

**Boys & Girls Clubs
of Central Vancouver Island
Summer
Parent Handbook**

Updated May 2008

Dear Parents,

Welcome to the Boys and Girls Clubs of Central Vancouver Island (BGCCVI). We are a proud member of the Boys and Girls Clubs of Canada, a national movement that believes young people are our most precious natural resource. Today, Boys and Girls Clubs are dedicated to ensuring that all children are given every opportunity to develop to their fullest potential, so that they can meet the challenges of leading and building this country in the 21st century.

We look forward to getting to know you and your family. This handbook has been designed to provide you with information to help make your experience pleasant and successful.

We welcome any questions and comments. Please feel free to drop by any of our locations anytime. Thank you for considering our many locations and we hope they will meet the needs of your family.

Sincerely,

Ian Kalina

Ian Kalina
Executive Director

Boys and Girls Clubs of Canada Core Values

Inclusion and 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 and Belonging

We provide a safe, supportive place, where every child is listened to, treated with respect 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 government and other organizations, 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.

CLUB LOCATIONS

- Administration - 20 Fifth St. Nanaimo, BC V9R 1M7
Email: reception@bgccvi.com
Phone: 754-3215
Fax: 754-4771
- 5th St. Club - 20 Fifth St. Nanaimo, BC V9R 1M7
Email: fifthstreet@bgccvi.com
Phone: 754-3220
Fax: 754-4771
- Chase River Club - 1400 Cranberry Ave. Nanaimo, BC V9R 6Z7
Email: chaseriver@bgccvi.com
Phone: 753-2464
- Chemainus Club - 3172B Garner St. Chemainus, BC V0R 1K2
Email: chemainus@bgccvi.com
Phone: 246-5421
- Duncan Club - 2471 Beverly St. Duncan, BC V9L 3A3
Email: duncan@bgccvi.com
Phone: 748-1171
- Forest Park Club - 2050 Latimer Rd. Nanaimo, BC V9S 2W5
Email: forestpark@bgccvi.com
Phone: 751-8937
Fax: 751-8900
- Ladysmith Club - 730 Third Ave. Ladysmith, BC V9G 1A2
Email: ladysmith@bgccvi.com
Phone: 245-8921
- Lantzville Club - 7 – 7221 Lantzville Rd. Lantzville, BC V0R 2H0
Email: lantzville@bgccvi.com
Phone/Fax: 390-4001
- Maple Bay Club - 1500 Donnay Dr. Duncan, BC V9L 5R4
Email: maplebay@bgccvi.com
Phone: 715-6069

DAYS and HOURS OF OPERATION

All clubs offering Summer Day Camps are open at 7:30 am and close at 6:00 pm. All club locations are closed for statutory holidays.

Family Place will be offered on a club specific basis and might take place on different days and hours of operation. If your specific club location offers these services, please call that location for more information.

MONTHLY AND DROP-IN SPACES

Parents and Caregivers with children who attend our program 3 or more days per week are charged on a Monthly basis. Parents will be charged based on whether a child attends 5 days a week, 4 days a week or 3 days a week. In order to qualify for a monthly fee, the days of the week your child is registered for must be consistent (ie. Monday, Wednesday and Friday). Please check with the Program Supervisor to determine which rate will be applicable to your child.

Drop-in fees are for children who require 2 or less days of care per week or for parents whose schedules vary throughout the month.

Please Note: Drop-in spaces are not guaranteed spaces. They are based on availability.

WITHDRAWAL, DECREASE IN SERVICE AND REFUNDS

We require that all families give the BGCCVI **two week's written notice** if you plan to remove your child from the program or to decrease the amount of care needed. **Two weeks payment** in lieu of notice is required for immediate withdrawal. Any credits as a result of prepayment will be refunded through the administrative office.

FEES AND MEMBERSHIP

During the summer, all fees are due by the beginning of the month child care services are provided. For example, fees for services in the month of July are payable on or before July 1st.

