

FAMILY HANDBOOK

Group Child Care- School Age Programs



**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.bgcvic.org **Email:** info@bgcvic.org

Boys & Girls Club Services welcomes you! Our staff looks 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. Remember that we have an "Open Door" policy at all of our Clubs. Boys & Girls Club Services are 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.

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. The qualifications of our staff exceed the minimum requirements, set out by the "Child Care Regulations Act".

FACILITY LOCATIONS & HOURS OF OPERATION:

<p>Harbourside Esquimalt Club <i>410 Macaulay St.</i> Phone/Fax: (250)380-9250 Email: dlarocque@bgcvc.org</p> <p>Monday to Friday 7:00am - 8:40am and 2:45pm - 5:30pm; Except Wednesdays 1:45pm - 5:30pm</p>	<p>Millstream Club <i>626 Hoylake Rd.</i> Phone: (250)478-0721 Email: aharding@bgcvc.org</p> <p>Monday to Friday 7:00am - 8:40am and 2:30pm - 5:45pm</p>
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STATUTORY HOLIDAYS:

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

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|-------------------|---------------------|--------------------|
| 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 | |

I – REGISTRATION

PICKING-UP AND SIGNING-OUT YOUR CHILD:

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

APPENDIX B: Parental Agreement

PARENTAL AGREEMENT:

I will make alternative arrangements for my child if he/she demonstrates an inability to function in the program. The supervisor reserves the right to ask for the removal of my child if his/her behaviour is not appropriate, as laid out in the Behaviour Policies for this club.

My child will not be permitted to leave the program with anyone who is not named on my registration form, unless written instructions are received from me prior to pick-up.

When a court order exists regarding visiting rights of a non-custodial parent, the information is provided with the child's registration form. The non-custodial parent may only pick-up the child from the center according to the legal agreement. Any other arrangement for pick-up must be entered on the form by the custodial parent/guardian.

I will notify the staff if there are any changes at home or at school which may affect the child's behaviour while in the program.

Boys & Girls Club Services of Greater Victoria is not responsible for lost or stolen articles. I am responsible for providing weather and activity appropriate clothing. I will refrain from sending toys or games except on special days. Staff is not responsible for damaged articles.

I understand and agree to the procedure of payment of childcare fees.

I understand that I need to give 10 days notice to permanently remove my child from the program. If my child will be away due to playdates, appointments, sickness or other reasons I must pay for those days.

I will have my child picked-up at the designated Club closure time. I will sign my child out of the program when picking him/her up.

I will read the Family Handbook thoroughly, complete a registration form, include an updated photo of child for emergency purposes and submit a non-refundable membership fee, with post-dated cheques before my child enters the program.

If I require subsidy I must have an authorization of subsidy before my child may attend the program.

Parent Signature: _____ Date: _____

Name (Please Print): _____

Coordinator Signature: _____ Date: _____

Name (Please Print): _____

a serious concern, a private meeting can be arranged for a mutually convenient time. It is **CRUCIAL** that we are contacted in writing when an unauthorized adult will be picking-up or caring for your child. If you are having custody issues regarding your child(ren) we require a copy of your signed custody agreement. 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.

We ask all parents/guardians to please pick-up their child inside the building each day. At both clubs there are sign-out books located at the entrance of the club. We ask each parent/guardian to please fill it out completely. This is crucial for the safety of your child, as well as that of the club. 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.

If the children go on an "out-trip" they are back at the club before closing time: Harbourside-Esquamalt - 4:30 pm, and Millstream - 5:00 pm. **If you would like to pick your child up early one day, 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.

DISMISSAL POLICY:

Boys & Girls Club Services does not permit children to be dismissed from licensed programs without authorised 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 on the child's release form. This person must be at least 19 years of age.

