filled out. Please contact the staff for additional information.

II – FINANCIAL INFORMATION

PROGRAM FEES – WITHDRAWAL, CHANGES & REFUNDS:

We require **one month written notice** if you choose to permanently remove your child from any of the programs or change your care requirements. All care must be pre-arranged and pre-paid.

All payments are processed at our head administration office (301-1195 Esquimalt Road). To discuss your account, please call Louise at 250-384-9133 Ext. 203 or email admin@bgcvc.org.

If your child is registered for the month and is away due to illness, vacation, appointments, or play-dates, the full fee is required, as our staffing schedules are pre-arranged. Please note pre-payment is required for the school year. **If fees become delinquent, care may be refused.**

If for any reason (school closure, power failure, etc.) you do not receive care for your child(ren) on a **regularly scheduled** day, we will apply a credit to your next month's fees.

FEES ARE AS FOLLOWS:

<i>Membership Fee</i>	\$25.00 per child \$45.00 per family
<i>Monthly Program Fee</i>	\$135.00 per child (am care) \$260.00 per child (pm care) \$390.00 per child (am & pm care)
<i>Pro-D Day/Full Day Camp Fee</i>	\$30.00 per child / per day (internal) \$40.00 per child/ per day (external)
<i>Drop In Fee (if space available)</i>	\$10.00 per child / per day (am care) \$18.00 per child / per day (pm care)
<i>Transportation Fee (Westshore Club only)</i>	\$20.00 / per month
<i>Urban Adventure Summer Day Camp – Harbourside Club</i>	\$160.00 per child – 5 day week \$130.00 per child – 4 day week (Pre/Post Care available for additional cost)

Pre-Authorized Payment is required for the year and must be renewed each year (Visa, MasterCard, debit withdrawal, or post-dated cheques).

If you would like to pay cash, please note this must be done on or before the first of the month and will ONLY be accepted at the administration office (301-1195 Esquimalt Road). In addition, this method of payment needs to be set up in writing at the main office.

For all NSF (non-sufficient funds) cheques, pre-authorized debit, and credit cards, we will automatically charge these overdue fees the following month. Also, there will be a \$10.00 fee applied for all NSF cheques, pre-authorized debit, and credit cards.

If a payment is missed you will receive a warning. After two missed payments your child will be withdrawn from the program.

As a society under the British Columbia Societies Act and with respect to the by-laws of Boys & Girls Club Services of Greater Victoria, all those who attend our programs must pay an annual Membership Fee. This fee is paid upon registration in one of our programs and is renewed each year.

DROP IN:

Priority will be given to families paying monthly fees; therefore drop-in care is granted on a case by case basis by management and only if the program is not full.

SUBSIDIZED CHILD CARE:

The Ministry of Children and Family Development requires our facility number before subsidy will be issued. If you receive subsidy from the Ministry of Children and Family Development and it does not cover all of your fees you are required to pay the balance. Please remember to re-apply for your subsidy one to two months before its expiry date. The renewal process can be timely and your cooperation is appreciated. If you have not received your subsidy by the program start date, we will ask for payment for the full amount. We will reimburse you once we receive the subsidy payment.

Please Note:

Ministry of Social Development and Economic Security, Ministry of Children, and Family Development subsidy is included in the above fees. The maximum amount of subsidy may differ from the actual fees and all parent portions are required at the beginning of the month. The subsidy authorization may refer to "parent contribution" equaling zero (0), **however if our fees are greater than the subsidized amount, the parent is responsible for this portion.**

CIBC Wood Gundy Michael O'Brien Fund (Internal BGC financial support):

If your family requires additional support during an unforeseen period of hardship, please contact Louise at admin@bgcvc.org or 250-384-9133 Ext. 203 for more information.

RECEIPTS:

Receipts will be issued to families upon request. If you require a tax receipt, please contact Louise at 250-384-9133 Ext. 203 or email admin@bgcvc.org.