Child care services will be discontinued immediately if payment is not received by the 1st of the month unless a payment plan has been implemented.

**** Please Note:** Subsidy is available through the Ministry of Children and Family Development for those who qualify. To obtain more information, or download application forms, visit their website at: <http://www.mcf.gov.bc.ca/childcare/index.htm>. Confirmation of subsidy is required prior to admittance into our programs. In most cases, subsidy will not cover all your fees – please check with your club location regarding your fees due.

Payment is required for “ALL” days that your child is “REGISTERED” to attend, and not just those days that your child/ren attends.

A yearly membership fee will be charged to every family upon registration and every September thereafter.

CLUB CLOSURE DUE TO WEATHER

If school is not in session, such as Christmas Break, Spring Break and Summer Break, when a large amount of snow falls or if the weather does not allow us to run programs safely, then the Boys and Girls Club will decide whether it is safe to open. Please listen to your local radio stations for club closures.

Please note: Fees will not be reimbursed if clubs are closed due to unsafe conditions that result from weather.

FOOD

We provide nutritious snacks in the afternoon. If you wish to bring snacks for birthdays or other celebrations, please let us know as some children have food allergies. All children need to bring a healthy lunch, including a morning snack, with plenty of water to drink on out trips. Please make sure that you do not send lunches that need to be prepared or cooked as we are usually away from a kitchen.

WATER

Please make sure your child also brings a full water bottle to keep them hydrated during the day. We will make sure that all children keep filling up their water bottles as they empty them during the day. Children becoming dehydrated can happen very easily if they do not come to the club with a water bottle.

SUNSCREEN AND PROTECTION

All registration forms come with a waiver giving the BGCCVI permission to administer sunscreen to children at the clubs. All parents registering their child for our Summer Program must sign this waiver. If your child has an allergy to specific sunscreens, you will need to supply your child with their own sunscreen and/or sun clothing. If your child has any special condition that requires specialized care in the sun, you must inform the club's manager and staff so that we can develop a plan to most effectively care for your child.

OUT TRIPS

Our Summer Program relies heavily on out trips. Out trips are planned for almost every day in the summer. Out trips will vary from short tours in their respective community to longer day trips around Vancouver Island. It is very important that you make sure that your child comes to the club prepared every day. As it is usually hot and sunny, please make sure that your child brings a bathing suit and a towel every day.

TOYS FROM HOME

We will not be held responsible for any loss or damage to any toys or personal belongings brought to the club. Therefore, we strongly urge families to not send toys from home to the club.

PARENTS' ROLE

Parents are encouraged to be involved in all aspects of the program. We welcome your input and suggestions. Parents are welcome to join the group on any days or outings. It is very important that we be able to reach you at all times. Please let us know immediately of any changes in address, work place, phone numbers and emergency contact names and numbers.

***It is critical that you inform us
if your child will not be attending the program.***

It is very important that the lines of communication are kept open between you, your child, and the Club. Communication is also essential, especially in matters of medical problems, food allergies, major upsets or changes in your child's life, special needs or practices and behavioral concerns. If you are experiencing any concerns or problems, we encourage you to discuss it with your club location. (Please note that the Supervisor/Manager may not always be available to talk when you arrive as they may be working with children in program). If any concerns you have are not adequately addressed, you have the option to file a client complaint form that is in the back of this handbook. Parents **must** inform the Boys and Girls Club in writing of any medical concerns, custody orders, as well as behavioral and/or learning issues that effect your child/ren.

PARENT/CAREGIVER PICK UP

Pick up time is between 5:00 p.m. and 6:00 p.m. Children must be picked up no later than 6:00 p.m. Please notify us if a personal emergency arises and you are going to be later than 6:00 p.m. If you have not contacted us by 6:00 p.m. we will attempt to contact you and/or people on the emergency contact list. If we are not able to contact the parent or people listed on the registration form, we will contact the appropriate authorities. **It is extremely important that you let us know if you are going to be late.**

There will be a \$10 late fee payable to the staff in cash for every 15 minutes that you are late. If you do not pay the staff upon arrival, the \$10 fee will be charged to your account.

