



Boys & Girls Clubs
of Central Vancouver Island

BGCCVI Childcare and Early Learning Handbook

WELCOME

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 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,

Karen Love

Executive Director



Boys & Girls Clubs
of Central Vancouver Island

BOYS AND GIRLS CLUBS OF CANADA CORE VALUES

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 for children, youth and families so that we can make our world better.

BOYS AND GIRLS CLUBS OF CENTRAL VANCOUVER ISLAND CORE PROGRAMMING

- **Physical Activity**
- **Nutrition & Nature**
- **Education Support**
- **Financial Literacy**
- **Social & Life Skills**
- **Creative Arts**
- **Cultural Diversity**
- **Leadership Development & Entrepreneurship**



LOCATIONS and PROGRAMS

Comox Valley Clubs

<p>Aspen Park Club 2250 Bolt Avenue Comox, BC Phone: 250-650-2274 E-mail: aspenpark@bgccvi.com</p>	<p>Before and After School Care Spring Break, Winter Break and Pro-D Camps Summer Camps Adventure Club</p>
<p>Brooklyn Club 1290 Guthrie Road Comox, BC Phone: 250-650-1458 E-mail: brooklyn@bgccvi.com</p>	<p>Before and After School Care Pro-D Camps (limited)</p>
<p>Comox Valley 4th Street Club & Administration 243 4th Street Courtenay, BC</p> <p>Administration Phone: 250-338-7582 E-mail: reception@bgccvi.com</p> <p>Parenting Programs Phone: 250-338-7141 Email: parentingprograms@bgccvi.com</p> <p>Teen Entrepreneur Club Phone: 250-898-9282 Email: cvyouth@bgccvi.com</p>	<p>Parents Together Parenting Without Power Struggles Parents in the Know Teen Entrepreneur Club (TEC)</p>

Lantzville Clubs

<p>Lantzville, Seaview and Costin Hall Club #7 - 7221 Lantzville Road, Lantzville, BC Phone: 250-390-4001 E-mail: lantzville@bgccvi.com</p> <p>Seaview 7000 Lantzville School Road, Lantzville, BC Phone: 250-755-6526</p> <p>Costin Hall 7232 Lantzville Road, Lantzville, BC Phone: 250 390 4001</p>	<p>Before and After School Care Spring Break, Winter Break and Pro-D Camps Summer Camps Family Place Parents Together</p>
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Nanaimo Clubs

<p>Beban Club and Administration 2290 Bowen Rd Nanaimo, BC Phone: 250-754-3215 E-mail: reception@bgccvi.com</p> <p>Out of School Care Phone: 250-585-2480 E-mail: beban@bgccvi.com</p>	<p>After School Care Spring Break, Winter Break and Pro-D Camps Summer Camps</p>
<p>Coal Tyee Club 2280 Sun Valley Drive, Nanaimo, BC Phone: 250-616-7681 E-mail: coaltyee@bgccvi.com</p>	<p>Before and After School Care Pro-D Camps (limited)</p>
<p>Forest Park Club 2050 Latimer Road, Nanaimo, BC Phone: 250-751-8937 E-mail: forestpark@bgccvi.com</p>	<p>Before and After School Care Spring Break, Winter Break and Pro-D Camps Summer Camps</p>
<p>Chase River and Richardson Road Club 1400 Cranberry Avenue, Nanaimo, BC</p> <p>Out of School Care Phone: 250-753-2464 E-mail: chaseriver@bgccvi.com</p> <p>Station 4 Daycare & Chase River Preschool Phone: 250-753-2464 E-mail: station4@bgccvi.com</p> <p>Richardson Road 1800 Richardson Road, Nanaimo, BC Phone: 250-753-2464 E-mail: chaseriver@bgccvi.com</p>	<p>Before and After School Care Spring Break, Winter Break and Pro-D Camps Summer Camps Purple Girlzillas Daycare (30 months to 5 years) Preschool Program Family Place</p>



Nanaimo Clubs continued...

<p>Fifth Street Club #20 Fifth Street, Nanaimo, BC</p> <p>Out of School Care Phone: 250-754-3220 E-mail: centredirector@bgccvi.com</p> <p>Bright Adventures Daycare Phone: 250-754-3294 E-mail: daycare@bgccvi.com</p> <p>South Side Teen Centre Phone: 250-713-5787 E-mail: sstc@bgccvi.com</p> <p>Generation Q Phone: 250-755-6542 E-mail: Generationqinfo@gmail.com</p>	<p>Before and After School Care Spring Break, Winter Break and Pro-D Camps Summer Camps Daycare (30 months to 5 years) South Side Teen Centre (ages 11- 18) Generation Q Full Throttle Youth Dragon Boat Team Child, Youth and Family Services</p>
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Ladysmith Club

<p>Ladysmith Child & Family Centre 220 High Street, Ladysmith, BC</p> <p>Out of School Care Phone: 250-245-8921 E-mail: ladysmith@bgccvi.com</p> <p>Multi-age/Early Learning Programs Phone: 250-924-2426 E-mail: ladysmithdaycare@bgccvi.com</p>	<p>Before and After School Care Spring Break, Winter Break and Pro-D Camps Summer Camps Daycare (30 months to 5 years) Infant and Toddler Multiage Program</p>
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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 children. 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 a medical release form.
- If prescribed by a doctor, instructions must be given on dosage and the dosage time.
- Children cannot self-administer medication unsupervised.
- Medication must be in an original container which clearly states the child's name.

