



**Children's Recreation Programs
Membership Information
Parent/Guardian Guide**

Skyline Kidzone

(After School Care/Summer Camp)

Chilcotin Road

(After School Care/Summer Camp))

BGCWL Children's Program Coordinator: 250-855-4124

Skyline Program Leaders: 236-313-4653

Chilcotin Road Program Leaders: 250-305-7207

BGC Williams Lake Director: 250-305-4254

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Welcome to BGC Williams Lake Club

Thank you for choosing BGC Williams Lake Club for your child's recreational and developmental journey. This handbook is designed to give you an overview of our Children's Recreation & Development Programs, the high standards you can expect from our staff, and the expectations we have for parents and members. Together, these guidelines help us create the best possible experience for your child.

Purpose

BGC Williams Lake Club joined with BGC Kamloops in August 2021 to strengthen our commitment to serving families in our community. Our Club exists to provide every child with the opportunity to enjoy recreational, social, and educational programs in a safe, supportive, and fun environment.

Through every activity, we aim to foster self-esteem, encourage personal growth, and promote positive relationships. Our programs are designed to be accessible to all children, including those whose parents are working or attending school. We are dedicated to ensuring each member feels welcomed, valued, and inspired to reach their full potential.

Philosophy

1. To provide a sense of belonging by getting to know each child as an individual.
2. To allow a child freedom to express feelings, thoughts, and ideas always.
3. To provide hands-on experience through the availability of safe, age-appropriate materials and equipment.
4. To implement programs that will aid the children in self-chosen activities that enhances social, emotional, physical, and cognitive skills.
5. To provide a safe and secure environment.
6. To encourage and support children to demonstrate respect for one another.
7. Provide a strength based approach to manage positive child guidance.
8. To provide an atmosphere which builds self-esteem and acknowledges the child's successes.

Should you have any questions, please do not hesitate to contact the Coordinator of Children's Programs 250-855-4124 or email m.batty@bgckwl.com

Programs

BGC Williams Lake Club's children's programs are licensed by the Community Care Licensing Branch of the Interior Health Authority. Our programs are designed to support the development of social, intellectual, and physical skills while expanding children's interests and confidence.

We incorporate **five core components** into our recreational programming:

- **Educational** – fostering learning and curiosity
- **Physical** – promoting active, healthy lifestyles
- **Social** – building friendships and teamwork
- **Creative** – encouraging self-expression through arts and innovation
- **Community** – developing leadership and civic engagement

Children participate in a variety of activities, including arts and crafts, drama, community involvement projects, leadership opportunities, healthy living initiatives, and unstructured free-choice time.

After School Program Schedule

- **Skyline KidZone** – September through June, Monday to Friday, 2:30 p.m. to 5:30 p.m. Includes a nutritious snack and daily activities.
- **Chilcotin Road KidZone** – September through June, Monday to Friday, 2:30 p.m. to 6:30 p.m. Includes a nutritious snack and daily activities.

On early dismissal days, programs will begin at the school's early dismissal time.

Full Day Program Schedule (Spring Break, Pro-D days, and Summer)

- Monday to Friday. 8:15am – 5:15pm

Pick-Up Policy

Parents **must** pick up their children by the scheduled closing time for their location. Repeated late pick-ups may result in a review of the child's placement in the program.

Full-Day Programs

When there is sufficient demand, BGC Williams Lake Club offers full-day programming on School District professional development days and during spring break. Our summer programs are available at two locations, depending on registration numbers and community needs.

Regularly registered members receive **priority access** to full-day program registration before spaces are offered to the public. Program Leaders will provide advance notice and all relevant details, including dates, schedules, fees, and registration deadlines, to ensure families have time to plan.

Club Closures

BGC Williams Lake Club is closed during the following times:

- All statutory holidays
- Good Friday and Easter Monday
- Christmas holidays
- The last week of August

These closures apply to all program locations and schedules. Families will be notified in advance of any additional closures or changes to program hours.

Attendance & Absences

If your child will not be attending the program on their scheduled day, a parent or guardian must notify the their Program Leader **no later than 1:00 p.m.** on that day.

If we are not contacted to report an absence, we are required to treat the child as **missing** until we receive confirmation of their whereabouts. This may involve contacting the RCMP to ensure the child's safety.

