
Boys and Girls Club of Williams Lake and District
After School Program
'Kidzone'

Parent Guidebook



Boys & Girls Club
Williams Lake & District

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Boys and Girls Club After School Program

This Guide is intended to provide you with an overview of the Boys and Girls Clubs After School Program here in Williams Lake. It will lay out the responsibilities of program staff and volunteers, and provides the expectations that BGC WL has of parents/guardians and children accessing our program.

I. Mission Statement

To provide a safe, supportive place where children and youth can experience new opportunities, overcome barriers, build positive relationships and develop confidence and skills for life.

II. Our Strengths

The Boys and Girls Club of Williams Lake provides a safe, positive environment that fosters self-esteem and offers young people opportunities to explore their interests, overcome challenges, discover their abilities and pursue their dreams.

- We take a child-centred approach to helping children.
- We provide a safe, enriching and fun place for children to attend when school is out
- We instill positive values
- We are available and affordable to all children; no child is turned away based on financial barriers
- We are connected to community and can provide agency referrals if required
- We have professional staff and dedicated volunteers who put children first

III. The “Kidzone” After School Program

Our After School program is exciting and affordable. Participation is linked to academic achievement, a stronger self-image, positive social development, and reductions in risk-taking. Through regular attendance and participation, children:

- Receive support and attention from caring adults
- Receive academic support and take on leadership roles
- Develop a sense of belonging to a group and develop new friendships
- Build a sense of self-esteem independent of their academic talent

Program Activities Include

- Arts and Crafts
- Team building exercises
- Sports
- Science experiments
- Drama and Imaginative Play
- Guest Speakers
- Field Trips
- Help with Homework
- Mentoring and Leadership
- Much More!

IV. Registration

Parents are required to complete necessary registration documents prior to their child's attendance and meet with the Program Coordinator to discuss enrollment:

- Parents are required to update any information that changes such as address, phone number, emergency contacts and authorized pick ups.
- Current Photo ID of their child is required

Our Facility

We are a group care facility licensed under interior health for ages 5-12. We have a maximum room capacity of 21 children out of skyline.

We require One staff member per twelve children to follow licensing standards.

Things we Specialize in

Things we are not

We are not an individualised child care facility, our focus is on providing equal amount of time into each child and do not have the recourses to have individualized child care support throughout our program.

V. Staff

Our staff members are skilled and highly qualified child and youth workers who have a variety of educational and training backgrounds. They work with volunteers to provide quality care, support and programming for all members. All staff and volunteers have successfully completed a Criminal Record Check, Food Safe Training and hold a valid First Aid Certificate. We adhere to all Child Care Licensing Regulations.

While the Program Coordinator has taken training in Autism, other staff members may not have that training,

VI. Hours and Location of Operation

We are located at 291 North Second Avenue, Williams Lake, BC. Inside the GROW/Skyline Kitchen and Multipurpose room.

Our program runs from 3:00PM to 5:30PM Monday to Friday and 8:30AM to 5:30PM on Pro-D days, spring and fall break and throughout the summer moths of July and August.

Our Club is closed on all Stat Holidays which includes: New Years' Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day BC Day, Labour Day, Thanksgiving, Remembrance Day, Christmas and Boxing Day.

We are also closed over the Christmas Holidays December 23 – January 03 2019.

VII. Arrival and Departure

Children must arrive between 3:00pm and 3:30pm, and be picked up by 5:30pm the same day.

Drop offs later than 3:30PM directly affects our activities planned for that day, which can impact the experience of other children.

Pickup must be before 5:30pm, and late pickup will be subjected to a 5-dollar fee, and an additional 5-dollar fee for every 10 minutes up to a maximum of thirty minutes. Please contact the After School Coordinator if you are going to be late for ANY REASON.

If a child is not picked up within 30 minutes of closing, every effort will be made to contact the parent/guardian and emergency contacts listed. If we are unable to make contact, staff are required to contact the Ministry of Children and Family Development.

For Full Days attendance should occur between 8:30 and 9:30am.

Since our program involves both planned and spontaneous activities on and off-site, it is the parent's responsibility to communicate any schedule changes with the Program Coordinator.

VIII. Alternative Pick-Up

An alternate person will be allowed to pick-up the child ONLY if the parent/guardian has indicated this person is authorized to pick-up and has given written or verbal consent. Please make arrangements with the Program Coordinator prior to this happening. Alternative pickups will be listed within our software and must be kept updated regularly by Parents and Guardians.