PERSONAL INFORMATION PROTECTION ACT:

Boys & Girls Club Services of Greater Victoria (BGCS) and the Boys & Girls Clubs of Greater Victoria Foundation are committed to protecting the privacy of the personal information of our employees, volunteers, participants, and their families, donors and other stake holders and we have developed appropriate policies to safeguard that personal information.

We respect the privacy of our participants and their families and will only use the information collected on your registration/membership form for the following purposes:

- Member information collected may be used to send out agency newsletters, to mail receipts, event/service reminders, emergency situations, and tracking statistics that pertains to community programs.
- Medical information collected will be used for medical emergencies.
- Participant information or contact information will not be transferred or used except on behalf of the BGCS or the foundation. Mailing lists will not be sold or lent, however, name and contact information may be shared with another organization for a joint fundraising event.

PLEASE NOTE:

All information regarding a participant created by, or on behalf of, BGCS or the foundation will be kept confidential to the greatest extent possible. Access to this information is limited to a few employees who are not permitted to use this information in any way other than to carry out their duties and for the reasons that the information was obtained.

*Participants have the right to request to be removed from any mailing list whenever they wish or review their records to ensure accuracy of information collected. If at any time you feel that your privacy rights have been violated, please contact us at 250-384-9133 or visit our website for contact information.

III – POSITIVE BEHAVIOUR SUPPORT PROTOCOLS

Positive Behaviour Support Protocols

Philosophy

Boys & Girls Club Services of Greater Victoria (BGCSGV) aims to provide a safe and supportive environment for all participants within our programs. We recognize the importance of positive behaviour support in promoting children's safety and development, and as such, we believe that:

- Relationship development is the foundation of positive behaviour support. Through the development of strong relationships, staff are able to learn the triggers, comforts, likes, and

dislikes of individual participants and can therefore implement a preventative and proactive practice of care.

- Behaviour is a form of communication; often this communication is an expression of an unmet need. Behaviour and actions are often the first step children take to show us how they are feeling physically and emotionally.
- The capacity to choose and regulate behaviour can be influenced by a participant's developmental stage, temperament, interactions, life experiences and environmental factors. As child care practitioners, we play a part in teaching children and youth how to recognize, understand, and communicate their behaviour in a pro-social context.
- All children and youth have the right to be treated as an individual, with respect, and receive support to learn functional social behaviour.
- Children and youth must accept responsibility for their own behaviour according to their developmental stage.

Prevention

Boys & Girls Club Programs utilize preventative measures in order to mitigate undesirable behaviours and teach the children and youth appropriate behaviours for group child care settings. As such, we utilize the following evidence based practices as a foundation for our program delivery:

- *Positive Behaviour Support (VIHA Supported Child Development Program)*
- *Guiding Children's Behaviour (VIHA Community Care Facilities Licensing Program)*
- *Behaviour Support Policy for Early Childhood Services (Department of Education & Children's Services, Government of South Australia)*

Positive Behaviour Support requires that staff support children in accordance with their age, stage of development, program environment and cultural background. With the support of staff, children and youth will demonstrate the following appropriate behaviours:

- Express their wants and needs in ways that respect the rights and safety of others.
- Interact positively with individuals and the group.
- Care for themselves, others, and their environment.
- Recognize the consequences of their behaviour.
- Develop problem solving skills.

When guiding the behaviour of children and youth, staff will take a holistic approach and consider the age, developmental stage, past behaviour, environment, care plan, and other relevant cultural and historical contexts of the child or youth to best determine reasonable expectations. We welcome and encourage parents and guardians to discuss any information with our staff that may assist us to provide the best care we can for your child.

Intervention

BGCSGV fosters an environment of safety, belonging, and respect for all individuals. However, given the nature of human dynamics and group child care, we are going to encounter circumstances of conflict or undesirable behaviour even with quality preventative measures in place.

Undesirable behaviour refers to generally unsafe behaviour such as swearing, verbal aggression, destructive behaviours, running away from staff or program, inappropriate sexualized behaviours, and disrespectful behaviour towards the facility, other participants, or staff.