LATE PICK-UP:

Your child and our staff depend on your prompt arrival. Harbourside-Esquamalt Club closes at 5:30 and Millstream closes at 5:45 pm. If a parent/guardian has not arrived by the designated closing time we will:

1. Call the parent's place of employment and/or home contact.
2. If the parent is unavailable, we will contact one of the emergency contacts on the registration form.
3. If emergency contacts are unavailable, appropriate authorities will be notified.

Program Intake:

Based on individual membership forms completed at registration, participant needs are assessed. All attempts will be made to accommodate participants, including assisting families to access 1:1 support - dependant on funding availability. However if a participant's needs cannot be met in the program, due to program capacity, availability of 1:1 support or other special circumstances, club coordinators will work with family to find alternative services.

II – FINANCIAL INFORMATION

PROGRAM FEES - WITHDRAWAL, CHANGES & REFUNDS:

We require **10 days notice** if you choose to remove your child from any of the programs, permanently or for a vacation. All full-time care must be pre-arranged

and a payment plan arranged. If your child is registered for the month and is away due to illness, appointments, or playdates, the ten days notice of absence must be provided. If it is not, the full fee is required, as our staffing schedules are pre-arranged. **If fees become delinquent, care may be refused.**

If, for any reasons (ie: school closure, power failure, etc), you do not receive care for your child(ren) on a **regularly scheduled** day, it is our policy to apply a credit to the next month's fees.

FEES ARE AS FOLLOWS:

*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 renewable in September of each year.

<i>*Membership Fee</i>	\$25.00 per child \$45.00 per family
<i>Monthly Program Fee</i>	\$135.00 per child (am care) \$240.00 per child (pm care)
<i>Pro Day Fee</i>	\$25.00 per child / per day
<i>Part time or Drop In Fee</i>	\$10.00 per child / per day (am care) \$15.00 per child / per day (pm care)
<i>School Breaks</i>	\$25.00 per child / per day

PART TIME AND DROP IN:

(We require post-dated cheques or visa/mc for the school year)

Due to the increase costs and administrations load of calculation part-time and drop in fees, priority will be given to families paying monthly fees; therefore part-time and drop-in care is granted on a case by case basis by management only if the site is not full. Boys and Girls Club Services reserves the right to give four weeks notice if a part-time or drop-in care will no longer be available at that location. In such an instance that part-time or drop-in parent will have the option to switch to full-time care or withdraw.

SUBSIDIZED CHILD CARE:

The Ministry for Children and Family Development requires our facility number before subsidy will be issued. If you receive subsidy from the Ministry for Children and Family Development, and you have a "Parent Portion" that the Ministry does **not** cover, you are required to pay it. 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 a cheque for the full amount. We will reimburse you once we receive the subsidy payment.

Please Note:

Ministry for Social Development and Economic Security, Ministry for Children and Family Development subsidy is included in the above fees. The maximum amount

	Harbourside-Esquamalt Club	Millstream Club
Primary Location	Fence adjacent in the club parking lot.	Front School Field
Secondary Location	Across the street in the vacant parking lot.	Opposite side of school parking lot.
Long-Term Location	Esquamalt Parks and Recreation.	Juan De Fuca Recreation Centre.

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.

of subsidy may differ from the actual fees and all parent portions are required by the 15th 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.

RECEIPTS:

Receipts will be mailed out in July for the school year. If you paid by cash, you will be issued a temporary receipt once your cash has been received. Only the July receipt will act as your year-end tax receipt; please hang on to them as it is difficult and time consuming for our staff to find them later.

PERSONAL INFORMATION PROTECTION ACT:

Boys & Girls Club Services of Greater Victoria (BGCS) and the Boys & Girls Clubs of Greater Victoria Foundation (Foundation) are committed to protecting the privacy of the personal information of our employees, volunteers, members, 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 clubs.
- 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 our Agency Privacy Officer – see our website or call 250-384-9133 for contact information.

