

## PROGRAM MANAGERS

**Gord Irving**

**250-384-9133 ext. #209**

- \* Youth Justice Programs
- \* Adventure Based Learning (ABL)

**Ellie James**

**Pager: 250-480-3050**

- \* Care Home Program

**Kyla Sanderson**

**250-384-9133 ext. #216**

- \* Supervisor Community Clubs

**Hope Roberts**

**250-384-9133 ext. #206**

- \* Controller

**Kate Mansell**

**250-384-9133 ext. #115**

- \* Director of Development

**Ralph Hembruff**

**250-384-9133 ext. #204**

- \* Executive Director

## 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.

## CORE VALUES AND BELIEFS

- **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.
- **Collaboration.** We work together with families and volunteers in each community, in partnership with the public and private sector, to create healthy community solutions to providing children and youth with what they need for optimal development.
- **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.

# COMPLAINT PROCESS



Boys & Girls Club  
Services of Greater Victoria

## ADMINISTRATION OFFICE

1240 Yates Street  
Victoria, BC, V8V 3N3

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

E-mail: [admin@bggcvic.org](mailto:admin@bggcvic.org)  
Web: [www.bggcvic.org](http://www.bggcvic.org)

### **RIGHTS OF THE PERSON SERVED:**

- The right to dignity, self-development and self-direction.
- The right to be protected from physical abuse, physical punishment, sexual abuse, sexual harassment, psychological abuse (including humiliating, threatening and exploiting actions), and fiduciary (money matters) abuse.
- The rights provided for children under provincial legislation, the Canadian Charter of Rights and Freedoms, the UN Convention on the Rights of the Child and the Protection of Personal Information Act.

### **CODE OF ETHICS:**

Staff follow a Boys & Girls Club Services Code of Ethics that requires ethical, respectful and competent behaviour at all times.

### **NO REPRISAL SYSTEM / WHISTLE BLOWER STATEMENT:**

We want to encourage individuals to come forward with any concerns or questions about how things are done at Boys and Girls Club Services. That is why we do not allow any form of retaliation or punishment against anyone who, in good faith, reports a concern or makes a complaint about any of our services. Allegations of retaliation or reprisal should be reported to the Executive Director.

### **STEPS IN BRINGING FORWARD A CONCERN/COMPLAINT:**

1. Talk to a staff member 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 seven (7) days to discuss your complaint.
3. If you feel your problem has not been properly addressed, call the Executive Director. S/he will contact you within seven (7) days to try to resolve the issue.
4. You may also consider talking to your Social Worker or Youth Worker.
5. If you feel that your problem has still not been properly addressed, you can call the Ombudsperson or Children's Help-line.

### **PRIVACY INFORMATION:**

At Boys & Girls Club Services of Greater Victoria (BGCS), respecting privacy is an important part of our commitment to our participants, donors, employees and other stakeholders. Our commitment to privacy is reflected in our BGCS **Privacy Protection Pledge** and our **Privacy Code** which have been developed to comply with relevant portions of the Personal Information Protection Act (PIPA) - the B.C. equivalent to the federal Personal Information Protection and Electronic Documents Act (PIPEDA). We encourage you to read these documents that explain how we collect, use, disclose, store and safeguard your personal information. You can receive a free copy by visiting our web site at [www.bgcvic.org](http://www.bgcvic.org) or by calling us at 384-9133.

## **COMPLAINT PROCESS PHONE NUMBERS**

### **1. PROGRAM STAFF MEMBER**

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

### **2. PROGRAM MANAGER (SEE LIST ON BACK)**

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

### **3. EXECUTIVE DIRECTOR: Ralph Hembruff, 250-384-9133**

### **4. PRIVACY OFFICERS: 250-384-9133**

### **5. OMBUDSPERSON: 1-800-567-3247**

### **6. CHILDREN'S HELP-LINE: 250-310-1234**