

FAMILY HANDBOOK 2024/25

**Group Child Care
School-Age Programs
Ages 5 - 12**



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We acknowledge the Lkwungen, W̱SÁNEĆ, T'Sou-ke, MÁLEXEŁ and Scia'new people,
whose traditional territories we live and work upon each day.

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BGC South Vancouver Island (BGCSVI) welcomes you! This Family Handbook is for families with children ages 5-12 wanting to register in Licensed Group Child Care. Our staff look forward to getting to know you and your child(ren). This Family Handbook provides you with information on how you and your child may gain a positive experience from our organization. The Family Handbook is necessary to protect the family's and the organization's interests and includes both the family's and the organization's responsibilities. BGCSVI is dedicated to the fulfillment of the needs of children and youth.

MISSION:

The primary mission of BGC South Vancouver Island is to provide a safe, supportive place where children, youth, and families can experience new opportunities, overcome barriers, build positive relationships, and develop confidence and skills for life.

VISION:

To strengthen community by empowering children, youth, and families. We do this by providing a range of innovative and accessible services for children and families, connecting them to other community services, and by advocating on their behalf.

CORE VALUES:

In our work with children, youth, families and communities, all BGC Clubs are guided by the following Core Values. These Core Values are the standard by which all BGC services are measured.

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 – are 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 the government.

SPEAKING OUT:

We speak out with children, youth and families so that we can make our world better.

PREVENTION PROGRAMS (LICENSED):

Compassionate and reliable staff make our Out of School Care a caring and safe place for children by fostering positive and healthy relationships, implementing intentional programming, and providing engaging experiences. Children registered in these programs have the opportunity to participate in activities such as arts and crafts, drama games, cooking, activity-based learning, and exciting out-trips around South Vancouver Island.

Opportunities for structured positive activities are critical for healthy development and provide powerful benefits that extend beyond the individual child to their families and the whole community. Our programs include a diverse mix of recreation, play, intentional learning, skill development, and positive relationship building.

Children and families in all their diversities, including Indigenous children, immigrant and refugee children, LGBTQIA2S+ families, and children with different abilities, are included and fully supported.

Note: All employees and volunteers of BGCSVI must meet at the minimum Ministry of Health requirements, including criminal record checks, current first aid and medical information, and job-related education and experience.

OUR PHILOSOPHY:

We believe that children benefit greatly from a program designed to meet their individual needs and to facilitate their personal development in all areas: physical, social, emotional, cognitive, and intellectual.

Our programs aim to balance a combination of structured and unstructured playtime to ensure children satisfy their natural curiosity and enhance their understanding of the world around them.

We believe that all children should be encouraged to think for themselves, make confident decisions, work toward their own solutions, and feel comfortable expressing their own ideas and feelings.

We take a “strength-based” approach, which means we look to the child to see what their interests are and to what the child does well and then build on those strengths as appropriate.

We believe that the use of positive reinforcement, role modelling, and guidance are the best strategies when guiding a child’s behaviour.

We believe that families have a right to open and direct communication about program activities as well as a right to feel welcomed and respected in our Club.

We believe that each family’s individual traditions, culture, language, economic status, and dynamics should be respected and celebrated.

We believe that meaningful family involvement greatly enhances a child’s experience in the Out of School Care Program. We believe that a partnership with families and the local community greatly strengthens our ability to meet the needs of our program participants. We believe it takes a community to raise a child

PROGRAM(S) OBJECTIVES:

- To provide an accessible, inclusive, safe, and welcoming place for children and youth to be.
- To promote healthy relationships.
- To promote connection to community.

OVERALL PROGRAM GOAL:

To provide a safe and welcoming environment where children and youth engage in social, recreational, and educational activities and build positive relationships and skills for life.

EVIDENCE-BASED PRACTICE:

British Columbia Early Learning Framework. The Early Learning Framework Principles set forth ways of thinking about childhood, learning, and practicing that underpin the vision of respectfully living and learning together.

- Children are strong, capable in their uniqueness, and full of potential.
- Families have the most important role in contributing to children’s well-being and learning.
- Educators are researchers and collaborators.
- Early years spaces are inclusive.
- People build connections and reconnections to land, culture, community and place.
- Environments are integral to well-being and learning.
- Play is integral to well-being and learning.
- Relationships are the context for well-being and learning.
- Learning is holistic.