The following protocols are in place to promote a safe environment for children and youth while attending programs with BGCSGV. At each step, staff will communicate as a team regarding the conflict to ensure consistent care is provided, and address any environmental or programming factors that may be contributing to the conflict.

Normative Developmental Conflict

Staff will use the following steps as a guide to address normative developmental conflict and undesirable behaviours demonstrated in our programs:

Step One: Low Level Conflict

- Staff will facilitate a problem solving discussion.
- Children or youth will be made aware of their demonstrated undesirable behaviour.
- Each child or youth will be given the opportunity to discuss their experience; the feelings of each child will be acknowledged.
- Children or youth will be encouraged to take ownership of their own actions and find their own agreeable solutions to the conflict.
- Staff will provide assistance in problem solving, as needed.

Step Two: Mid-Level Conflict - If Undesirable Behaviour Continues Within Program:

- Child or youth will experience a loss of privilege – related to the activity that has created the conflict situation.
- Staff will discuss the undesirable behaviour and the reason behind the loss of privilege.
- When appropriate, staff will encourage the child or youth to discuss a positive, active alternative to their demonstrated undesirable behaviour.

Step Three: High Level Conflict – If Undesirable Behaviour Becomes a Daily/Weekly Occurrence

- Parents or guardians will be contacted during program for immediate pick up, and/or consulted regarding the behaviour.
- Staff will discuss, debrief and work together as a team to devise solutions and strategies for moving forward.
- A solution will also be sought in collaboration with the parent/guardian; this may result in the creation of an individualized care plan.

Bullying is also considered an act of harm in our programs and is defined as the use of force or coercion to abuse or intimidate others. It can include verbal harassment or threat, physical assault or coercion and may be directed repeatedly towards particular victims.

If a child/youth has demonstrated the above behaviours, staff will follow the protocols below to guide the child/youth's behaviour:

- Children/youth involved will be separated from each other immediately
- Depending on severity of incident and at the discretion of the staff, parent/guardian will be called to pick up their child/youth from program
- A meeting will be set up with the parent/guardians to discuss the conflict, strategies for moving forward, and an individualized care plan may be set up.
- The Parent Program Facilitator may be consulted for additional strategies and resources for moving forward in the program

Note:

- Staff will evaluate the circumstances of the conflict, to determine if staff are able to support the needs of the child/youth in the scope of our programs, and the fit and suitability of the child/youth within our programs
- Depending on a variety of considerations, this may result in a discharge of the child from the program for a day, week or an indeterminate time frame

Escalated or Violent Conflict

Depending on the severity of an incident or if the safety of an individual or other participants is compromised, intervention of staff may be required. In the event that a child displays behaviour that is an act of violence, or that has escalated beyond 'normative developmental conflict' staff will use their discretion and judgement in order to decide what level of intervention to use.

Violence is any act causing bodily harm – this includes: punching, hitting, kicking, biting or any act

towards another child/youth causing that child/youth to cry, bleed, or generally feel unsafe in our programs.

PROGRAM EXITS:

Planned

A planned exit from our program will happen when a child's behaviour is outside the scope of the program, a child ages out of the program or relocates.

In the event that a child displays behavior that is outside the scope of the program and the above strategies are ineffective, a meeting will be held with the family to address alternative care for the participant. If possible, an exit plan will be put in place to support the transfer of care.

Unplanned

In the event that program fees are delinquent and/or refusal to set up a payment plan, the child may be subject of removal from the program. Notice given to family will be at manager's discretion.

In addition, if threats are made to the personal/physical safety of agency staff, participants or environment, the family and child delivering such threats will be subject to removal from program. Appropriate authorities will be contacted if required. Duration of notice is at manager's discretion.

Any additional unforeseen circumstances and/or conflicts are at manager's discretion.