EARLY PICK UP BY PARENT/CAREGIVER

If you need to pick up your child before 5:00 PM, please inform us ahead of time in order to make arrangements for pickup. This is very important due to our active programming schedule.

PEOPLE AUTHORIZED TO PICK UP YOUR CHILD/REN

Only persons authorized on our registration forms will be permitted to pick up your child. Notice must be given to the Club if someone other than yourself will be picking up your child. Your child will not be placed in the custody of **ANYONE** not properly designated by you in writing. A staff person may ask for identification. Please try to keep this in mind at all times as it is for you and your family's protection.

Your child will not be released to anyone who appears to be unable to provide safe care. Staff will ask that other arrangements be made.

All participants must be picked up by either their parent/guardian or a person designated on the authorized to pick up form. No child will be permitted to leave on their own; this is a licensing requirement. During pick-up, it is a good time for you to find out about your child's experiences at the Club that day and touch base briefly with the staff. **Please don't forget to sign your children out on the sign out sheet located near the door!**

PEOPLE PROHIBITED FROM ACCESS TO CHILD/REN

If there is someone that is prohibited from having access to your child/ren or may pose a threat to your child please fill out the corresponding section on the registration form. **Please note** that we **cannot** deny another birth parent access to their child unless you have provided us with a court order that speaks to this prohibition.

WHEN A CHILD IS TOO SICK TO ATTEND

If children are unable to participate in the programs, they should not attend the Club. Alternate care arrangements should be made available. Some examples of why a child may be asked to be excluded:

- Pain – any complaints of unexplained or undiagnosed pain.
- A common cold with listlessness, runny nose and eyes, coughing and sore throat.
- Difficulty breathing – wheezing or a persistent cough.
- Fever (100 degrees F/38.3 degrees C or more).
- Sore throat or trouble swallowing.
- Infected skin or eyes, or an undiagnosed rash.
- Headache and stiff neck.
- Unexplained diarrhea or loose stool.
- Nausea or vomiting.
- Severe itching, dry skin of either body or scalp if caused by head or body lice or scabies.
- Children with known or suspected communicable diseases.



Sickness: Please arrange for alternative care if your child is sick or suffering from an illness or contagious disease, (i.e. chicken pox, head lice, etc.) until it has been treated and cured, **BUT PLEASE INFORM THE CLUB OF THE CONDITION SO THAT STAFF MAY BE NOTIFIED IMMEDIATELY.** Again, please call the Club office if your child is sick and will not be attending the program that day. In some situations a doctor's note may be required prior to attending the program.

HEALTH AND SAFETY

Every effort is made to ensure the safety for children and families. To protect your child, it is important that he/she have up to date immunizations before attending the Club. **A health record of immunization will be required upon admission unless a parent confirms in writing that they have chosen not to immunize their child/ren.** In the case of an accident or sudden illness, the staff will contact the parent so the child may be taken home. If the child is ill and the parent is unavailable, the emergency contact person will be called. The child will also have the opportunity to lie down in a quiet environment so they can be monitored. If the child has been injured and the parent is unavailable, the child will be taken to Emergency at the nearest hospital. An ambulance will be called if necessary, and all costs incurred are the responsibility of the parent.

Medication can only be given to children under the following conditions:

- **Parent must complete medical release form.**
- **If prescribed by a doctor, instructions must be given on dosage and the dosage time.**
- **Children cannot self administer medication.**
- **Medication must be in an original container which clearly states the child's name.**

STAFF

All Leaders have a valid First Aid Certificate and if they drive the vans or buses, a valid Class IV BC Driver's License. They also undergo a Criminal Records Check and meet all licensing requirements. The BGCCVI hires employees that have a combination of education and experience in child-centered studies. All staff are given an orientation and on-going professional development. Safety and supervision are stressed throughout the training as well as emergency procedures. The staff welcomes any opportunity to become acquainted with the parents of the children.