III – BEHAVIOUR POLICIES

These policies were developed to help ensure that your child is in a safe environment at all times while attending Boys & Girls Club Services programming. Please read the following contract and discuss it with your child to ensure they understand the consequences for negative behaviour. We will also discuss appropriate behaviours at the club. Negative behaviour refers to: bullying,

swearing, verbal/physical aggression, running away from the leader/center, and disrespect of other participants or staff. In the event that a child displays behaviour that requires staff intervention and parent follow-up, an incident report will be filed. This is a written report outlining the situation and a plan of action.

GUIDANCE AND DISCIPLINE POLICY:

When guiding a child's behaviour, leaders will consider the age, past behaviour, developmental level, and family background of the child to determine reasonable expectations. Leaders will set clear and consistent limits to ensure the safety of the children in the facility. In order to encourage positive behaviour, staff will model appropriate communication and interactions with the child(ren) and other adults. When dealing with negative behaviour, leaders will focus on discussing the behaviour rather than the character of the child(ren), and will offer choice, whenever possible, to create self-discipline.

Leaders will try and redirect or divert any negative behaviour to a more appropriate activity. In minor instances, leaders will remind the child of the appropriate behaviour. In a conflict between two children, the leader will facilitate a problem-solving discussion. The feelings of both children will be acknowledged and both will be encouraged to take ownership of their own actions.

Logical consequences will be used in order to help a child learn from their behaviour in certain situations. The following steps will be taken:

Step 1 – The child will be made aware of the negative behaviour and together the child and leader will discuss an alternative way for the child to behave.

Step 2 – If the child repeats this behaviour a short "time-out" will be given. This is done to allow the child some time away from the situation so that they can have time to reflect on their behavior, evaluate what they should have done and decide what they will do in the future. The child may also need this time to be removed from a heated situation so that they can calm down and avoid making decisions that they might regret. A leader will discuss the reasons for the time-out, as well as alternative ways of dealing with the situation before the child leaves the time-out.

Step 3 – If the behaviour persists on more than 2 occasions, the loss of a privilege will occur.

Step 4 – If the behaviour still persists, parents will be contacted and consulted. A solution will be sought with collaboration between staff members and parents.

If all proceeding steps have been taken and the behaviour problem cannot be resolved, the Coordinator will contact the supervisor of community clubs and may discharge the child from the center. Depending on the severity of the problem/behaviour the child could be discharged from the center for one day, one week or permanently.

When extreme physical aggression occurs by the child the staff will document it and parents will be contacted to pick-up their child that day. If this occurs the child will not be able to come to the club on the following day! Depending on the severity of the issue the coordinator (after contacting the Supervisor of Community Clubs) has the right to determine when the child may return, if at all.

Millstream club's safe area 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.

The Harbourside-Esquimalt 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 "safe location" will be Esquimalt Recreation Center.

During an emergency situation (ie: fire, earthquake, etc) the staff will ensure that a head count is conducted of all participants, that the first aid kit, attendance sheet and emergency information is taken to the safe area. The emergency plans are posted at each club location (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:

If a school is closed due to snow, the clubs will also be closed that day.

XI – MISCELLANEOUS

LUNCH & SNACKS:

For Out of School Care and full days of care, the Club offers children a simple nutritional afternoon snack each day. On full days of care such as Pro-D days, and Spring 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:

We discourage children from bringing toys or personal items from home. 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.**

ELECTRONICS:

No electronics are allowed at club at any time. If a child brings one, it will be taken away, and returned to parent upon pick-up.

EVENING PROGRAMS:

Boys and Girls Club Services offer other programs in the evening for an additional fee. Inquire at your club for what is available.

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.

CLASS ROOM PICK-UP:

At the Millstream Club:

If your child requires classroom pick-up please ensure your child(ren) stay 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 and grade one students only. The other children meet staff at the Boys & Girls Club after checking in with staff at the fence beside the parking lot.