IV – ROLE OF THE PARENT

EXPECTATIONS:

- To phone when your child(ren) will be absent from program.
- Communicate any concerns about the program or staff to the program supervisor (in a private setting and professional manner).
- Communicate daily with the staff about your child(ren)'s day, pick-up your child(ren)'s mail and art, and **sign your child(ren) out** of the program, with the time and your initials.
- Ensure you meet all registration deadlines and program pick up times.
- Adhere to program policies. If the policies are being abused, the supervisor of the program will speak with the parent. If the policies are still being abused, written notice will be given. After three policy violations, your child will be withdrawn from the program.

SUGGESTIONS:

- Take time to talk to the staff. Keep us informed as to your child(ren)'s needs and your concerns. Please also advise us when you are happy with our service.
- Spend a few minutes with your child(ren) at the program. Parents are welcome anytime.
- If you have special skills and would like to volunteer your abilities, please let us know. There are always special projects, themes, and activities to get involved with.
- Keep an eye open for materials we could use in our craft activities. Donations are always welcome.
- Check the parent information board at the clubs.
- Open communication is what makes it your program. The supervisor's door is always open.

BGCSGV Rights of the Person Served:

Boys and Girls Clubs Services of Greater Victoria (BGCSGV) will make sure that all participant rights are honored. It is the responsibility of the staff to make sure that the rights of all participants are respected at all times.

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 services that are 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 away because you choose to speak up
- Stop using a service
- Say what you think about a service when it ends (this is called "evaluation")

In addition, participants who have an individual plan also have the following rights:

- To have a current, written, individualized plan and to participate fully in your service planning
- To review your service and make changes to your plan.

Furthermore, children also have the following rights as set out by the Convention on the Rights of the Child:

(please see http://www.unicef.org/southafrica/SAF_resources_crcchildfriendly.pdf)

- All children have these rights, no matter who they are, where they live, what their parents do, what language they speak, what their religion is, whether they are a boy or girl, what their culture is, whether they have a disability, whether they are rich or poor. No child should be treated unfairly on any basis. (CRC, article 2)

- You have the right to find out things and share what you think with others, by talking, drawing, writing or in any other way unless it harms or offends other people. (CRC, article 13)
- You have the right to choose your own friends and join or set up groups, as long as it isn't harmful to others. (CRC, article 15)
- You have the right to get information that is important to your well-being, from radio, newspaper, books, computers and other sources. Adults should make sure that the information you are getting is not harmful, and help you find and understand the information you need. (CRC, article 17)
- You have the right to be protected from being hurt and mistreated, in body or mind. (CRC, article 19)
- You have the right to help if you've been hurt, neglected or badly treated. (CRC, article 39)

V – HEALTH & SAFETY

We require your child to have a record of up-to-date immunizations when he/she registers. Please provide a complete copy of all the dates the immunizations took place. We need this for your child's file, and to meet the Ministry of Health's licensing requirements. Enrollment can not be granted until this is completed. Children are still able to attend our programs if the family has opted not to immunize their child.

If your child becomes ill while in our care, our staff will do the following:

- Attempt to notify the parent/guardian. If unavailable:
- Contact the emergency contacts listed on the child's records. If unavailable:
- Find the child a quiet area in the club and have a staff member keep a close eye on his/her condition, until the child can be picked up.

Please keep your child at home if he/she is not feeling well. If your child has an infection or a communicable disease, we ask you to find alternate care until the infectious period is completed. Please notify the program staff as soon as possible regarding the condition of your child. We will also be required to send a letter home regarding any communicable diseases that our participants suffer from, which would include symptoms and treatment of the disease.

ALLERGIES:

Rather than eliminating particular foods, such as peanuts, from the program, we encourage families with allergies to work together with the program to create an environment that is safe for the child and not unduly restrictive for other children. If your child has an allergy please talk to the program supervisor to work together in developing an anaphylaxis plan.

In the event that a child has an allergic reaction, we will contact the child's parent/guardian. If further symptoms continue we will notify both the parents/guardians and 911. If symptoms persist or increase in severity, staff will call 911.

PICTURE ON FILE:

In case of emergency we require an updated picture of your child to be kept on file.