Strength-Based Approach: The Strengths Perspective in Social Work Practice - Longman: White Plains, NY

Emerging from the field of social work, it is a set of ideas, assumptions, and techniques: People are active participants in the helping process (empowerment); People have strengths, often untapped or unrecognized; Strengths foster motivation for growth; Strengths are internal and environmental.

Child-Centered Approach

It recognizes that each child is a unique individual with distinct needs, interests, and learning styles. Child-centered care ensures that every child’s developmental, emotional, and educational needs are met. It places children at the center of its focus.

Developmental Assets Framework, Search Institute, USA:

Forty internal and external assets were identified through research and provided the foundation for the growth of children and youth into healthy, caring, and responsible adults. The more of these assets our children have, the fewer their chances are of engaging in high-risk behaviour—this is due to its basis in youth development, resiliency, and prevention research. Also, due to its proven effectiveness, the Developmental Assets Framework has become one of the most widely used approaches to positive youth development.

Adventure-based Learning (ABL), Association for Experiential Education, USA:

Adventure-based learning is based on a philosophy, which supports the concept that individuals are usually more capable (mentally, emotionally, and physically) than they perceive themselves to be, and if given the opportunity to try in a safe and supportive environment, they can discover this excellence within themselves.

ABL provides physical and intellectual opportunities that encourage children and youth to explore cooperation and conflict. Hands-on activities provide an experience for participants to practice different ways to lead or support a team. As with other experiential training, participants explore options for greater effectiveness through self-reflection, review, group debriefing, and goal setting at the end of each exercise.

BGCSVI Community Clubs integrate intentional ABL activity into Club program planning year-round. Children and youth are able to access ABL activities both in urban and rural settings. Club participant's benefit from experiencing the agency's Metchosin Outdoor Centre, where a range of facilitated ABL activities is offered.

EVALUATION (Program & Satisfaction)

As part of our commitment to high-quality programs, we use program evaluation as a tool for reflecting on and learning from past experience to determine if our program goals are met, to measure what impact resulted from Club activities, and to continually improve our services both locally and nationally.

Participants and their families in our Licensed Before and After School Care Programs will have the opportunity to complete a short satisfaction survey at the beginning and end of the academic school year. In addition, be part of our Qualitative and Quantitative Learning & Impact Surveys, which are designed to discover how children and youth who attend Club are developing in four key areas: positive relationships, healthy living, lifelong learning and leadership. These surveys are voluntary and anonymous. You will receive more information about these surveys at time of implementation.

FACILITY LOCATIONS & HOURS OF OPERATION:

<p>BGCSVI Westshore Club 345 Wale Road Phone: 250-216-9583 Monday to Friday Email: info@bgcsvi.org 2:38pm-6:00pm</p>	<p>BGCSVI Harbourside Club 410 Macaulay St. Phone: 250-686-9107 Email: info@bgcsvi.org Monday to Friday 7:00am – 8:45am & 2:35pm – 6:00pm</p>	<p>BGCSVI Metchosin Club 3900 Metchosin Rd. Phone: 250-661-7438 Email: info@bgcsvi.org Monday to Friday 2:48 - 6:00pm</p>
<p>BGCSVI Crystal View Club 2662 Silverstone Way Phone: 250-580-0695 Email: info@bgcsvi.org Monday to Friday 7:00am - 8:40am & 2:36 pm – 6:00 pm</p>	<p>BGCSVI Millstream Club 626 Hoylake Rd. Phone: 250-508-5234 Email: info@bgcsvi.org Monday to Friday 7:00am - 8:38am & 2:38pm – 6:00pm</p>	<p>BGCSVI Central Saanich Club 1233 Clarke Road Phone: 250-686-9127 Email: Info@bgcsvi.org Monday to Friday 2:48-6:00pm</p>

STATUTORY HOLIDAYS:

BGCSVI Services recognizes thirteen holidays each year.