Repeated failure to inform the Program Leader of absences may result in the loss of program access.

Staff & Program Scope

Our programs are led by qualified **Child and Youth Workers** with diverse educational and training backgrounds. A dedicated team of staff and volunteers plan and deliver engaging, high-quality programs for all members.

All staff and volunteers undergo **Criminal Record Checks**, and all staff maintain **current First Aid and Food Safe certifications**. Staff also participate in ongoing **professional development** to continually enhance their skills, including **15 hours of online BGC Canada training modules**, which provide guidance and best practices for supporting the growth, safety, and well-being of our members.

Important Note: BGC Williams Lake Club is **not a specialized child care facility**. Our programs are recreational and developmental in nature, designed to provide a safe, fun, and supportive environment for all children. Families with children who require specialized care should ensure that appropriate support is in place, as our staff are not trained to provide individualized medical or therapeutic care.

Transfer of Care

On scheduled program days, children must go directly after school to their predetermined **pick-up location** at the Marie Sharpe playground area, or Chilcotin Road Portable. Once children are **signed in**, the transfer of care moves from the school to BGC Williams Lake Club, and children are supervised at all times by Club staff.

For **programs located on school property**, children must arrive directly at the designated program location after school. **Children are not supervised until they have been signed in** by Club staff.

If a child has not arrived by **3:30 p.m.**, the Program Leader will:

1. Contact a parent or guardian to determine the child's whereabouts and remind them to notify the program of absences.
2. If the child cannot be located and parents/guardians cannot be reached, the Program Leader will contact the emergency contact.
3. If neither parents/guardians nor emergency contacts can be reached, the **RCMP will be notified**.

Once signed into the program, children **cannot return to the school** unless accompanied and supervised by program staff.

Children arriving by other means, such as a **school district bus**, are expected to go directly to Club staff to sign in. Once signed in, supervision is provided by Club staff.

On occasion, a parent or guardian may request a **specialized transfer of care plan**. In such cases, the agreed-upon plan must be **in writing** and consistent with the Club's policies and practices.

Care and Supervision

Your child's safety is our top priority. BGC Williams Lake Club takes every precaution to ensure a safe and supportive environment for all participants.

Children are supervised by qualified staff at all times during program hours, and we maintain **appropriate supervision ratios** to meet licensing and safety requirements. Program equipment and play spaces are **regularly inspected**, and activities are designed to be **developmentally appropriate**. Clear safety policies and procedures guide all staff and volunteers, helping to minimize the risk of accidents.

In the event of an accident or incident, staff will complete the necessary documentation, including **accident, incident, and/or injury report forms**. Staff responsible for supervision always carry **emergency cards** for each child, which contain all pertinent information, including contact and medical details.

If parents have any questions or concerns regarding safety, they are encouraged to speak directly with the **Program Leader**.

Program Registration & Fees

Registration for BGC Williams Lake Club programs is managed through our online system, **Amilia**. New families will receive a registration code from the Administration Support Worker to set up an account. Accounts must be created **on a computer (not a cell phone)** to complete registration.

Detailed instructions for using the registration system are available upon request or online via the Club website: www.bgcwilliamslake.com. Families who need access to a computer to register can also do so at the Club.

Billing and Payments

All program fees are processed through the Amilia system. Parents are asked to enroll in **pre-authorized debit or credit payments**. Fees are withdrawn on the **20th of each month**, with payments equalized throughout the school year for consistent monthly billing. Parents may choose to pay **monthly or annually** at the time of registration.

Membership Fees

- \$25 per child per year, up to a maximum of \$50 per family, due in **September**.

Program Fees

- Skyline Kidzone program: \$251/month for Kindergarten, \$254/month for Grade 1+
- Chilcotin Road Afterschool Program: \$300/month
- Summer Program: \$175/week at either location.
- Full-day programs during school closures: \$35/day

As a licensed program, we encourage families to explore the **Affordable Child Care Benefit** offered by the provincial government, which can help reduce program costs.

No child will be refused participation in our programs due to an inability to pay the membership fee. Families in this situation are encouraged to speak confidentially with the Club Director to discuss options.

If you choose to **withdraw your child** from a program, we require **one month's written notice**. Without this notice, you will be billed for one month's fees following the withdrawal date.

