



PARENT HANDBOOK

BGC Sarnia-Lambton
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BGC Sarnia-Lambton Overview

On behalf of our staff and volunteers we would like to welcome you to BGC Sarnia-Lambton (The Club, BGC) and thank you for choosing our Club. We hope that this booklet will answer questions that you may have and help you prepare your child for their time with us.

Mission

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.

Vision

All children and youth discover and achieve their dreams and grow up to be healthy, successful, and active participants in society

Core Values

Boys and Girls Clubs across Canada adhere to the following 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, and 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 with children, youth, and families so that we can make our world better.

Our Staff

BGC recognizes the tremendous impact a positive experience has on the development of a child. All staff demonstrate a personal interest in ensuring that your child's experience is a positive one. Our staff is selected based upon their leadership skills, education, experience, and genuine interest in working with children of all backgrounds and abilities.

- All staff and volunteers are subject to a criminal records check.
- Thorough reference checks have been conducted on all employees and volunteers.
- All Program staff hold a valid CPR/First Aid certificate and training in the use of EpiPens.
- Staff have received certification in the Principles of Healthy Child Development, Healthy Minds for Healthy Children and Plan to Protect. In addition to "in-house and hands-on training, new staff are required to complete 20 hours of online training and 18 courses across five categories: Leadership, Program Planning, Teamwork, Behaviour Management and Safety
- Program activities are planned using the "Principles of Healthy Child Development", "Asset Building" models and the Core Values of BGC

Program Overview

Area of Focus

BGC uses an integrated model of age-appropriate social, recreational and academic activities that involve proven strategies for building positive relationships, mentoring, conflict resolution, skill development and leadership training. These programs are developed in collaboration with youth, their families, and other partners to create comprehensive healthy living opportunities for children and youth.

Our multi-pronged approach to addressing youth issues includes:

- providing safe, welcoming spaces
facilitating access to learning, academic enhancement, and tutoring.
- developing life skills, leadership skills and community awareness

- promoting a healthy lifestyle through recreational activities and nutritional programming.
- mentoring via positive role models
- supporting the development of positive life choices

Out of School Programs

After School Program Goals

To provide constructive, affordable after school care in an informal, relaxed environment designed to provide opportunities to complete homework and engage in learning activities through peer support and mentoring and to develop skills that will;

- encourage personal interests and benefit future learning opportunities.
- improve attitudes about school and learning
- foster a sense of belonging and self-worth
- strengthen decision making, communication and problem-solving skills
- expand planning and goal setting abilities
- promote good work habits and task persistence
- increase knowledge of personal health and nutrition

30.00 per week, 8.00 daily rate

Evening Program Goals

To provide social/recreational programs for youth that will;

- improve social interaction skills
- encourage the positive use of leisure time
- develop life skills, leadership skills, decision making skills and increase community awareness
- promote a healthy lifestyle through recreational activities and programming.
- teach non-aggressive methods to resolve conflict

No Cost for regular programming. May be minimal charge for special programming

Summer Day Camp

Program Goals

To provide social recreational activities for youth ages 4 - 12 over the summer that will

- enhance self-esteem
- promote positive peer co-operation
- promote the positive use of leisure time
- increase community awareness
- teach healthy alternatives to aggressive behaviours
- Increase knowledge of personal health and nutrition
- to reduce stress on working parents



Weekly Fee: \$125.00 per child

Daily Rate: \$35.00 per child

Program Fee Includes all daytrips.

Subsidy Application Procedure

No child has ever been refused access to our programs due to inability to pay. If you find yourself in a situation where paying the program fees would create a hardship for your family, please complete the application for subsidy form on our website and speak to our Program Coordinator or Director to discuss how our fees can be modified to accommodate your request.

Hours of Operation

After School Program: Monday – Friday, September–June,
3:00pm to 6:00pm

Evening Program: Start day TBA

Summer Day Camp: Weekdays during summer break - 9:00am to 5:00pm open from 8:30 to 5:30 to accommodate drop off and pick up

The Club Is Closed on the following holidays;

- New Year's Day
- Family Day
- March Break
- Good Friday
- Easter Monday

- Victoria Day
- Canada Day
- Civic Holiday
- Labor Day
- Thanksgiving Day
- Christmas Break

Registration and Enrollment Procedures

You will be required to fill out a registration form for your child for our After School and Summer Camp Programs. This form will include emergency contact information, any medical history of your child, etc. Please ensure that all information you list on the membership form is current. You can inform the Program Coordinator of any changes that need to be made at anytime.

Payment

After School Program

Billed monthly. You will receive an invoice via email and can use any of the payment options listed to pay electronically

Summer Camp

First week of summer camp is payable after we confirm your registration and start date. Invoices for any additional weeks will be sent out via email one week prior to the booked date.