PROGRAM ACCESS:

The safety of the children in our program is of utmost importance to us. To ensure this, we ask that during program time all visitors must be on the approved pick up list stated on your child's membership form. In addition, we require written notice if you would like to add anyone to this list.

Please list those, who under any circumstances, are **NOT ALLOWED ACCESS** (release of child or on site visit). ***If possible, provide recent photo(s)***

MEDICATIONS:

If your child has been prescribed a medication, we ask that you come in and sign a consent form, which clarifies the doctor's instructions. Your child will be responsible for taking his/her own medication under the supervision of staff. All medications must remain in their original medical containers (Blister packages when available) and will be stored in a secure location on site unless directed differently in his/her care plan. We also ask that you include a copy of the pharmacy monograph to ensure we are aware of all medication side effects.

INJURIES:

Any injury requiring external medical attention that has occurred in our program will be reported to the parent/guardian, the Club Supervisor, and VIHA within 24 hours of the incident. An incident report will be completed by the witnessing staff, signed by the Club Supervisor and forwarded to the VIHA Licensing officer.

DUTY TO REPORT

Disclosure of abuse by a child attending our Club Programs, or any other suspicions of child abuse, will be reported to the Ministry for Children and Family Development/Child Protection Branch in accordance with the Child, Family and Community Service Act (CFCSA).

ALCOHOL & SUBSTANCE ABUSE:

As advocates for children and for their safety, should we find ourselves in a position where a parent is under the influence of alcohol or drugs we will either:

1. Call the other parent/guardian to pick up the child.
2. If the other parent/guardian is unavailable, we will contact one of the emergency contacts from the registration form.
3. If the emergency contacts are unavailable, appropriate authorities will need to be notified.

VI - CODE OF CONDUCT

ETHICAL CODE OF CONDUCT:

Boys and Girls Clubs Service of Greater Victoria (BGCSGV) wants to make sure that our clients are getting the best services possible. To do so the staff follows certain rules:

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.
- Respect relationships and make sure such relationships are not abused for personal gain
- Keep confidential information private unless forced to by law or given permission by the participant.
- 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.
- Make sure that they maintain and build upon their current knowledge and skills to ensure that participants get the best services possible.

- 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.

Boys & Girls Club Services of Greater Victoria follows the Code of Ethics of:

- * The Child and Youth Care Association of British Columbia
- * The British Columbia Association of Social Workers and the Board of Registration for Social Workers in British Columbia
- * The Federation of Child and Family Services of British Columbia

VII - COMMUNICATION PROCESS

STEPS IN BRINGING FORWARD A CONCERN/COMPLAINT:

1. Talk to the supervisor from your program. If you're not comfortable discussing the issue with him/her, contact the Program Manager.
2. The Program Manager will contact you within one week to discuss your complaint.
3. If you feel your complaint has not been properly addressed, contact the Executive Director. NOTE: Every effort will be made to review and respond to a complaint within 30 days.

RELEASE OF INFORMATION:

If staff requests to contact other professionals in order to improve your child's care plan, you will be requested to fill out a Release of Information Agreement.

FEEDBACK:

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 program staff, the Supervisor, or Program Manager. Staff contacts are available on our website or by contacting our Administration at 250.384.9133

The 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.

VIII – CLUB SYSTEMS/ PROCEDURES

OUT TRIPS:

The program covers the cost of out trips. It is, however, up to the parent to ensure your child is dressed appropriately for outdoor trips. Please pack extra clothing in your child's backpack on out trip days including: a hat, sunscreen and water bottle for warm days and extra socks and pants for cooler days. Please refer to the program calendar for out trip schedule.

CLASS ROOM PICK-UP:

At the Millstream Club:

If your child requires classroom pick-up, please ensure your child(ren) stays in their classroom until a staff member arrives for pick-up. It is also important to notify your child's teacher of the days they attend the Millstream Boys & Girls Club Services.

At the Harbourside Club:

There is classroom pick-up for kindergarten students only. All other participants will meet at club.