If a parent has already paid for program services that we are **unable to provide as scheduled**, the full amount for the services not rendered will be **reimbursed**.

Affordable Childcare Benefit

Families may be eligible for the **Affordable Childcare Benefit** through the provincial government. More information is available here: <https://www2.gov.bc.ca/gov/content/family-social-supports/caring-for-young-children/child-care-funding/child-care-benefit>. To access this benefit, families must complete all **mandatory documents** as outlined on the website. We ask that parents have a **current authorization** in place at the time of registration. If authorization

is not yet approved, full program fees will be collected at registration, and a **credit will be applied** once the subsidy is approved.

Please note that it is the **parent/guardian's responsibility** to complete the required documentation to access the Affordable Childcare Subsidy. For assistance or questions, contact the **Program Coordinator** or the **Administration office**.

Reduction of Program Participation or Withdrawal from the Club

To ensure all members have access to Club programs, we ask families to **notify the Program Leader** if their child is unable to attend. This allows us to offer vacant spots to children on our **waitlists**. Please note that some programs have significant waitlists. In cases of **repeated unexplained absences**, the Club reserves the right to **re-allocate your child's space** to another member.

Leaving the Club at the End of Programs

We are concerned about the safety of all our members, therefore, whenever possible, we request that parents or guardians pick-up their child(ren) at the program location at the end of their day. For some families this may not be possible, and at a parent's discretion, other arrangements can be made. If you are sending an alternate pick-up person, please contact the Club to inform us of the person(s) name. An alternate pick-up person must show their identification to ensure they are the person the staff have been approved for pick-up of the child.

Parent/Guardian Pick-Up

Strict procedures are in place to ensure the safe release of children from the Club. All of the following must be followed:

- An alternate may pick up your child **only with prior written or verbal authorization** from the parent/guardian. Alternates must be listed in the child's registration information. If staff are unfamiliar with the alternate, **photo ID will be requested** to confirm their identity.
- This process ensures that **only pre-designated individuals** can pick up your child. If ID is not provided, staff will not release the child. Parents are encouraged to be available by phone to confirm the pick-up if necessary.
- The parent, guardian, or designated alternate must **sign the child out** with Club staff.
- Parents and alternates are advised **not to consume alcohol or marijuana** prior to pick-up. If impairment is suspected, an alternate pick-up must be arranged, or a taxi will be called.

Late Pick-Up

If you are delayed in picking up your child, contact the Program Leader **as soon as possible** with your estimated arrival time. If a child is **not picked up by Club closing time** and no communication has been received, staff will contact the **emergency/alternate contacts** listed on the child's membership form. If none of these contacts can be reached, the **Ministry of Children and Family Development** will be contacted to arrange care until a parent or guardian can be reached.

A Day in the Life.

Skyline KidZone ASP Schedule

- **2:30 PM** – Staff begin picking up children from the bus stop / Marie Sharpe playground
- **3:00 – 3:20 PM** – Playground free time or pre-activity sessions
- **3:30 PM** – Snack time
- **3:45 – 4:30 PM** – Core activity period
- **5:00 – 5:30 PM** – Flexible pick-up window; children may be picked up at any time during this period

Chilcotin Road ASP Schedule

- **2:30 PM** – Staff begin picking up children from designated bus stops or school playground
- **3:00 – 3:20 PM** – Playground free time or pre-activity sessions
- **3:30 PM** – Snack time
- **3:45 – 5:00 PM** – Core activity period
- **5:00 – 6:30 PM** – Extended activity time, including arts & crafts, games, and free-choice play. Children may be picked up at any time during this period.

Children may leave the Club only with their authorized pick-up once they have been signed out. Parents are responsible for ensuring staff are aware that they are taking their child from the program. If a child leaves without being properly signed out, staff will contact the parent/guardian to confirm the child's departure and remind them to complete the sign-out process.

Abuse Policy

BGC Williams Lake Club (BGCWL) values its partnership with parents in advocating for the safety and well-being of children and youth. We are committed to protecting children and youth from abuse and neglect and to preventing any form of harm while they are in our care.

Duty to Report

Under the **Child, Family and Community Service Act**, anyone who has reason to believe that a child has been, or is likely to be, abused or neglected has a **legal duty to report** the matter. As a licensed program under the Community Care Facilities Licensing, BGCWL staff also have a duty to report any suspected abuse or neglect to **Interior Health Licensing**.