The Clubs are closed on the following days:

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|---|---|--|
| 1. Labour Day (Sept. 2 nd , 2024) | 5. Christmas Day (Dec. 25 th , 2024) | 9. Good Friday (April 18 th , 2025) |
| 2. Truth & Reconciliation Day (Sept. 30 th , 2024) | 6. Boxing Day (Dec. 26 th , 2024) | 10. Easter Monday (Apr. 20 th , 2025) |
| 3. Thanksgiving Day (Oct. 14 th , 2024) | 7. New Year's Day (Jan. 1 st , 2025) | 11. Victoria Day (May 19 th , 2025) |
| 4. Remembrance Day (Nov. 11 th , 2024) | 8. Family Day (Feb 17 th , 2025) | 12. Canada Day (Jul. 1 st , 2025) |
| | | 13. BC Day (Aug 4 th , 2025) |

Please note: All clubs will be closed on Tuesday, September 3 for staff training

All Clubs will be open on September 4, 2024

STAFF TEAMS

Each facility runs with a staff to child ratio of a minimum of 1:12 (ideally, 1:10). This includes a Lead Staff at each site (who is listed as the Manager on the license), Child & Youth Care Workers, and Support staff for funded children. The Lead Staff of each site is the main point of contact for program-specific communication and concerns. However, if you need further assistance, please contact the Supervisor who oversees the Program your children are enrolled in. Our staff members are Child and Youth Workers who have a variety of educational and training backgrounds that provide quality care, support and intentional programming for all members. We adhere to all Child Care Licensing Regulations.

I REGISTRATION

Before & After School Care – Registration for the following school year commences in March for the general public. All current registrants will automatically rollover into the new school year. If you no longer require care, you must notify the registration office by **February 14th**

Priority will be given to:

- Internal families & siblings.
- Families looking for full-time care
- Families who qualify for subsidy
- External families wanting both morning and after-school care.

Registration cannot be confirmed until the following steps are completed:

1. Verification that a spot is available.
2. Completed Membership online via Childcare Pro Registration system (all sections) – this is a licensing requirement. **Your spot will not be approved until all sections are complete.**
3. Fees are paid.
4. All outstanding fees are paid and/or a payment plan is set up.

**** Once all of the above steps are complete, your child will be admitted to our Program.**

Note: Please ensure any court orders are uploaded to Childcare Pro (under the tab” legal”, next to the “family” tab). Staff will follow this legal document, so it is imperative to update any necessary legal changes. If guardians do not abide by court orders, staff are instructed to contact the authorities. If no court order is provided, staff are not able to mediate custody issues and will follow the registration form.

Professional Development Days – Registration will take place through Childcare Pro and is on a first come, first serve basis.

Note: Registration closes one-week prior Pro D Day. **Cancellations after the cut-off date will not be refunded.**

Holiday Camps:

- **Winter Break – BGCSVI will NOT be running Winter Break Camp in December 2024.**
- **Spring Break** – Registration is through Childcare Pro, and is on a first come first serve basis. Registration opens to the public on February 3rd
- **Summer Camp** - Registration is through Childcare Pro, and is on a first come, first serve basis. Registration opens to the public on April 21st

PROGRAM ACCESSIBILITY:

BGCSVI does not discriminate against a person or class of people based on their race, culture, ancestry, place of origin, religion, marital status, family status, physical or mental ability, gender or sexual orientation.

BGCSVI works closely with the Queen Alexandra Centre for Children's Health in trying to include all children in our programs—whatever their level of ability may be. All of the participants in our Program and their families are treated equally. Whether the extra support needs are physical, mental, emotional, behavioral or dietary – severe or mild – we strive for inclusion and integration with all children in our programs. When necessary, activities will be altered to accommodate ability levels and interests.

While every effort is made to include all children, we must also recognize the limitations of our programs and the spaces in which they operate. Our Millstream Community Club is currently not wheelchair accessible, so we cannot accommodate participants with significant physical limitations at this site. Similarly, the Nature-Based Program at Metchosin Club operates largely in an outdoor/forested setting, and we do not currently have the infrastructure to accommodate participants with significant physical limitations. We do not currently own wheelchair accessible vehicles and therefore would not be able to accommodate a participant with significant physical limitations on Out-Trips unless other transportation is arranged. In cases of a significant language barrier, we may not be able to accommodate children who would not be able to follow instruction in case of an emergency. A child with a significant language barrier would be able to attend if a translator is arranged or if one of the regular staff members are fluent in the language required to communicate with the child.

