



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

KidZone

(After School Care/Summer Camp)

BGC WL Club

(Summer and Spring Break Camps)

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Welcome to BGC Williams Lake Club

Thank you for choosing to register your child as a member of BGC Williams Lake Club. We have developed this information guide to give you an overview of the Children's Recreation & Development Programs and the expectations that you can have of the program and staff. It will also outline what expectations we have of parents and members so that we can provide the best possible experience for your child.

Purpose

BGC Williams Lake Club is amalgamated with BGC Kamloops in August of 2021. Our Club exists to provide opportunity for all children in our community to experience recreational, social, and educational programs in a safe, enjoyable, and supportive atmosphere. All of our programs and interactions with members are designed to promote the development of self-esteem. Our goal is to plan programs and activities that are accessible to all children, including those families in which the parent(s) are working outside the home or going to school.

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 Club Manager 250-305-4254 or clubmanager@bgcwilliamslake.com

Programs

The Community Care Licensing Branch of the Interior Health Authority licenses children's programs at BGCWL.

Our programs offer a wide range of activities that develop social, intellectual, and physical skills as well as broaden children's interests. We incorporate five components into our recreational program which include, educational, physical, social, creative and community. Children can be involved in programming that includes arts & crafts, drama, community involvement, leadership, healthy living and less structured free choice activities.

Programs are offered throughout the school months, September through to June.

KidZone opens its doors at 2:30 p.m. Monday-Friday. We provide a nutritious snack afterschool and programmed activities. Parents MUST pick up their children by 5:30pm.

BGCWL may offer full day programming during School District professional development days and spring break when there is demand. Full day Summer programs are offered at two locations Skyline and NOOPA based on demand and registration. All regularly registered members have first access to register for these programs before they are opened to the public. The Program Leader will share all relevant information pertaining to full day programs.

The Club is closed over the Christmas holidays, all-statutory holidays, Good Friday/Easter Monday.

If your child is not attending programs on their designated program day, a parent/guardian must contact the KidZone Program Leader prior to 2:00p.m.

In the case of a recurring failure to inform, families may lose the opportunity to access programs. On early dismissal days, programs will open at early dismissal time.

Staff

Programs are staffed by qualified Child and Youth Workers who have a variety of educational and training backgrounds. A skilled team of staff and volunteers develop and deliver the programs for members. All staff and volunteers have successfully completed a Criminal Records Check and all staff have a valid First Aid and Food Safe Certificate. As well, staff regularly participate in professional development opportunities to enhance their skills. All program staff have also participate in 15 hours of online BGC Canada training modules designed to support staff to provide the best quality care for our members.

Transfer of Care

On scheduled days children must go directly after school to the predetermined pick-up location at Marie Sharpe bus loop and playground area. Once children are signed in, the transfer of care moves from the school to the Club where they will be supervised at all times by Club staff.

When children are attending KidZone located on school property, we expect the children to arrive at the designated location directly after school. Children are not supervised until they have been signed in by club staff. If children have not arrived at the program by 3:15pm, the Program Leader will contact a parent/guardian to determine the whereabouts of the child and to inform the parent that they are not in our care. We will also remind parents to contact the centre to inform when their child will be absent. If the child has not been located and the parents/guardian can not be reached, the Program Leader will contact the emergency contact. If a parent/guardian or an emergency contact is unreachable the R.C.M.P. will be called.

Once children are signed into the program centre they will not be allowed to go back to the school unless supervised by program staff.

Children arriving to the Club by other means such as a school district bus, they are expected to go directly to the Club staff to sign-in. Once the child is signed in, they will be supervised by Club staff. On occasion a parent/guardian may request a specialized transfer of care plan. In this case the agreed upon plan must be in writing and consistent with our practices in this area.

Care and Supervision

Planning for your child's safety while they are in our care is important to us; we take every precaution available to always ensure the safety of all participants. Children are supervised by staff during program times and there are many procedures in place to maintain supervision ratios. By ensuring that our equipment and play spaces are inspected regularly, our programming is developmentally appropriate, and we have adequate safety policies and procedures in place for staff and volunteers to adhere to, we decrease the risks of accidents. In the case of an accident or incident involving a child in our care the appropriate documentation will be completed i.e. accident/incident and/or injury report form. Staff responsible for the supervision of children always carry on them the emergency cards for each child. Emergency cards consist of all pertinent information regarding children attending programs. Should parents have any questions or concerns regarding safety please speak with the Program Leader.