At the Vic West Club:

Kindergarten students are dropped off directly to the leaders by their classroom teachers. All other students will meet the leaders at the designated meeting location at the school. When all the children are accounted for, the group will walk together to the Vic West Club.

At the Westshore Club:

Staff will pick up students at Millstream Elementary at 2:38 pm at the designated meeting place. Students will then travel by bus to Sangster Elementary for their 2:53 pm dismissal and pick up students at their designated meeting place and then travel to the Westshore Club for a 3:20 pm arrival.

IX – NON-INSTRUCTIONAL DAYS, CAMP & EARLY DISMISSALS

SCHOOL PRO-D DAYS:

Due to planned activities and outings, we require your child to be at the program no later than 9:00 a.m. each morning. Check individual program for hours of operation and the daily activity schedule. We require each child to bring a hearty lunch, water bottle, snacks and appropriate clothing. You must pre-register and pre-pay for all school pro-d days. Contact Louise at our Administration Office for registration details.

EARLY DISMISSALS:

Staff members will confirm such days with your child's school and will make sure a staff member is present at dismissal time.

Please note:

There is NO additional fee for this service.

HOLIDAY CAMPS:

Licensed Holiday Camps are provided at Harbourside-Esquimalt club & Westshore Club – e-mail or call Louise at our Administration Office to register.

Note: Winter Camps will only take place at our Harbourside Club.

X – MISSING & LOST CHILD PROCEDURES

Missing Child Procedure - (child does not show up to program)

Step 1:

- * Phone calls will be made to all contact numbers for the child's direct caregiver(s).
- * Another staff member will ask the school office to make an announcement while conducting a thorough search of the school, classroom, playground, and field area.

Step 2:

- * Phone calls will be made to all emergency contacts listed on the child's membership form.

Step 3:

- * If all above steps have been taken and your child has not shown up at program, a call will be made to the non-emergency police, alerting them of a potential missing child.

Lost Child Procedure - (during program)

Step 1:

- * Determine where the child was last seen.

Step 2:

- * Do a full search of area.
- * If in a public facility, inform staff to make announcements and if possible secure exits.

Step 3:

- * If a child is not found, call 911 and parents.

Elopement Procedure - (Running Away)

If a child runs away from our facility, staff or program, we will implement the following procedure:

*Alert the other staff of the situation and follow the below steps:

Step 1:

- * One staff will grab the emergency backpack, a walkie-talkie or cell phone, and pursue the child who is running away (unless it jeopardizes the safety of the other children/staff – if this is the case, staff will call non-emergency police).

Step 2:

- * The other staff will stay with the rest of the group and provide them with a simple, easily supervised activity (i.e. watching a movie, quiet stations, playground/field game etc.).

Step 3:

- * The staff who is pursuing the child will phone the Supervisor to alert them of the situation, and either the Supervisor or the staff will phone the parents/guardians of the child and then the emergency contacts if the parents/guardians are unavailable by phone.

Step 4:

- * If the parents/guardians are not able (either logistically or are unwilling) to come immediately, or if staff are unable to get a hold of the parent/guardians and emergency contacts, then the staff or Supervisor will call the non-emergency police and follow their direction.

XI – ABSENTEES, DISMISSAL, & LATE PICK-UP

ABSENTEES:

If your child will not be attending the program, please call and leave a message at the club **AS SOON AS POSSIBLE!** If your child is not present at the expected time of arrival, **our staff will follow the Missing Child Procedure.**

DISMISSAL PROCEDURE:

Boys & Girls Club Services does not permit children to be dismissed from licensed programs without authorized adult supervision. Youth must be accompanied by either a parent or legal guardian or by a responsible adult who has been designated by the youth's parent or legal guardian noted on the child's release form. This person must be at least 19 years of age. We will **NOT** release your child to any individual, unless parental consent has been given on the registration forms or permission has been given in writing. Please note it is our policy that staff ask to see photo identification if they have not met the authorized person picking up your child from our program. It is **CRUCIAL** that we are contacted in writing when anyone not on your approved pick up list will be picking-up or caring for your child. We also require a copy of your signed custody agreement.