When a family with extra support expresses interest in registering in one of our programs, BGCSVI staff carefully consider whether or not the Program can safely care for and meet the needs of that individual, as well as the other participants in the Program. If we are able to do so, a Care Plan will be created in consultation with the family, outlining specific care needs particular to the child.

If your child is ineligible to register in one of our programs, if able, we will work with you to find alternate arrangements.

Program Accessibility Steps:

Step One: Gather information about the child, their specific needs, their strengths and challenges.

Step Two: Consider what accommodations, extra staffing, training, resources or procedures might be required.

Step Three: Decide whether our Program is able to provide safe and effective care for all participants.

Step Four: Create a written care plan for the individual in consultation with the family and any relevant external agencies.

Step Five: Implement the Care Plan - with daily additions to document successes, challenges, changes or trends in behaviours, etc.

Step Six: Staff will review the Care Plan every school year with care providers and family.

If a child in our program is able to receive support from Island Health Supported Child Development (SCD) program, it is the responsibility of the parent or guardian to arrange the initial contact through SCD. (Note: SCD program funding covers children registered in licensed before and after school programs.

After the initial contact, the staff of BGCSVI will then contact their designated SCD consultant to discuss the specific needs of the child. If a support contract is awarded from the Supported Child Development program, BGCSVI will begin the process of hiring a qualified inclusion facilitator (support worker).

Spring and Summer Camps you must register through BGCSVI to access Inclusion Worker support (priority will be given to internal families first) Criteria for receiving funding will be based on staffing and support needs.

Individualized Care Plans

When a child requires extra support in order to participate in one of our programs, an Individualized Care Plan may be developed. Whether the extra support needs are physical, mental, emotional, behavioural, medical or dietary, and are severe or mild, we strive for inclusion and integration with all children in our programs.

An individualized Care Plan is always created in consultation with the parent/guardian and the child, and is reviewed on a regular basis. A Care Plan can look very different from one participant to the next, as it is created for the individual's specific needs. In any case, the Care Plan will list positive strategies used to move forward and promote a child's full engagement in our programs.

External Contracts (other than QA)

We are not able to support external contractors within the delivery of our services. For example: should a parent/guardian wish to engage in an external contractor for the benefit of his/her child (i.e. Tutor, Occupational Therapist, Behavioral Interventionist), this must occur outside our program hours and facility.

Extracurricular Activities

Please be advised that if your child wishes to partake in after school activities, (i.e. choir, volleyball, etc.) and returns to Club after the activity is over, a permission form must be filled out, and a designated adult must transition the participant back to Club after the extracurricular activity. Please contact the staff for additional information.

II FINANCIAL INFORMATION

PROGRAM FEES – WITHDRAWAL, CHANGES & REFUNDS:

FEES ARE AS FOLLOWS:

* **Monthly fees are pro-rated to reflect the entire school years' worth of program days (total amount of school days divided by 10 months of school. All months have equal payments).**

<i>Membership Fee (annual fee)</i>	\$25.00 per child \$45.00 per family
<i>Monthly Program Fee</i> Monthly Fee with CCFRI	\$145.00 per child (am care) \$320.00 per child (pm care) \$470.00 per child (am & pm care) Kindergarten PM CARE CCFRI: \$60/month Monthly fee with CCFRI Reduction= \$260/month Grade 1+ PM Care CCFRI :\$57.50/month Monthly fee with CCFRI Reduction= \$262.50/month Kindergarten AM/PM CARE CCFRI: \$270/month Monthly fee with CCFRI Reduction=\$200/month Grade 1+ AM/PM Care CCFRI :\$115 /month Monthly fee with CCFRI Reduction= \$355/month
<i>Pro-D Day/Full Day Camp Fee</i>	\$40.00 per child / per day (internal) \$50.00 per child/ per day (external)
Transportation Fee (BGCSVI Westshore & Metchosin Club only)	\$20.00 per month
<i>Urban Adventure Spring & Summer Camps– BGCSVI Harbourside, Central Saanich, and Westshore Clubs</i>	\$200.00 per child – 5-day week \$160.00 per child – 4-day week (weeks where stats fall) (Pre/Post Care available for additional cost for summer camp only). CCFRI will be adjusted for July/August Camps based on sign up.
<i>Licensed Nature Based Spring & Summer</i>	\$210 per child – 5-day week \$168.00 per child – 4-day week (weeks where stats fall). CCFRI will be adjusted for July/August Camps based on sign up.