- If staff are unfamiliar with the alternate pick up, picture ID must be provided to confirm identity, or your child will not be released into their custody.

IX. Abuse and Releasing a Child to a Person Under the Influence

The Child, Family, and Community Service Act states that "all children in BC are entitled to be protected from abuse, neglect, and harm or threat of harm."

- Employees are required to report any suspected abuse (physical, mental, emotional, sexual, and neglect) to the Ministry of Child and Family Development (MCFD).
- The employee will document any events that involve suspected abuse (including notes and pictures)
- All documentation will be put in the child's file. This information, along with all personal information will be kept confidential between program staff, the families and if necessary MCFD.
- Should a case be brought to MCFD, we are required to follow their protocol.

If a staff member suspects that the person picking up a child is under the influence they will not be allowed to leave with the child.

- No child will be sent home with anyone that a staff member suspects is under the influence of drugs or alcohol.
- The parent will be brought to the side, away from the children.
- The parent will be asked if they have been drinking or using drugs.

- If the parent denies any of the above but the staff are still unsure about their condition the parent will be told that we are more than happy to call alternate transportation and that we cannot allow the child to leave with them.
- If a parent is not cooperative they will be given a warning that the RCMP and the Ministry of Children and Family Development will be contacted as soon as they leave the premises.

PLEASE NOTE: A person does not need to have consumed drugs or alcohol to be considered 'under the influence'. This may include a reaction to medication, cough syrup or a diabetic complication.

X. Cancellation/Withdrawal/Refunds

In order to allow our program to be available and effective for all members, we request parents to notify the program coordinator of cancellations and schedule changes as soon as they arise. This gives children who are wait-listed a chance to participate in programs.

- If a child is absent without explanation or notification for 2 days in a week, and we are unable to contact the parents, their space will be opened for another child.
- If a child will not be attending the program on a day they are signed up for, parents/guardians must notify the Program Coordinator **48 hours'** prior so that other children may be given the opportunity to come during that day.
- If notification does not happen, you will be charged the full day program amount based on the day of attendance. ½ Day = \$17.00, Full Day = \$30.00.
- The 48 hours notice for cancellation is needed in order to receive a refund.
- If withdrawing fully from our After School Program, we require two weeks notice for a full refund.
- Fees **will not** be refunded for absence if full cancellation notice has not been received.

XI. Fees

- After School rates are \$10.00 dollars a day per child
- Full-Days are \$20.00 a day per child.
- Payments must be paid in advance, through subsidy, or be arranged with the Program Coordinator as a payment plan.
- Children will not be allotted a spot in our After School Program for days that have not been paid unless arrangements have been made with the Program Coordinator.
- Please speak to the Program Coordinator if fees present a barrier – BGC will work to get alternative payment methods available for parents. Children will not be turned away due to inability to pay unless Parents and Guardians refuse to pay or use methods that cover payment.
- Payment **MUST** be made prior to attendance

XII. Subsidy

- Subsidy is now easily accessible to most families and can cover a large portion of BGC After School Program costs.
- Our program accepts government subsidy.
- Women's Contact helps with all Subsidy needs
- Subsidy gives coverage for families making under \$120,000 a year.

- All forms must be completed fully and correctly as they apply to the individual.
- To learn more about subsidy, you can contact the Child Care Subsidy Service Centre at 1-888-338-6622
- Once subsidy forms have been sent in, it is up to the parents/guardians to check on the status of subsidy to ensure that nothing has gone wrong.
- Full program costs will still apply while subsidy is processing.

XIII. Care, Supervision, and Guidance

- Staff will provide programming appropriate for the ages of the children in the program on that day.
- Staff will be given sufficient supplies and activities to redirect to another activity if the current activity is not successful with the children.
- Staff conduct regular head counts of the children throughout the day.
- In addition to head counts, during transition, the staff will continue to retain close visual supervision by; not allowing the children to run ahead of the group and ensuring that all children are in the same, designated area.
- Staff are required to position themselves accordingly in each space to ensure that all children can be seen (staff will never have their backs to children).