Parents/guardians are required to pick-up and sign out their child inside the building each day and make contact with staff. This is the perfect opportunity for parents/guardians to take the time to find out about your child's day and confer with our staff. Due to busy schedules, if there is a serious concern, a private meeting can be arranged for a mutually convenient time. If you have not signed your child out, then we will have no written confirmation that your child has been picked-up safely that day; therefore staff will contact the appropriate authorities. If the children go on an "out-trip" they are back at the program before closing time: Harbourside-Esquamalt - 4:30 pm, Millstream/Westshore - 5:00 pm, and Vic West 5:30 pm. **If you would like to pick your child up early, please arrange with the staff in advance.** Otherwise, your child may still be on the out trip when you come to pick him/her up.

LATE PICK-UP:

Your child and our staff depend on your prompt arrival. Harbourside-Esquamalt Club closes at 5:45 pm, John Stubbs Club closes at 5:45pm, Millstream closes at 5:45 pm, and Vic West/Westshore closes at 6:00 pm. If a parent/guardian has not arrived by the designated closing time, we will:

1. Call the parent's daytime/alternate contacts.
2. If the parent is unavailable, we will contact emergency contacts on the registration form.
3. If emergency contacts are unavailable, appropriate authorities will be notified.

***Please note: You will be charged \$10 per 10 minutes late.**

XII – UNFORESEEN CIRCUMSTANCES

EMERGENCY PLANS AND PROCEDURES:

Boys & Girls Club Services has emergency procedures and plans. All Clubs are equipped with earthquake and first aid kits. In the event of an emergency you may contact the club directly or the administration office at 250-384-9133. If the phone lines are inactive, you can pick-up your child at club locations or at specified "SAFE" locations.

The Millstream Club's safe location is the front school field or depending on the location of the emergency it may also be the opposite side of the school parking lot. For long-term emergencies, our third location will be Lakewood Elementary school.

The Harbourside-Esquamalt Club's safe location is the club parking lot. The alternative location is directly across the street in the vacant parking lot. For long-term emergencies, our third location will be Esquamalt Recreation Center.

The Vic West Club's safe location is the tennis courts beside Vic West Community Centre. Depending on the location of the emergency, the alternate location is Banfield basketball court. For long-term emergencies our third location is Vic West Elementary (if Centre unsafe).

The Westshore Club's safe location is the east sidewalk to the east end of the building (main entrance). The alternative location is the west end of the building or the exit of the parking lot. For long term emergencies our third location is the Juan de Fuca Recreation Centre.

The John Stubb Club's safe location is the front school field. The alternative location is the far side of the front school field. For long term emergencies our third location is the Juan de Fuca Recreation Centre.

During an emergency situation (fire, earthquake, etc.), the staff will ensure that a head count is conducted of all participants and that the first aid kit, attendance sheet and emergency information is taken to the safe location. Staff will remain with the participants at the safe location until transfer of care to parent/guardian or legal authority. The emergency plans are posted at each club (see Appendix A for specific club details). Please familiarize yourself with our emergency plan, procedures, and exits.

POWER FAILURES:

We cannot continue to run our programs if we lose power. If this occurs during the early morning hours, a member of the club Staff will inform parents/guardians of the closure. If the power goes out during work hours, B.C. Hydro will be contacted first to verify the source and length of the problem. If we are unable to reach them or the power is going to be out for a long period, parents/guardians or emergency contacts will be notified to come pick-up child(ren).

SNOW:

In the event that it is snowing in the morning, please listen to your local radio station or check your school website for school closure updates. If your school is closed due to snow, the clubs will also be closed that day. If it starts to snow during the school day the club will remain open unless the supervisor contacts and advises you otherwise.

CLOSURE OF PROGRAMS:

We will provide a minimum of one month's notice (more if we are able) if we need to cancel a program due to low registration, lack of funding, or program space availability.