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- Fees will be adjusted to reflect the childcare fee reduction initiative

Payments are processed on Childcare Pro (Credit Card, EFT).

Payments are processed on the 1st or 15th of the month, depending on what you selected

Note: if a payment date falls on a weekend, the payment will be processed on the next business day.

If a payment is missed, you will receive a warning. After two missed payments, your child will be withdrawn from the Program.

We will not accept shared payment arrangements, i.e., two parents splitting the fees.

As a society under the British Columbia Societies Act and with respect to the by-laws of BGCSVI, all those who attend our programs must pay an annual Membership Fee. This fee is paid upon registration in one of our programs and is renewed each year in September.

WITHDRAWAL, CHANGES & REFUNDS:

Before & After School Care – When program starts, we require **one calendar month written notice** if you choose to permanently remove your child from the Program or change your care requirements. If your child is registered for the month and is away due to illness, vacation, appointments, or play-dates, the full fee is required, as our staffing schedules are pre-arranged. **If fees become delinquent, care may be refused.**

Pro D Days –No cancellations are allowed one-week prior Pro D Day- no refunds will be granted. \$10 admin fee will be charged for cancellations prior cancellation deadline.

Holiday Camps- Refunds will not be granted past closure date.

Spring Break - Refunds will not be granted after **March 1st**

Summer Camps - Refunds will not be granted after **June 1st** for July Camps and **July 1st** for August Camps.

\$10 nonrefundable admin fee per change prior to these dates.

- Note families on Ministry Subsidy will be given a different payment timeline from our Registration Coordinator

All care must be pre-arranged and pre-paid. If you are entitled to a refund, we will process the refund back to the original payment method used, **minus \$10 Admin fee per week/per change**. All payments are processed at our Administration Office (#4-961 Dunford Avenue). To discuss your account, please email registration@bgcsvi.org

Refunds will not be granted for sick days or for weather closures.

SUBSIDIZED CHILD CARE:

Please reach out to our Registration Coordinator at registration@bgcsvi.org if your family requires Affordable Child Care Benefit (ACCB). Families can apply for ACCB through the My Family Services Portal. We need to fill out a portion of the Child Care Arrangement form (provider section 1-4). Once we have completed our section on the form, families fill out sections 5-8 and submit the form. If you receive ACCB and it does not cover all of your fees, you are required to pay the balance. **Please remember to re-apply for your subsidy one to two months before its expiry date.** The renewal process can be timely, and your cooperation is appreciated. If you have not received your subsidy by the program start date, we will ask for payment in the full amount. We will reimburse you once we receive the subsidy payment. Please note, it is the Parents/Guardians responsibility to ensure all required paperwork is sent to the Subsidy Office.

CIBC Wood Gundy Michael O'Brien Fund (Internal BGC financial support):

If your family requires additional support during an unforeseen period of hardship, please email registration@bgcsvi.org for more information.

RECEIPTS:

If you require a tax receipt or assistance, please contact registration@bgcsvi.org.

PERSONAL INFORMATION PROTECTION ACT:

BGCSVI and the Boys and Girls Clubs of Greater Victoria Foundation are committed to protecting the privacy of the personal information of our employees, volunteers, participants and their families, donors and other stakeholders. Therefore, we have developed policies to safeguard personal information.

BGCSVI only collects personal information about participants that is necessary to provide services. This information is private and confidential and is not shared without the consent of the participant except where permitted by law.

Aggregate non-identifying information that describes the characteristics of participants is collected and used to evaluate services and identify unserved needs, which is reported to our funders and stakeholders.

Participant involvement in research is guided by BGCSVI policy, is always voluntary, and may also require guardian consent (See BGCSVI policy).

In prevention programs, information is collected about participants and their guardians for any fees paid to BGCSVI for services for the purpose of accounting.

We respect the privacy of our participants and their families and will only use the information collected on your Registration/Membership Form for the following purposes:

- Agency newsletters, to mail receipts, event/service reminders, emergencies, and tracking statistics that pertain to community programs.
- Medical information collected will be used for medical emergencies.
- Participant information or contact information will not be transferred or used except on

behalf of the BGCSVI or the Foundation. Mailing lists will not be sold or lent; however, name and contact information may be shared with another organization for a joint fundraising event.