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. 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 (when not asthmatic)- 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.

Please arrange for alternative care if your child is sick or suffering from an illness or contagious disease, (i.e. chicken pox, 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 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 returning to the program.



AUTHORIZED PICK UPS

Only persons authorized on your EZChildTrack account will be permitted to pick up your child.

Written notice must be given to the Club if someone other than their parent/ guardian or a person designated on EZChildTrack will be picking them up. No child will be permitted to leave on their own; this is a licensing requirement.

Your child will not be placed in the custody of ANYONE not properly designated by you in writing and/or on EZ ChildTrack. 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.

If someone picking up your child, including yourself, appears to be incapable of providing safe care, staff will ask that other arrangements are made (another authorized to pick up person). If this person or you insist on taking the child, the appropriate authorities will be contacted.

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 try to allow for adequate time for these discussions. Please don't forget to sign your children out on the sign out sheet located near the door.

PEOPLE PROHIBITED FROM ACCESS TO CHILDREN

If there is someone that is prohibited from having access to your children or may pose a threat to your child please speak to a club supervisor and the information will be added to the corresponding section in EZChildTrack. 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.

WITHDRAWAL, DECREASE IN SERVICE, AND REFUNDS

Families must give BGCCVI one month's written notice if you plan to remove your child from the program or decrease the number of days attending. One month's payment in lieu of notice is required for *immediate withdrawal*. Any credits as a result of prepayment will be refunded through the administrative office. This applies to all full time, part time and calendar care schedules. **Drop in spaces are considered payable upon booking.



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WEATHER CLOSURES

From September to June, the Boys & Girls Clubs will be closed if the respective School District in which the clubs/program operates in is closed. **This applies to Early Years programs as well.

Comox Valley: School District #71

Lantzville, Nanaimo and Ladysmith: School District #68

Ray Watkins: Although this school operates within School District #84, please refer to School District #68 for closure information.

Please listen to your local radio stations, check the BGCCVI website (www.bgccvi.com) and Facebook page (www.facebook.com/bandgclubofcvi), or contact your club directly for school and club closures.

If school is in session, but the weather does not permit us to provide safe care, we do reserve the right to close the club and have parents pick up their children from school.

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 & Girls Club will decide whether it is safe to open or stay open. Please listen to your local radio stations, check the BGCCVI website (www.bgccvi.com) and Facebook page (www.facebook.com/bandgclubofcvi), or contact your club directly for school and club closures.

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

FOOD

Daily nutritious snacks are provided in the Out of School Care, Daycare/Infant & Toddler Multiage and Summer Camp programs. If you wish to bring snacks for birthdays or other celebrations, please let us know as some children have food allergies. For all summer camp days and full day out of school care days (ie PD days, Spring Break etc), 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.



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TOYS FROM HOME

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

SUNSCREEN AND PROTECTION

The registration process includes giving BGCCVI permission to administer sunscreen to children at the Clubs. All parents must give this authorization and supply their own lotion 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 complete a Medical Condition Release Form.

OUT TRIPS

BGCCVI programs include many exciting out trips. Trips are planned frequently throughout the year. Out trips will vary from short tours in club communities, to longer day trips around Vancouver Island, and in some cases, even off Island. It is very important that you make sure that your child comes to the Club prepared every day with the clothing and supplies he/she may need to actively participate.

PARENTS'/GUARDIANS' ROLE

If your child requires a 5-point harness, or any specialized car seat, you must provide a valid (not expired) seat any time BGCCVI will be transporting your child.

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 (parents must provide their own transportation). It is very important that we be able to reach you at all times. Please let us know immediately of any changes in address, workplace, phone numbers and emergency contact names and numbers.

It is critical that you inform us if your child will not be attending the program. Please do so by either A) Emailing with minimum 24 hours advance notice, or B) phone the club cell phone MINIMUM of 60 minutes prior to when the child was scheduled to start care. Staff are unable to leave the school until the child is located. Staff will contact parent/guardians and emergency contacts until the child's whereabouts can be confirmed. If we are unable to reach anyone and the child is deemed missing, appropriate authorities will be contacted.



PARENTS'/GUARDIANS' ROLE continued

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 practises and behavioural concerns. If you are experiencing any concerns or problems, we encourage you to discuss it with staff at 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 this is the case, please make an appointment with the Supervisor/Manager at a time that is mutually convenient.