XIII – MISCELLANEOUS

LUNCH & SNACKS:

For Out of School Care and full days of care, the Club offers children a simple nutritional afternoon snack each day, which will include at least two of the four food groups outlined in the Canadian National Food Guide. On full days of care such as Pro-D days and Holiday Camps, parents/ guardians are responsible for providing a healthy morning snack such as a fruit or a vegetable.

We strongly discourage junk food. A healthy lunch is also required for your child. We ask that each child have a reusable container for his/her drink so it can be filled up if necessary. Parents/guardians may send additional snacks if they feel their child will require extra food.

TOYS & VALUABLES & ELECTRONICS:

We discourage children from bringing toys or personal items from home, except on designated toy-from-home days. We are not responsible for breakage or loss of these items. If your child has special items that he/she brings from school, we will try to put them in a safe place until your child is picked up.

Expensive objects or objects of sentimental value should remain at home.

AGENCY PROGRAMS:

Boys and Girls Club Services offers a wide spectrum of programs for children, youth, and families. These programs range from youth support to evening youth programs. Please visit our website at www.bgcvic.org for more details.

PARENTING PROGRAMS:

Boys and Girls Club offers parenting programs, which include referrals, support groups and community workshops, to the parents and caregivers of participants in the out-of-school care clubs. Look for our monthly newsletter with parenting tips and announcements of upcoming workshops. For more information, check out our website at www.bgcvic.org.

CELEBRATIONS:

Birthdays are celebrated at our programs. Please consult with your club team on how each program celebrates special occasions. This is also a time for families to share aspects of their culture and traditions so we can celebrate diversity within our program.

APPENDIX A: Emergency Plan

BOYS & GIRLS CLUB FIRE EMERGENCY PLAN:

If you see a fire/hear a fire alarm:

1. Attempt to extinguish the fire ONLY if this can be done without putting yourself or the people around you in further risk. Always be aware of the closest fire extinguisher.
2. If the fire is not visible or cannot be safely extinguished, participants should **line up at the closest door**. Staff will direct everyone in their area to quickly and quietly leave the building by the closest exit route. The person in charge will grab a cell phone, attendance sheet(s), membership forms, and first aid kit (without putting himself/herself in danger). To prevent the spread of fire, remember to close all doors behind you.
3. When exiting the building, if not already activated, pull the fire alarm.
4. If necessary, call 911 to report the fire.
5. When safely outside the building, staff will direct all participants to the designated area. All participants and staff are to be accounted for by a head count.
6. Parents and guardians will be telephoned once all staff and participants are safe and accounted for.

EARTHQUAKE EMERGENCY PLAN:

1. **If you feel an earthquake stay calm, don't panic.**
2. Staff will instruct participants not rush for exits. Participants will get under a desk or table or stand in a doorway or corner. They will assume the "Crash Position" (on the floor, covering head and neck, facing away from windows). Staff will instruct participants to move away from windows and objects that may fall. They will count out loud for the duration of earthquake.
3. Once the shaking stops, staff will count out loud to 60. Staff will then check for injuries; apply emergency first aid, look for hazards; will not move seriously injured individuals; and leave the building without delay.
4. When safely outside the building, staff will lead participants to the designated area. All participants and staff are to be accounted for by a head count.
5. 911 will be called if needed. Parents and guardians will be telephoned once all staff and participants are safe and accounted for.

	Harbourside- Esquimalt Club	Millstream Elementary Club	Vic West Club	Westshore Club	John Stubbs Club
Primary Location	Fence adjacent in the club parking lot.	Front School Field	Tennis courts in Banfield Park	East sidewalk at the east end of building (main entrance)	Front school field
Secondary Location	Across the street in the vacant parking lot.	Opposite side of school parking lot.	Banfield Park basketball court	West end of the building or the exit of the parking lot.	Far side front school field
Long-Term Location	Esquimalt Parks and Recreation.	Lakewood Elementary School	Vic West Elementary (if Centre unsafe)	Juan de Fuca recreation centre.	Juan de Fuca recreation centre