PLEASE NOTE:

All information regarding a participant created by, or on behalf of, BGCSVI or the Foundation will be kept confidential to the greatest extent possible. Access to this information is limited to a few employees who are not permitted to use this information in any way other than to carry out their duties and for the reasons that the information was obtained.

*Participants have the right to request to be removed from any mailing list whenever they wish or review their records to ensure the accuracy of the information collected. If at any time you feel that your privacy rights have been violated, please contact us at 250-384-9133 or visit our website for contact information.

POSITIVE BEHAVIOUR SUPPORT PROTOCOLS

Philosophy

BGCSVI aims to provide a safe and supportive environment for all participants within our programs. We recognize the importance of positive behaviour support in promoting children's safety and development, and as such, we believe that:

- Relationship development is the foundation of positive behaviour support. Through the development of strong relationships, staff are able to learn the triggers, comforts, likes, and dislikes of the individual participants and can therefore implement a preventative and proactive practice of care.
- Behaviour is a form of communication. Often this communication is an expression of an unmet need. Behaviour and actions are often the first steps children take to show us how they are feeling physically and emotionally.
- A participant's developmental stage, temperament, interactions, life experiences, and environmental factors can influence the capacity to choose and regulate behaviour. As Child Care Practitioners, we play a part in teaching children and youth how to recognize, understand, and communicate their behaviour in a pro-social context.
- All children and youth have the right to be treated as an individual, with respect, and receive support to learn functional social behaviour.
- Children and youth must accept responsibility for their own behaviour according to their developmental stage.

Prevention

BGCSVI programs utilize preventative measures in order to mitigate undesirable behaviours and teach the children and youth appropriate behaviours for Group Child Care settings. As such, we utilize the following evidence-based practices as a foundation for our program delivery:

- *Positive Behaviour Support (VIHA Supported Child Development Program)*
- *Guiding Children's Behaviour (VIHA Community Care Facilities Licensing Program)*
- *Behaviour Support Policy for Early Childhood Services (Department of Education & Children's Services, Government of South Australia)*

Positive Behaviour Support requires staff to support children in accordance with their age, stage of development, program environment and cultural background. With the support of staff, children and youth will demonstrate the following appropriate behaviours:

- Express their wants and needs in ways that respect the rights and safety of others.
- Interact positively with individuals and the group.
- Care for themselves, others, and their environment.
- Recognize the consequences of their behaviour.
- Develop problem-solving skills.

When guiding the behaviour of children and youth, staff will take a holistic approach and consider the age, developmental stage, past behaviour, environment, Care Plan, and other relevant cultural and historical contexts of the child or youth, to best determine reasonable expectations.

We welcome and encourage parents and guardians to discuss any information with our staff that may assist us in providing the best care we can for your child.

Intervention

BGCSVI fosters an environment of safety, belonging, and respect for all individuals. However, given the nature of human dynamics and Group Child Care, we are going to encounter circumstances of conflict or undesirable behaviour even with quality preventative measures in place.

Undesirable behaviour refers to generally unsafe behaviour such as swearing, verbal aggression, destructive behaviours, running away from staff or program, inappropriate sexualized behaviours, and disrespectful behaviour towards the facility, other participants, or staff.

The following protocols are in place to promote a safe environment for children and youth while attending programs with BGCSVI. At each step, staff will communicate as a team regarding the conflict to ensure consistent care is provided and address any environmental or programming factors that may be contributing to the conflict.

Normative Developmental Conflict

Staff will use the following steps as a guide to address normative developmental conflict and undesirable behaviours demonstrated in our programs:

Step One: Low-Level Conflict

- Staff will facilitate a problem-solving discussion.
- Children or youth will be made aware of their demonstrated undesirable behaviour.
- Each child or youth will be given the opportunity to discuss their experience; the feelings of each child will be acknowledged.
- Children or youth will be encouraged to take ownership of their own actions and find their own agreeable solutions to the conflict.
- Staff will provide assistance in problem-solving as needed.