PARENT/CAREGIVER DROP OFFS AND PICK-UPS

Children must be dropped off no earlier than the posted club/program opening time, and picked up by closing time. Please notify us if a personal emergency arises and you are going to arrive after closing. If you have not contacted us by closing time, we will attempt to contact you and/or the people on your emergency contact list. If we are not able to contact you or the people listed on your 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 per child automatically charged to your account for every 15 minutes that you are late.

PRIORITY ENROLMENT, MONTHLY FEES & DROP IN SPACES

Priority will be given to those parents/caregivers registering their child(ren) for full time, 5 day per week care. If spaces are still available at the club after all 5 day per week children are registered, parents/caregivers will have the opportunity to register for regularly scheduled part-time care for 4 or 3 days per week (ie- every Tues, Wed, Thurs and Fri, or every Mon, Wed and Fri). All full-time and part-time fees will be billed on a monthly basis. Note- For Infant spaces in the Multi-age program, only 5 day per week and daily care (pending availability) are offered.

“Calendar” and “Drop in” spaces are NOT guaranteed spaces. They are offered based on availability only.

Calendar: Children attend on an irregular basis each week, with schedule of requested days provided 2 weeks minimum before the first day of care each month. Daily fee rate applies.

Drop in: Children attend sporadically. Parents should inquire regarding availability with the Program Supervisor with as much advance notice as possible. Daily fee rate applies.



Priority Enrolment, Monthly Fees & Drop In Spaces continued...

*****If a part-time, calendar or drop in space is required for a full time child, you will be given 30 days notice of first right of refusal to increase your care to full time. If you do not wish to upgrade your care, the space will be given to a full time child.**

WAITLIST

When a club and/or program are operating at full capacity, names will be placed on a waitlist. Parents/caregivers will be contacted from the waitlist on a first come, first served basis starting with those requesting full-time 5 day per week care.

FEES AND MEMBERSHIP

A yearly membership fee of \$24.00 will be charged to every family upon registration and every September thereafter. Membership fee can be waived based on demonstrated need via a written request.

All fees are due by the beginning of the month child care services are provided. Fees **MUST** be paid in full before your child(ren) can enter into care. For example, fees for services in the month of September are payable on or before September 1st. All fees thereafter are due on, or before the 1st of each month.

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

Many convenient payment options are available:

1. Direct Withdrawal – pick up a packet from your club and return completed with a void cheque.
 - a. Option of dates: 21st for following month, **or** 7th for current month's fees.
 - b. Note: this is not part of EZ ChildTrack.
2. "Auto-Pay" credit card payments through EZ ChildTrack on the 1st of each month.
3. One-time credit card payments
4. Cheque payable to "BGCCVI"
5. Cash
6. E-mail funds transfer (billing@bgccvi.com)
7. Payment Plans (available upon confirmation of demonstrated financial need)

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. When service is discontinued child (ren) will be placed on a waitlist and can re-enter the program at the first available opportunity after the balance on the account becomes zero.

*****An NSF fee of \$25.00 is charged for each returned payment.**



Fees and Membership continued....

**** Please Note:** Subsidy is available through the Ministry of Children & Family Development for those who qualify. To obtain more information, or download application forms, visit their website at: 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 or log onto EZChildTrack and access your account through the Parent Portal regarding your fees due. Any questions regarding the application process should be directed to **Child Care Subsidy** at **1-888-338-6622**.

All parents who are eligible for Child Care Subsidy are responsible for applying for subsidy and keeping their application current. Parents must have completed and submitted their subsidy application on, or before the time of registration. If we have not received notification of subsidy from the Ministry before the child begins attending the Program, parents will be given a two week grace period for the estimated subsidy paid portion. As Child Care Subsidy does not cover the entire fee, any remaining balance (not covered by subsidy) is due in full on or before care commences.

After two weeks if subsidy has not been received, the parent will be required to pay the subsidy portion of their Child Care fees until payment is received from the Ministry. Once payment is received, BGCCVI will reimburse the parent for the subsidy portion. In the case where the Subsidy application is denied, cancelled or adjusted, the parent/guardian is responsible for 100% of any remaining fees.

STAFF

All Leaders have a valid First Aid Certificate and if they drive the vans or buses, a valid Class V or 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. For Early Years programs, the BGCCVI hires employees that have received their License to Practice through the Ministry of Child and Family Development ECE Registry. All staff are given an orientation and ongoing 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.



Guidance and Discipline continued...

For most incidents of inappropriate behaviour, 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 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.

COMMUNICATION AND COMPLAINTS

If any concerns you have are not adequately addressed, you have the option to file a written client complaint via email, or using the form that is in the back of this handbook. Parents must inform the Boys and Girls Club in writing, and provide appropriate documentation of any medical concerns, custody orders, as well as behavioural and/or learning issues that affect your child/ren.

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 program leader and/or program supervisor.
2. If you are not satisfied with the outcome of this discussion, please submit your concerns in writing via email, or by using this form and ask to speak to the program supervisor and/or program director.
3. If you still feel that your concern has not been resolved after meeting with the program director, 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

We look forward to getting to know you and your family!