In the event of an allegation of abuse involving a BGCWL staff member or volunteer:

- The staff member or volunteer will be **removed from all activities involving supervision of children/youth** by the responsible Program Leader/Coordinator.
- The Executive Director will determine the appropriate course of action regarding the employee or volunteer during the investigation.
- BGCWL staff will fully cooperate with **the Ministry of Children and Family Development** and the **RCMP** during any required investigation.

- Support will be provided to the staff or volunteer until the allegation is **determined to be well-founded**.

BGCWL takes all allegations seriously and follows strict procedures to ensure the safety of all children and youth in our programs.

Food Policy

All licensed programs at BGC Williams Lake Club (BGCWL) that provide food services follow Canada's Food Guide. Scheduled snacks and meals are offered in a safe, clean space with appropriate supervision and sufficient time, taking into account children's age, hours in care, food preferences, and cultural background. Menus and snack plans are posted at each facility and can be provided to parents upon request, and are available in our monthly newsletter. Children with special dietary needs must have a care plan completed with the Program Coordinator, and staff will follow the directions outlined in the plan. While staff ensure a variety of nutritious foods are available, children are never forced to eat; recurring refusal to eat will be communicated to parents and may result in a care plan to support the child's health and wellness. Drinks such as water, milk, or juice are offered with meals and snacks. Food is never used as a reward or consequence for behaviour, and staff focus on promoting healthy eating habits in a positive and supportive environment.

Medical Information / Emergency

All children attending BGC Williams Lake Club programs must have a current membership form completed. Parents/guardians are required to provide an up-to-date photo and immunization acknowledgement through the online registration system. It is essential that parents/guardians inform the Club of any changes to their child's medical or emergency information to ensure staff can respond appropriately in any situation.

Sick Child Policy

Parents are asked to keep their children at home or make alternate care arrangements if they exhibit any of the following symptoms:

- Unexplained or undiagnosed pain
- Acute cold with fever, runny nose, coughing, or sore throat (children may return once temperature, energy, and well-being are normal; lingering cough or runny nose may be acceptable depending on the illness; allergic reactions are not contagious)
- Difficulty breathing, wheezing, or persistent cough
- Fever of 100°F (38.3°C) or higher accompanied by listlessness
- Sore throat or trouble swallowing
- Infected skin, eyes, or an undiagnosed rash
- Headache with stiff neck (physician consultation recommended)
- Unexplained diarrhea or loose stool with nausea, vomiting, or abdominal cramps
- Nausea or vomiting that may indicate early illness
- Severe itching of body or scalp
- Known or suspected communicable diseases

Children must be kept home if they are suffering from any of the above symptoms or are **not well enough to participate in regular program activities**. This policy helps ensure the health and safety of all children in our care. If you have questions about whether your child should attend check with the Program Staff.

If your child is placed on medication they need to stay at home for one full day after the start of the treatment at the discretion of the Program Leader. If your child requires medication while in programming, caregivers MUST fill out a “Medication Administration Consent Form.”

Field Trips and Outings

All field trips and excursions are **carefully planned and supervised** by Club staff. Parents/guardians will be informed in advance of all trips, except for outings within City limits. If your child is **not to participate** in a field trip or outing, the Centre must be notified **in writing**. Transportation may be provided using **Club vehicles, public transportation, or properly insured staff vehicles** as required

Clothing

We recommend that children wear **comfortable, washable, and labeled clothing** suitable for regular outdoor activity. Clothing should be appropriate for the weather, as children will go outside regularly. During winter, please ensure your child has **snow boots, mittens, snow pants, a warm coat, and a toque**. Staff will remind parents if these items are not consistently provided. Families who may **lack the financial resources** to supply winter clothing are encouraged to speak with Club staff, who will do their best to provide support and ensure children are appropriately dressed.

Children’s Personal Property

Children’s personal belongings, including coats, clothing, and school bags, should be **cleared from the Club’s space daily**. **We recommend that children not bring money, toys, food, and/or other unnecessary items to the program**. Staff will help children store their belongings in the designated areas and encourage orderly organization. The Club and its staff **cannot be held responsible** for lost or stolen items.