Step Two: Mid-Level Conflict - If Undesirable Behaviour Continues Within Program:

- Child or youth will experience a loss of privilege – related to the activity that has created the conflict situation.
- Staff will discuss the undesirable behaviour and the reason behind the loss of privilege.
- When appropriate, staff will encourage the child or youth to discuss a positive, active alternative to their demonstrated undesirable behaviour.

Step Three: High-Level Conflict – If Undesirable Behaviour Becomes a Daily/Weekly Occurrence

- Parents or guardians will be contacted during Program for immediate pickup and/or consultation regarding the behaviour.
- Staff will discuss, debrief and work together as a team to devise solutions and strategies for moving forward.
- A solution will also be sought in collaboration with the parent/guardian; this may result in the creation of an Individualized Care Plan.

Bullying is also considered an act of harm in our programs and is defined as the use of force or coercion to abuse or intimidate others. It can include verbal harassment or threat, physical assault or coercion and may be directed repeatedly towards particular victims.

If a child/youth has demonstrated the above behaviours, staff will follow the protocols below to guide the child/youth's behaviour:

- Children/youth involved will be separated from each other immediately.
- Depending on the severity of the incident and at the discretion of the staff, the parent/guardian will be called to pick up their child/youth from Program.
- A meeting will be set up with the parent/guardians to discuss the conflict, strategies for moving forward, and an Individualized Care Plan may be set up.
- The Parent Program Facilitator may be consulted for additional strategies and resources for moving forward in the Program.

Note:

- Staff will evaluate the circumstances of the conflict, to determine if staff are able to support the needs of the child/youth in the scope of our programs, and the fit and suitability of the child/youth within our programs.
- Depending on a variety of considerations, this may result in a discharge of the child from the Program for a day, week or an indeterminate time frame.

Escalated or Violent Conflict

Depending on the severity of an incident or if the safety of an individual or other participants is compromised, the intervention of staff may be required. In the event that a child displays behaviour that is an act of violence or that has escalated beyond 'normative developmental conflict', staff will use their discretion and judgement in order

to decide what level of intervention to use.

Violence is any act causing bodily harm – this includes punching, hitting, kicking, biting or any action towards another child/youth causing that child/youth to cry, bleed, or generally feel unsafe in our programs.

Restraint Policy

The Agency is committed to a violence-free environment. Staff members must communicate to participants and visitors that violent acts and threats are not acceptable behaviours. If necessary, staff will provide appropriate non-violent crisis intervention if these behaviours occur. Under no circumstances is the use of seclusion or restraint condoned or encouraged. Seclusion and restraint are not treatment and may not be implemented as a behavioural consequence in response to a previously occurring behaviour or imposed as a means of coercion, discipline, convenience, or retaliation by staff.

If a staff member's attempts to de-escalate a situation are found to be ineffective, they are to call the appropriate authorities and/or parents to assist in the de-escalation, detainment, and/or removal of the participant following the agency's crisis intervention procedures. For the purpose of this policy, restraint is defined as the use of physical force or mechanical means to temporarily limit a person's freedom of movement in immediate response to dangerous behaviour. Briefly holding the person served without undue force for the purpose of comforting to prevent injury to self or holding a person's hand or arm to safely guide them from one area to another is not considered restraint. Separating individuals threatening to harm another person is not considered a restraint (2019 CARF Standards Manual, Commission on Accreditation of Rehabilitation Facilities, USA p 168).

PROGRAM EXITS:

Planned

A planned exit from our Program will happen when a child's behaviour is outside the scope of the Program, a child ages out of the Program, or a family relocates.

In the event that a child displays behaviour that is outside the scope of the Program and the above strategies are ineffective, a meeting will be held with the family to address alternative care for the participant. If possible, an Exit Plan will be put in place to support the transfer of care.

Unplanned

In the event that program fees are delinquent and/or refusal to set up a payment plan, the child may be subject to removal from the Program. Notice given to the family will be at the Manager's discretion.

In addition, if threats are made to the personal/physical safety of agency staff, participants or environment, the family and child delivering such threats will be subject to removal from the

Program. Appropriate authorities will be contacted if required. The duration of notice is at the Manager's discretion.

Any additional unforeseen circumstances and/or conflicts are at the Manager's discretion.

After-Care

Our programs are for ages 5-12 years old, which is regulated by the Island Health Childcare Licensing. If your child requires care after age 12, please speak to staff, and we can look at applying for an exemption through licensing or help support you with alternative care either through another BGCSVI program or in the community.