Program Registration & Fees

Registration is accessed on our online system, Amilia. When new to the Club, the program leader will provide a code for parents. Parents must set up an account (on a computer, not cell phone) and then once complete they will be able to register for programs. Detailed instructions are available to learn the registration system at request or online via the Club website at www.bgcwl.com. Parents can also get access to computers to register at the Club if this is a barrier. Billing is also completed through the registration system. When registering for programs, parents are asked to sign up for pre-authorized debit or credit. Parent fees are withdrawn on the 20th of each month. Payments are equalized throughout the school year so

that each month the payments remain consistent. Parents have the option to pay monthly or annually upon registration. The Club's annual membership fee is \$25.00 per year, per child to a maximum of \$50.00 per year, per family due in September. The fee for children to attend programs after school is \$10.00 per day and in September 2022 the daily rate will increased to \$13.00 per day. Full day programming during school closures is \$30.00 per day. As the program is licensed, we encourage parents to access the affordable child care benefit through the provincial government.

No child will be refused participation due to an inability to pay the membership fee. Please speak to the Club Manager, if this applies to you.

If you choose to cancel your child's enrolment in the program, we require **one month's written notice**. If notice is not received, you will be billed for one-month fees following the withdrawal date from the program. If a parent portion has been paid and we are not able to provide service as scheduled, the parent will be reimbursed for the entire amount paid for services not rendered.

Affordable Childcare Benefit Information

Families may be eligible to access the Affordable Childcare Benefit <https://www2.gov.bc.ca/gov/content/family-social-supports/caring-for-young-children/child-care-funding/child-care-benefit>. If you are eligible, you must complete the mandatory documents as outlined on the website link above. We would ask that a parent has a current authorization in place when registering or full fees will be collected and then once the authorization is approved a credit will be applied to your account. Please note, it is the parent/s responsibility to fill out the appropriate documentation in order to access the Affordable Childcare Subsidy. For more information please contact your Program Leader or the Administration office.

Reduction of Program Participation or Withdrawal from the Club

In order to ensure maximum availability of Club programs and to use the capacity of the programs effectively for all the members, we request families to notify the Program Leader if your child is unable to attend. We are then able to fill vacant spaces with wait-listed children. Please note that we maintain significant waitlists for some of our programs and we reserve the right to re-allocate your space in the event of several unexplained absences.

Transportation

All drivers of club vehicles possess a Class IV Driver's license. In exceptional circumstances, we may need to transport a member in a staff member's personal vehicle. These vehicles are appropriately insured for this purpose. All Class IV drivers provide an annual driver's abstract to the Club that ensures their suitability as a driver for transporting members.

Transportation can be provided in Club vehicles by Club staff for children that have no other means of transportation to the Club after school. Supervision of children is provided while riding the bus with the same adequate levels as while in programs.

Members who will be using Club transportation to get to the Club after school must go directly to the pre-designated meeting place for pick-up by the Club's staff and Club vehicle immediately after school. Children must be dismissed on time in order to "catch the bus". If

your child must remain after school for a school related activity, the Club must be notified prior to the designated pick-up time and the parent will need to make alternate arrangements for transportation to the Club.

If your child is not attending programs on their designated pick-up day, a parent/guardian must contact the Program Leader prior to 2:00pm. In the case of a recurring failure to inform, families may lose the opportunity to use the bus run service.

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

There are strict procedures regarding your child leaving the centre and each of the following procedures *must be followed*:

- An alternate will be allowed to pick-up your child(ren) ONLY if the parent/guardian gives written or verbal authorization. The alternates must be listed in your child(ren)'s registration information. If the staff are not familiar with the alternate, they will ask for picture ID to confirm their identity.
- This ensures that only the properly pre-designated parties have consent to pick-up your child(ren). If the person does not have ID the staff will not release your child, we encourage parents to be readily available to receive a phone call in this case to confirm the pick up person is who they are expecting.
- The parent/guardian or designated alternate party picking up the child(ren) must sign the child(ren) out with Club staff.
- We advise you or your alternate, not to consume *any* alcohol or marijuana prior to the pick-up. Should this situation arise, you will be asked to provide an alternate or a taxi will be called on your behalf.

If you are going to be late picking up your child(ren) due to unforeseen circumstances, you must contact the Program Leader as soon as possible to inform them of your estimated time of arrival. There may be a late fee charge applied in 15 minute increments. If any child is not picked by Club closing time and there has been no communication from the parent/guardian every effort will be made to contact the emergency/alternate pick up individuals listed on the child's membership form. If we are not successful with all of the telephone numbers provided on the membership form, the staff will contact the Ministry of Children and Family Development who will arrange for the child's care until a parent/guardian can be contacted.

A Day in the Life...

Skyline KidZone ASP

- 2:30M **Staff start to pick children up from Bus stop/Marie Sharpe playground**
- 3:00PM to 3:20PM **Playground free time or pre-activities**
- 3:30PM **Snack**
- 3:45PM to 4:30PM **Core Activity Time**
- 5:00PM to 5:30PM **Children can be picked up at any time throughout this period**

Children that are leaving the Club may leave with their authorized pick-up once they have been signed out. Parents are responsible for signing their child out of the Club. If a child has left the Club but has not been signed out correctly the staff will reach out to parents to confirm and remind them to sign their child out.