The Boys and Girls Club of Williams Lake and District views discipline as both a teaching and learning process by which children develop socially acceptable and appropriate behaviour. Our goal is to assist children in developing respect, self-control, self-confidence, self-discipline and sensitivity in their interactions with others. Consistent application of established discipline guidelines is important for the club to provide both a safe and orderly environment. Expectations of the children's behaviour will be clearly communicated to the children and their parents. If a child has specific challenges or needs, a plan of care will be developed between parents and staff.

XIV. Staff will:

- Redirect inappropriate behaviour
- Plan ahead to prevent any problem behaviour
- Encourage appropriate behaviour
- Provide clear, consistent guidelines regarding appropriate and expected behaviour as consulted with parents, staff and children
- Discuss and review guidelines with children
- Guide the Children in problem solving solutions

Staff will never:

- Deprive children of necessities as a form of discipline
- Use corporal punishment under any circumstances

No child will be physically restrained unless it is necessary to protect the safety and health of the specific child, other children, or staff. Should this be necessary, it is then reported to the licencing department in the form of a Critical Incident Report.

Please keep in mind that the program is not suited to all children. Our last recourse would be to remove a child from the program. In this case we would do our best to recommend alternative childcare arrangements and support.

XV. Meals

- We provide two snacks for children in our program, one healthy snack and one sweet snack.
- For full-day programs please pack a lunch and other food items depending on your child's appetite.
- Wednesdays are cooking days, and the food made on those days will be available for children to eat.
- On rare occasions BGC After School

XVI. Transportation

- Use of the BGC vans will be used to reach destinations that are currently out of walking distance for the group.
- The BGC WL vans are equipped with a first aid kit, seatbelts and proper booster seats.
- The van will be driven by someone who holds a current class 4 license.

XVII. Field Trips

All field trips and excursions are planned and supervised by staff.

- Parents/Guardians will be informed of field trips outside of city limits in advance.
- Field trip drop-off and pick up locations and / or times may change depending on the trip. These times will be communicated in advance.
- If parents or guardians wish to partake on field trips, they must have a criminal record check done with the Boys and Girls Club of Williams Lake and District in advance.
- The Field trip forms will be provided and must be signed off before your child can attend.

XVIII. Required Items/Items from Home

- Please ensure your child is prepared with proper outdoor clothing depending on the weather
- Please ensure your child has appropriate indoor clothing and footwear
- Please leave personal items at home. Staff are not responsible for the loss of any personal item brought to our After School Program.
- If your child does not have appropriate outdoor clothing for all weather, please speak with the program coordinator prior to your child's attendance in the program.

XIX. Medical Information/Communicable Diseases

- Parents MUST keep all medical and emergency information up-to-date

- Children who are experiencing symptoms of, or who have a communicable illness are not permitted to attend the club. This includes:
 - Pain – complaints of unexplained or undiagnosed pain
 - Acute cold with fever, runny nose and eyes, coughing and sore throat
 - Difficulty in breathing or a persistent cough
 - Fever
 - Sore throat or trouble swallowing
 - Itching of the body and scalp, infected eyes and skin, lice, or undiagnosed rash
 - Headache and stiff neck
 - Diarrhea, nausea vomiting or abdominal cramps
- Parents must notify staff immediately if your child or another member of your family is ill or has been in contact with any contagious disease.
- In the case of a communicable disease, a doctor's approval must be given before returning to the Club.
- If a child becomes ill during the course of the day, staff will contact the parent/guardian. If the parent cannot be reached the child's emergency contact will be informed and are obligated to pick up
- In the event of an emergency, staff will contact a physician and/or ambulance if necessary and inform parents (emergency costs are the responsibility of the parent or guardian).
- Staff will ensure that participants follow good hygiene practices while at the club.

XX. Permission to Administer Medications

- It is the parent's responsibility to inform the Club in writing regarding medical conditions a child may have.
- Staff will **NOT** administer medications unless prior agreement between parents, their doctor, the Program Coordinator and the Executive Director of Boys and Girls Club of Williams Lake and District have all agreed and have signed off on it.

XXI. Electronic Use

- Electronics are not permitted at the Boys and Girls Club After School Program unless they are for specific safety reasons.
- Cellphones, Tablets, Gaming Devices and so on should be left in the child's backpack or bag upon entering the club.
- It is not the club's responsibility to ensure these devices do not get broken, lost or stolen.
- If child requires an electronic device for any reason, parents can talk to the Program Coordinator to arrange use of that device at certain times throughout the program.