Guidance Policy

At BGC Williams Lake Club, children can expect:

- **To feel welcome and included** – all children are encouraged to participate and contribute ideas to program activities.
- **A safe environment** – behaviour expectations are explained, and staff follow strict safety procedures.
- **Support in making positive choices** – children are guided to make healthy, constructive decisions and given independence during less structured times.
- **Fun and engaging experiences** – programs offer diverse play, learning, and culturally inclusive activities that celebrate differences in ability and background.
- **You can have fun here**. Different kinds of play experiences, challenging activities and learning opportunities are provided on a rotating basis so that resources are available for exploration as well as fun. Cultural and ability differences are highlighted and celebrated.

Expectations of Club Members

All children attending BGC Williams Lake Club are expected to:

- Treat others with **respect**
- Use Club facilities and equipment **safely and appropriately**
- Adhere to the **no-violence policy** to ensure the safety of everyone
- Use **appropriate language** at all times
- **Listen to Club leaders** to help maintain a safe environment

Managing Inappropriate Behaviour

If a child exhibits inappropriate behaviour, staff use a variety of strategies to support positive change, including:

- Calm and respectful discussion
- Positive reinforcement
- Reviewing Club guidelines
- Redirection
- Problem-solving
- Appropriate consequences

BGC has a three-strike policy for behaviour-related incidents. If a child continues to engage in damaging or unsafe behaviour after receiving three warnings or interventions, they **may be sent home** to ensure the safety of themselves and others.

If inappropriate behaviour persists, parents/guardians will be contacted for a meeting with the **Coordinator of Children's Programs** and **Program Leader** to develop a **behaviour care plan** tailored to support the child.

BGCWL follows a **least-intrusive intervention policy** to manage behaviour. In crisis situations, staff will first attempt to calm a child using verbal intervention. If behaviour escalates physically and poses a risk to the child, other children, or staff, more **intrusive measures** may be necessary. Only staff trained in **Non-Violent Crisis Intervention** may participate in physical interventions, including a two-person or one-person restraint. Staff always prioritize the safety of the child, peers, and caregivers.

In cases of **extreme behaviour requiring physical intervention**, a care plan will be established before the child can return to the Club, and a **licensing report** will be filed as required.

Expectations of Parents/Guardians

BGC Williams Lake Club asks parents and guardians to actively support their child's success in our programs by: sharing information about any behavioural challenges and strategies used at home or school to help staff provide a smooth transition; participating in the development of care plans, providing guidance and resources, and following through with agreed-upon objectives whenever possible; supporting the Club's Guidance Policy and seeking clarification when needed; and **ensuring that someone is available to pick up their child within 20 minutes** if contacted by the Club.

For children attending programs with an **external support worker**, a meeting with the Program Leader is required before the support worker begins attending. All external support workers must provide a **recent, successful criminal record check** prior to their start, and expectations of all parties will be discussed to ensure the child's needs are met.

Program Withdrawal by Club.

BGC Williams Lake Club **reserves the right to request that a child withdraw from the program** if it is deemed necessary to ensure the safety, well-being, or success of the child, other members, or staff.

Club Support

Families and children attending BGC Williams Lake Club programs have access to additional support services provided by Club staff. Services may include program referrals, community agency referrals, care plans, advocacy, and more. For more information about available support, please contact the Program Coordinator at 250-855-4124

Parent Involvement

Our programs have an **open-door policy**, and we warmly invite parents/guardians to join us on special outings or spend time in the program. If you have a hobby or special talent, we encourage you to share it with the children. If daytime participation isn't possible, other forms of involvement are welcome, such as providing recyclable materials for crafts or volunteering at special events. Parents may also make **cash or in-kind donations**, which may be eligible for a charitable donation receipt. We ask that parents support **special event fundraising activities** to the best of their ability.

Emergency Plan

All BGC Williams Lake Club facilities have written emergency procedures, including evacuation plans. In the event of an emergency requiring evacuation, staff will make every effort to contact parents/guardians as soon as it is safe. If we are unable to reach a parent/guardian, signage will be posted at the evacuated facility with the location of your child and a contact phone number. Regular supervision requirements will be maintained at all times during an evacuation. For more information on emergency preparedness, visit the Provincial Emergency Preparedness Program at www.pep.bc.ca or call 1-800-663-3456. Parents may also request a copy of the Club's Emergency Plan Manual for review.