Abuse Policy

As partners with parents in advocating for children/youth, BGCWL is conscious of its role and responsibilities in the protection of children/youth and the prevention of child abuse.

Duty to Report

Anyone who has reason to believe that a child has been or is likely to be abused or neglected has a legal duty under the *Child, Family and Community Service Act* to report the matter. As our programs are licensed by Community Care Facilities Licensing BGCWL staff have a further duty to report any incident regarding abuse to Interior Health Licensing. In the case of an allegation of child abuse against a BGCWL staff or volunteer, BGCWL will support the staff/volunteer until it is satisfied that, in fact, the allegation is well-founded. The responsible BGCWL Program Leader / Manager will remove the staff/volunteer from all activities involving supervision of children/youth. After consultation with the Executive Director, a course of action will be established regarding employee or volunteer experiences during the course of the investigation. Club staff will comply with the Ministry of Children and Family Development and the R.C.M.P. during any investigation that may be required.

Food Policy

All licensed programs at BGCWL, offering or including food service must adhere to this food policy. BGCWL children's programs offer scheduled nutritional snacks and meals in accordance with Canada's Food Guide.

Menu and snack plans are posted in each facility for parents to view, a copy may be provided at the request of the parent/guardian. If your child has special dietary requirements a care plan must be completed with the program supervisor. BGCWL will adhere to the specific directions of the agreed upon care plan. During snack and meal service children are offered a safe, clean space to eat with an appropriate time frame and supervision. Snacks and meals will include sufficient quantity and quality to meet the developmental needs of the child, having regard to the child's age, the number of hours your child is in our care and the child's food preferences and cultural background. Drinks are offered when food is served, which may include water, milk and/or juice. It is our staff's role to ensure that a variety of nutritional

food is offered to children during snack and meal times however, it is not our role to force children to eat. In the case that a child refuses to eat what is offered, staff and educators may offer the child different food choices when possible. If refusal to eat is recurring, we will inform the child's parent/guardian, which may result in the development of a care plan to ensure health and wellness. Staff and educators will not use food as a reward for, or consequence of, behaviour at any time.

Medical Information /Emergency

All children who attend Club programs, as a member, must have a current membership form completed. Parents/Guardians must provide the Club with an up-to-date photo and immunization acknowledgement on the online registration system. It is imperative for parents/guardians to inform the Club of any changes to your membership information.

Sick Child

Parents should be advised to keep their children at home or to seek alternate care arrangements for the following conditions:

- Pain—any complaints of unexplained or undiagnosed pain.
- An acute cold with fever, runny nose and eyes, coughing and sore throat. Once temperature, well-being and energy levels are normal, the child may return, even if coughing and runny nose may continue (depending on the suspect illness). (If symptoms are caused by a known allergic reaction, the child is not contagious.)
- Difficulty in breathing—wheezing with a persistent cough.
- Fever (100°F/38.3°C or more) accompanied by general symptoms such as listlessness may be an early sign of illness that requires a physician's attention. **Tylenol only masks symptoms it does not cure the illness.**
- Sore throat or trouble swallowing.
- Infected skin or eyes or an undiagnosed rash.
- Headache and stiff neck—should see physician.
- Unexplained diarrhea or loose stool combined with nausea, vomiting or abdominal cramps. These symptoms may indicate a bacterial or viral (gastrointestinal) infection which is very easily passed from one child to another. The child should be kept home until all symptoms have stopped.
- Nausea and vomiting may be an early sign of illness that requires a physician's attention.
- Severe itching of body and scalp.
- Children with known or suspected communicable diseases.

It is required to keep (or take) a child home when the child:

- Is suffering from one or more of the above symptoms.
- Is not well enough to take part in the regular program of the facility.

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."

If you have questions about whether your child should attend check with the Program Staff.

Field Trips and Outings

All field trips and excursions will be carefully pre-planned and supervised by Club staff. All parent(s)/guardian(s) will be informed about these trips in advance with the exception of outings within the City limits. If your child is not to take part in one of the field trips or outings, you must inform the centre *in writing*. Transportation will be provided in Club vehicles, by public transportation or properly insured staff vehicles where necessary.

Clothing

We recommend that your child(ren) wear comfortable, washable, labelled clothing and dress in accordance with the weather as children will be required to go outside regularly. During the winter months, please ensure that your child arrives prepared with proper snow boots, mittens, snow pants, warm coat and a toque. If these items are not provided regularly Club staff will be reminding parents. If parents/guardians advise our staff that they do not have the financial resources to supply these items, then the Club staff will do everything possible to support/supply your child with the item(s).