XXII. Participation and Behaviour

- While participation isn't mandatory in various activities done at the club, it is important that children at least attempt to participate in the given activity or theme that each day presents

- All children are expected to adhere to general manners, such as please and thank you, taking outdoor shoes off inside, listening to guest speakers and so on.
- Swearing, physical violence, racism, sexism, and so on are not permitted in the club. Children will be talked to about why these things are inappropriate if and when they occur. If it happens again, a warning will be given. If it continues, parents will be called into to discuss the behaviour within the club. This is important to protect other children within the club.

XXIII. Removal, Suspension and Expulsion

- Removal for the day
 - A Child may be removed for the day by authority of the Program Coordinator or Executive Director and no other staff member.
 - Any form of physical violence including but not limited to:
 - Slapping, punching, scratching, biting, pushing, pulling hair, spitting on, hitting with any object, kicking.
 - Any form of emotional violence including but not limited to:
 - Name Calling, verbal attacks, swearing
- Suspension
 - A child may be suspended for up to two weeks by authority of the Program Coordinator or Executive Director
 - Running away from the program for the following reasons including but not limited to:
 - Leaving the program location without permission, or being signed out by a parent or guardian.
 - Leaving the sight or vicinity of staff without informing them due to not wanting to be at the program, argument with other children or a disagreement with staff and so on.
 - Walking away from staff and ignoring calls to return to a safe area that can be safely monitored.
 - Any form of physical violence that causes bodily harm to another child or staff including but not limited to:
 - Slapping, punching, scratching, biting, pushing, pulling hair, spitting on, hitting with any object, kicking, stabbing, bludgeoning, shaking.
 - Any form of emotional violence that harms the mental health of another individual in any way including but not limited to:
 - Bullying, name calling, verbal attacks, swearing, prompting traumatic events or memories
 - Any form of inappropriate dialogue or touching including but not limited to:
 - Touching inappropriate areas in any form
 - Inappropriate areas are as follows: Chest, Breasts, Butt, Genitals, Thighs.
 - Making out with other members
 - Talking about inappropriate topics including but not limited to:
 - Sex, rape, murder, suicide, other children in relation to inappropriate conversations, death and so on.
 - Racism, including but not limited to:
 - Any racist remarks, comments, attacks and so forth

- Any physical violence or attacks on a members based solely or in part on the member's race.
 - Sexism, including but not limited to:
 - Any sexist remarks, comments, attacks and so forth based solely or in part on the member's sex.
 - Any physical violence or attacks on a member based solely or in part on the member's sex.
- Expulsion
 - A child may be permanently removed from the program by authority of the Program Coordinator or Executive Director.
 - Any form of Malicious Physical Violence or known intent to, and following through with, causing harm to another member, including but not limited to:
 - Slapping, punching, scratching, biting, pushing, pulling hair, spitting on, hitting with any object, kicking, stabbing, bludgeoning, shaking, tackling, strangling.
 - Breaking a body part of another member
 - Any attempt to or succeeding in, bringing pre-empted harm or death upon another member.
 - Any use of a weapon of any kind. Having a weapon, making a weapons or using an item whose purpose is not that of a weapons as a weapon, will result in immediate expulsion.
 - What classifies as a weapon includes but is not limited to:
 - Knives, guns, baseball bats, brass knuckles, razors
 - Any use of Malicious Verbal Violence or known intent to, and following through with, causing harm to another member including but not limited to:
 - Bullying to a degree that causes paramount emotional and mental harm to another member.
 - Telling another member to commit suicide, kill another member, kill a staff member, or kill someone outside of the club.
 - Using any form of social media to slander, spread misinformation or hurt the character and well being of another member or staff member.
 - Any sort of Sexual Behaviour including but not limited to:
 - Touching, groping or stroking of genitals.
 - Touching, groping or stroking of secondary sex characteristics.
 - Engaging in sexual intercourse
 - Exposing oneself to other members
 - Rubbing genital area/dry humping other members
 - Sexual Talking, or forms of harassment
 - Viewing pornographic images

XXIV. Media

- BGC WL Afterschool Program uses various forms of media and social media for advertising, relaying information to members and the community, and to store photos and memories.
- Membership forms include a waiver that grants BGC staff the right to photograph the children registered in our program.

- Photographs taken will never be inappropriate in nature.
- Photographs will never be distributed with malicious intent



**Boys & Girls Club
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