Parents receive a discounted rate for paying weekly and therefore the Club does not prorate the weekly rate for holidays or for days missed

Cancellation or Withdrawal from Summer Program

We ask that notice be provided one (1) week prior to a withdrawal. A cancellation fee of \$50 per child may be applied for each week that notice is not received

Program Arrival and Departure

- Attendance will be taken at the beginning of the program before activities begin. If your child will not be coming on a given day, please call or email to let us know.
- Children must be checked in upon arrival and checked out before leaving the program.
- Each client will have an individual password that must be known by the parent/guardian and any person authorized to pick up your child.
Please do not let your child know the password.
- Your child will only be released to persons named on the registration form.
- Under no circumstance will your child be released to an unknown individual unless written consent is obtained from the parent/guardian. Please advise the Program Coordinator, in writing, if someone not indicated on the registration form, will be picking up your child. Please advise the designated party that they will be required to show identification in addition to knowing the password.

Off-Site Activities

There are no additional costs for off-site activities. You will be required to sign a consent form for each excursion off the premises. Please return the forms by the date indicated, as we have transportation arrangements to finalize.

Illness

Parents are asked not to bring their child to the program if they are ill. Please keep your child home if any of the following apply;

- a temperature of 38.4 C (101 F) or over.
- vomited within the last 24 hours.
- on a prescribed medication for less than 24 hours for a condition requiring exclusion from the program.
- a rash that has not been identified by parent or physician or that appears to be worsening.
- a severe cold with fever, sneezing, cough and heavy nasal drainage.
- appears sick without any obvious symptoms.

- child would require one - to - one attention from a staff member
- unable to participate in all activities - indoor and outdoor.
- Chickenpox - Your child will be excluded from the programs for 5 days from the onset of symptoms and until most of the pox has scabbed over.
- Head lice
- a disease/illness/condition listed as communicable.
- If your child becomes ill while in the Club's care, you will be notified immediately and required to pick up your child as soon as possible. Your child will be isolated from the other children and kept comfortable until they are picked up.
- If in the opinion of the Club staff, your child requires immediate attention, you will be notified, and your child will be taken to the hospital for treatment.

Medication

A 'Procedure for the Administration of Prescription Medication' form must be completed on your child's medical form before any medication can be administered by a supervisor of the Club. If your child requires medication, it must be sent along in the original container and have a prescription label that states;

- the name of the pharmacy
- the child's name
- name of the medication
- a current dispensing date
- clear dosage instructions

We cannot administer any form of medication that does not come in the container in which it was dispensed.

Medications will be stored in a container in the refrigerator or designated cabinet and will be locked.

It is the parent's responsibility to take the medication home at night.

Epi-pens and puffers will be kept nearby as required by the child's condition.

Do not leave any medication, such as Tylenol, decongestant, vitamins, or any prescription medication in child's personal belongings.

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"Allergen Aware" Policy

BGC Sarnia-Lambton strives to create an environment that is "Allergen Aware", and as safe as possible for anyone with life-threatening allergies. Further to this we try to ensure that all staff, clients, parents, and any other people affiliated with The Club have the information, procedures and support needed to ensure an allergen aware environment is maintained to the best of our ability.

Guidelines

- Clients and parents are asked, to the best of their ability, to make sure all food items brought into The Club are nut free.
- Clients will not be allowed to access vending machines or other food vendors on fieldtrips
- Any special events involving food will be carefully monitored
- Try to avoid latex products where possible i.e.: balloons, bandages

Concussion

BGC Sarnia-Lambton is committed to the safety of its staff, volunteers, and participants regarding any real or suspected occurrence of a concussion.

It is our policy when a concussion is a possibility to err on the side of caution. Awareness of the signs and symptoms of a concussion and knowledge of how to properly manage a concussion is critical to recovery.

Concussion information is included in your registration package, and we ask that you, please, read it over.

Behaviour Management Procedures

It is a goal of the BGC Sarnia-Lambton to provide a healthy, safe, and secure environment for all participants. BGC teaches the core values of caring, honesty, respect, and responsibility. Children who attend the program are expected to follow the behaviour guidelines and to interact appropriately in a group setting. Failure to follow these guidelines may result in suspension.

Key Principals

- People are responsible for their actions.
- We respect each other and the program environment
- Honesty is the basis of all relationships and interactions.
- We care for ourselves and those around us.

Behaviour Guidelines

We believe that behaviour management should be applied in a fair and consistent manner, in certain cases extenuating circumstances may dictate another course of action but below are the steps most usually followed

When a child does not follow the behaviour guidelines, we will take the following steps:

- 1) A staff member directs the child to more appropriate behaviour.
- 2) The child is reminded of the behaviour guidelines and rules, and a discussion will take place.
- 3) If the inappropriate behaviour continues, staff will advise the Program Coordinator. The Program Coordinator will meet with the child and staff and initiate an incident report. The written report will state the inappropriate behaviour, what provoked the situation, and the names of any others involved. A solution to the problem will be discussed with the child and a plan for future choices and expectations will be set out. The Program Coordinator will discuss the situation with parent.
- 4) If the inappropriate behaviour continues the Program Coordinator will discuss the situation with parent to come up with a plan to jointly manage the behaviour.