Children's Personal Property

Children's personal property, coats, clothing, school bags, etc. should be cleared from the Club's space on a daily basis. We recommend that children not bring money, toys, food or other items not necessary for the activities in the program. Staff will ensure that children store their belongings in the appropriate area, and we will encourage children to store items in an orderly manner. The Club and staff cannot be held responsible for lost or stolen articles.

Guidance Policy

The purpose of this guidance policy is to ensure a safe, caring and consistent atmosphere.

What you can expect from Club Staff

- **Letting children know they are welcome.** All children will be encouraged to participate in Club activities. We will strive to ensure children feel apart of the Club by including their ideas in program planning and encouraging them to take an active role in creating a positive environment for everyone. We have a Parent Information bulletin Board and a Community Resource bulletin Board to keep parents informed about what is happening at the Club and in the community.
- **This is a safe place.** Guidelines for expected behaviour are discussed with each member upon their arrival into the programs. We follow many strict policies and procedures relating to the safety of our members. The safety of all Club Members is our highest priority.
- **We trust you to make good decisions.** All children are given choices throughout their time at the Club. We encourage children's input in the development of our program activities. All children are supported with decision-making and we strive to empower children to make their own positive and healthy choices. Children are given the opportunity to be independent by choosing constructive activities for themselves during less structured times at the Club.
- **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.

Our expectations of Club Members:

- Treat others with respect.
- Use Club facilities and equipment safely and appropriately.
- Adhere to our “no violence” guideline to ensure the safety of all our members.
- To use appropriate language at all times.
- Listen to Club leaders to support an safe environment for all

Any inappropriate behaviour will be handled by Club staff, using a number of different strategies:

- Calm and respectful approach
- Positive reinforcement
- Review of Club guidelines
- Redirection
- Problem solving
- Consequences

If the inappropriate behaviour continues, the parent will be called for a meeting to discuss the situation with the Club Manager and Program Leader. During this discussion the Club staff and parent(s)/guardian(s) will develop a behaviour care plan which best supports the child.

BGCWL supports a policy of least intrusive intervention to manage behaviour in our programs. In a crisis situation where a child’s behaviour is escalating by either showing signs of stress, becoming agitated or verbally aggressive, staff will respond by the use of verbal intervention in an attempt to calm the child. However, when this approach is not effective and a child begins to act out physically to a level that poses risk to the child, other children or the caregivers, it may be necessary to intervene with more intrusive measures that may include, physically blocking kicks, redirecting strikes and possibly the use of restraints. In this case, only staff persons who are trained and certified in Non-Violent Crisis Intervention would participate in either a two person restraint or a one person child restraint. Every effort will be taken to ensure the safety of the physically acting out child, other children and staff. If a child participating in Club programs presents extreme behaviour resulting in this action a care plan will be put in place before the child can return to the Club after an incident and a licensing report will be filed.

Our expectations of Club Members’ Parents/Guardians

- To share information of any behaviour challenges and strategies implemented at home or school to best support the child in which we may implement at the Club to provide a smooth transition when appropriate.
- To participate in the development of care plans with Club staff, to provide guidance and resource and to follow through with objectives whenever possible.
- To support our program’s Guidance Policy and seek clarification when necessary.

- To report immediately to the Club if we call you to pick-up your child.

If your child is attending programs with an external support worker, a meeting with the Program Leader is required to discuss the child's needs and expectations of all parties involved prior to the support worker attending programs. All external support workers must provide us with a recent successful criminal record search prior to their start in programs.

We reserve the right to request that a child withdraw from the program if necessary.

Club Support

Families and children attending any Club programs have access of additional services provided by our Club staff. Services offered may include BGCWL Program referrals, community program/agency referrals, care plans, advocacy, etc. To find out more about this service please speak with the Club Manager 250-305-4254.

Parent Involvement

Our programs have an open-door policy. We invite parents/guardians to join the group on special outings or to spend time in the program with us. If you have a hobby or special talent, we welcome you to share it with us. If the parent/guardian is unable to make time during the day, we encourage other involvement. For example: providing recyclable items for crafts, and/or volunteering for special events. Parents may also make cash and in-kind donations that may be eligible for a charitable donation receipt. We have an expectation that parents will also support special event fundraising activities to the best of their ability.

Emergency Plan

All facilities operated by BGCWL have written emergency procedures in place including an evacuation plan. In the event of an emergency where facilities require evacuation, we will make every effort to contact parents/guardians as soon as it is safe to do so. In the case that we are not able to reach a parent/guardian we will post signage on the evacuated facility with the location of your child and a contact phone number. All regular supervision requirements will be in place at all times during an evacuation. For more information of emergency preparedness you may visit the Provincial Emergency Preparedness Program at www.pep.bc.ca or contact 1-800-663-3456. If you would like to review our Emergency Plan Manual a copy can be provided for your review.