Responsibilities of the Club staff: Parents can expect the staff to notify you of any unusual behavioral changes or practices your child may be demonstrating during the activities. Staff are also expected to inform you of any accidents involving your child, changes in scheduling or procedures and any upcoming family events at the Club. You are encouraged to ask a lot of questions and by doing so, you will become more involved and understanding of your child's experience at the Club.

GUIDANCE AND DISCIPLINE

At the Boys and Girls Club, our staff practice methods of guidance that help the children learn and maintain desirable behavior. We use positive methods that include natural and logical consequences, redirection, praise and encouragement, modeling, and communication.

For most incidents of inappropriate behavior, the child will be given a natural or logical consequence, or he/she will be asked to think about their behaviour or provided with an alternate activity. The Program Leader will debrief the child so that he/she is clear what happened and why he/she was given a consequence. Parents will be advised by Program

Leaders should inappropriate behaviour continue. Our goal is to work with children, parents and staff to create a clear plan of action to prevent undesirable situations.

For the safety of staff and other children in our program we have a **ZERO** tolerance for any physical abuse, emotional abuse or violence, for example, hitting, spitting, swearing, threatening, bullying, etc. Parents will be notified and asked to pick up their child following an incident of this nature. In addition, the proper authorities may be notified based on the severity of the incident. If a child cannot manage their behaviour and therefore poses a threat to other children, staff or themselves, they will face consequences up to and including expulsion from the program. The above policies have been developed so that the children and staff have a safe, secure environment to learn, play and grow.

We hope that this manual has provided you with information about our Club. If you have any questions, comments or concerns please give us a call.

We hope to see you soon!



**Boys and Girls Clubs of
Central Vancouver Island**

*Resolution
Of
Client
Complaints*

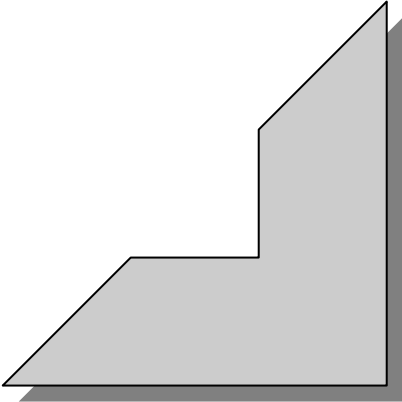
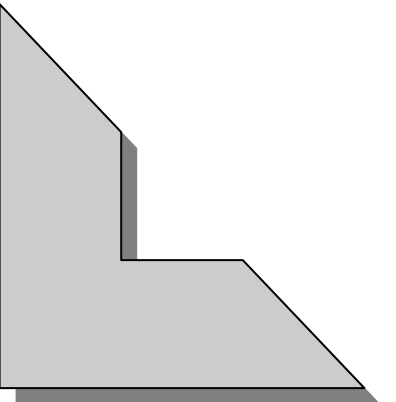


The Boys and Girls Clubs of Central Vancouver Island are here to help you. If, for any reason, you are dissatisfied with any aspect of the service, we ask that you follow these steps in an attempt to resolve your concerns.

1. First, please discuss your complaint with your counselor/leader.
2. If you are not satisfied with the outcome of this discussion, please submit your concerns in writing using this form and ask to speak to your counselor/leader's supervisor.
3. If you still feel that your concern has not been resolved after meeting with your counselor/leader's supervisor, you may telephone or request a meeting with the Executive Director.
4. If you are not satisfied with the action taken or the answer given by the Executive Director, you may contact the Board of Directors in writing, describing your concerns. You will receive a written reply from the Chairperson of the Board.

Please address your letter to:

Chairperson, Board of Directors
Boys and Girls Clubs of
Central Vancouver Island
20 Fifth Street
Nanaimo, BC
V9R 1M7





**Boys and Girls Clubs of
Central Vancouver Island**

Resolution of Client Complaints

Name:

Address:

Phone:

Details of Complaint:



SIGNATURE

DATE

RECEIVED BY

DATE