VIII – NON-INSTRUCTIONAL DAYS, CAMP & EARLY DISMISSALS

SCHOOL PRO-D DAYS, SPRING BREAK & CHRISTMAS CAMPS:

Due to planned activities and outings, we require your child to be at the Club no later than 9:00 a.m. each morning. Check individual Clubs for hours of operation and costs. We require each child to bring a hearty lunch, water bottle, snacks and appropriate clothing for the day.

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:

This will only be offered if we have adequate staffing to run the program.

IX – ABSENTEES & DETENTIONS

ABSENTEES:

If your child will not be attending the Club, 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 make follow up calls at that time.

X – 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 downtown 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" areas.

Please Note:

Our staff will ensure that no person in our care is subjected to any of the following, including as a form of punishment:

- shoving, hitting, shaking, spanking or any other form of corporal punishment;
- harsh belittling or degrading treatment, whether verbal, emotional or physical, that would humiliate the child in care or undermine the child in care's self respect;
- confinement, physical restraint or separation, without adult supervision, from other children in care;
- deprivation of meals, snacks, rest or necessary use of a toilet.

We will also ensure that no person in our care is subjected to emotional abuse, physical abuse, sexual abuse or neglect.

BULLYING POLICY:

Boys & Girls Club Services take "bullying" very seriously. Bullying includes: teasing, name-calling, threats, hitting, picking on others and influencing others to pick on or gang up on other children. To help ensure that your children are in a safe and fun environment, we will follow the steps stated on our Behaviour Management Contract when dealing with "bullying". Please refer to it for this information.

VIOLENCE POLICY:

Boys & Girls Club Services incorporates a zero tolerance policy on violence. Violence is any act causing bodily harm, including: a child that punches, hits, kicks, bites, or hurts another child enough to make them cry, bleed, or generally feel unsafe at the Clubs. If a child has purposely injured another child in our programs, it directly results in a phone call to the parent and removal from the program for the day and possibly the following day.

IV – ROLE OF THE PARENT

EXPECTATIONS:

- To phone when your child(ren) will be absent.
- Communicate any concerns about the program or staff to the supervisor.
- Speak to child in a positive way when leaving him/her and picking him/her up from the program. A secure child is a happy child.
- 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.
- Adhere to parent agreement. If the policies are being abused, the coordinator 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 center. Parents are welcome any time.
- If you have special skills and would like to donate 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 or center at the clubs, on a daily basis.
- Open communication is what makes it your center. The coordinators' door is always open.

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.

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 person 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 him/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 club 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 club, we encourage families with allergies to work together with the club 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 club coordinator to work together in developing an anaphylaxis plan.

In the event that your 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.

PICTURE ON FILE:

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

MEDICATIONS:

We do not administer medications to children while they are in the care of Boys & Girls Club Services. 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. Employees and/or volunteers will not assess or treat any medical conditions. All medications must remain in their original medical containers and will be stored in a secure location of the club.

INJURIES:

Any injury requiring medical attention occurring in the program will be reported to the parent/guardian, the Club Coordinator, the Supervisor of Community Clubs, and the CRD within 24 hours of the incident. An incident report will be completed by the witnessing staff, signed by the Club Coordinator and forwarded to the Supervisor of Community Clubs.

CHILD ABUSE POLICY:

Any case of suspected child abuse or disclosure of abuse by a child attending our Club Programs will be documented and reported to the Club Coordinator, Manager of Community Clubs, the CRD and the Ministry for Children and Family Development/Child Protection Branch.

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 to pick up the child.
2. If the other parent 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 - COMPLAINT PROCESS

If you have a concern that cannot be handled by a club staff member please refer to the enclosed Complaint Process Brochure for more details regarding the Boys & Girls Club Services of Greater Victoria's complaint process. The brochure is also available from our club brochure racks.

VII – CLUB SYSTEMS/ PROCEDURES

OUT TRIPS:

The program will cover the cost of most out trips. A slight additional parent cost may be added depending on the scheduled trip. It is also up to the parent to