If inappropriate behaviour continues to disrupt the program, BGC reserves the right to suspend or remove the child from the program.

Progressive Hands-Off Policy

- If there are hands-on, while playing, we will speak to the child and their parents reminding them that our policy is “hand- off”
- If this behaviour persists after the verbal warning, the child will be sent home for the day and if accidental injury occurs as a result of the hands-on, an additional one (1) day suspension may ensue.
- If there are hands-on, with intent to hurt, the child will, automatically, be sent home for the day and depending on the situation may be suspended for an additional one (1) day following the incident.
- If hands-on continue and a 1 (one) day suspension has already been given, then a three (3) day suspension will occur.
- **Hands-on involving staff is an automatic three (3) day suspension.**
- **Hands-on with intent to cause severe injury is grounds for immediate dismissal from the program.**

Please review the Client Code of Conduct Appendix 1 with your child

Photographs

Photographs are taken throughout each program. A photograph taken of your child at the Club allows us to represent activities and programs that we carry out to our funders and the community. By signing the consent line on the registration form you authorize BGC of Sarnia-Lambton to use pictures of your child in their advertising and promotional materials. These materials may be used for internal and external use but may not be sold to any external parties. If you have any concerns or don't wish your child to be photographed, please mark accordingly on the membership form.

Lost and Found

All lost articles are collected daily and kept at the Club. Please LABEL EVERYTHING to make identification easier. Use first and last names when labeling your child's things. If you do not see the item(s) in our lost and found, please inform our staff.

Inclement Weather Procedure

When school is cancelled or closes early due to inclement weather all Club programs will be cancelled.

If you are uncertain as to whether the Club is open, we ask that you please call our phone line for an updated message or check our social media pages. The Club will post information in a timely fashion and at least 1 hour before the scheduled opening time. If the Club must shut down early due to inclement weather, we will post on our social media pages as well as inform all local media. We will also contact any parents/guardians of children at the Club

Parent and Staff Conflict Resolution

BGC Sarnia-Lambton is committed to providing a facility free of conflict, where employees and parents are treated with fairness, dignity, and respect. BGC Sarnia-Lambton has instituted this policy to create a fair and transparent process for resolving conflicts between parents and staff. This policy establishes clear and consistent standards that apply to conflicts between staff and parents to ensure that issues and concerns are addressed in a timely manner and result in appropriate outcomes. A copy of this policy is available to any parent, upon request.

Program Review

We would appreciate you taking the time to complete the parent/child program review. Your input will become part of the program evaluation process.

Contact Information

If you have any questions or anything you would like to discuss, please do not hesitate to contact us @ **519-337-3651** or by email

Jaylene Henry, Associate Director jhenry@bgcsarnia.com

Sarah Kiernan, Program Coordinator, skiernan@bgcsarnia.com

Social Media;

Website – www.bgcsarnia.com

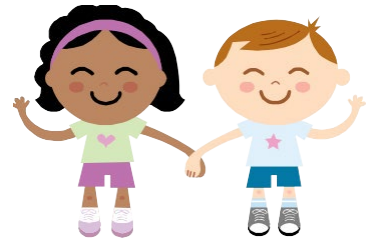
Facebook – www.facebook.com/BGCSARNIA

Twitter – @BGCsarnia

Client Code of Conduct

To ensure that everyone has a good time at our program we ask that everyone abide by the following guidelines:

- Always listen to staff
- Always show respect for yourself, your staff, other group members and the equipment.
- **DO NOT** open or close doors or turn room lights off or on. This is the responsibility of the staff.
- Never leave the group without first letting staff know.
- No running or being loud when indoors.
- No name calling.
- No use of bad language.
- When on a trip remember to be on your best behaviour – we want to be invited back!
- Bring all your ideas, questions and concerns to your group leader.
- “Hands-Off” policy in effect for all participants; no shoving, pushing, hitting, fighting.
- If you have a problem with another participant – **DO NOT** take matters into your own hands. **TELL A STAFF MEMBER!!**



The following behaviours may result in the immediate suspension of a participant for the remainder of the current day, week or the entire program:

- Bullying and/or derogatory comments regarding someone’s race, religion, sexual orientation or gender identity.
- Endangering the health and safety of children, staff members and volunteers.
- Stealing or willfully damaging BGCS or personal property.
- Leaving the program without permission.
- Continuously disrupting the program, Refusing to follow the behaviour guidelines or rules.
- Frequent use of profanity, vulgarity, or obscenities. Lewd behaviour

Just a reminder: Running shoes and socks must be worn at all times. Shoes must, also, be properly done up.