III ROLE OF THE PARENT/GUARDIAN

EXPECTATIONS:

- Inform Supervisor of any special considerations.
- Do not send your child to the Program if not feeling well.
- To adhere to our Health & Safety Protocols.
- To use written communication (email or text) when your child(ren) will be absent from Program.
- Communicate respectfully any concerns about the Program or staff to the Program Supervisor (in a private setting and professional manner).
- Communicate daily with the staff about your child(ren)'s day, pick up your child(ren)'s projects and art, and **sign your child(ren) out** of the Program with the time and your initials.
- Ensure you meet all registration deadlines and Program pick up times.
- Adhere to program policies. If the policies are being abused, the Program Supervisor will speak with the parent/guardian. If the policies are still being abused, a written notice will be given. After three policy violations, your child may be withdrawn from the Program. Please note, depending on the severity of the situation, and Management has the right to refuse service without warning.

SUGGESTIONS:

- Take time to talk to the staff. Keep us informed as to your child(ren)'s needs and your concerns. **Please also advise us when you are happy with our service.**
- If you have special skills and would like to volunteer your abilities, please let us know. There are always special projects, themes, and activities to get involved in.
- Read program emails, newsletters, and calendars.
- Open communication is what makes it your Program. The Club supervisor is always happy to talk.

BGCSVI Rights of the Person Served:

BGCSVI will make sure that all participant rights are honoured. It is the responsibility of the staff to make sure that the rights of all participants are respected at all times.

All participants have the right to:

- Have your rights explained to you and be respected by all staff.
- Have all the information about the services you are receiving, including a written copy of your rights and responsibilities.
- Ask questions at any time.
- Be treated fairly and respectfully.
- Have self-respect, growth and control.
- Be free from abuse, mistreatment, revenge, embarrassment and/or lack of care.
- Receive quality service without unfairness due to gender identification, race, colour, ancestry, place of origin, political belief, religion, marital status, family situation, physical disability, mental disability, or sexual orientation.
- Receive services that are sensitive to your needs, your beliefs, and other things that are important to you.
- Refuse services and receive information about the potential consequences, penalties and other service choices.
- Participate in research activities if you want, but you can also decline if you are not interested without judgment.
- Receive a clear reason if you are denied any services.
- Decide what information you want to share (this is called “privacy”).
- Decide whether information about you can be told to someone else (this is called “confidentiality”).
- Tell us about things you do not like, have us listen and not have services taken away because you choose to speak up.
- Stop using a service.
- Say what you think about a service when it ends (this is called “evaluation”).

In addition, participants who have an individual plan have the following rights:

- To have a current, written, individualized plan and to participate fully in your service planning.
- To review your service and make changes to your plan.

Furthermore, children also have the following rights as set out by the Convention on the Rights of the Child:

(Please see http://www.unicef.org/southafrica/SAF_resources_crcchildfriendly.pdf)

- All children have these rights, no matter who they are, where they live, what their parents do, what language they speak, what their religion is, whether they are a boy or girl, what their culture is, whether they have a disability, whether they are rich or poor. No child should be treated unfairly on any basis. (CRC, Article 2).

- You have the right to find out things and share what you think with others by talking, drawing, writing or in any other way unless it harms or offends other people. (CRC, Article 13).
- You have the right to choose your own friends and join or set up groups, as long as it is not harmful to others. (CRC, Article 15).
- You have the right to get information that is important to your well-being, from radio, newspaper, books, computers and other sources. Adults should make sure that the information you are getting is not harmful and help you find and understand the information you need. (CRC, Article 17).
- You have the right to be protected from being hurt and mistreated in body or mind. (CRC, Article 19).
- You have the right to help if you have been hurt, neglected or badly treated. (CRC, Article 39).

IV HEALTH & SAFETY

We require your child to have a record of up-to-date immunizations when they register. Please provide a complete copy of all the dates the immunizations took place. We need this for your child's file and to meet licensing requirements. Enrollment cannot be granted until this is completed. Children are still able to attend our programs if the family has opted not to immunize their child. **Note:** if there is a communicable disease outbreak, they will not be able to attend during this timeframe.

If your child becomes ill while in our care, our staff will do the following:

- Attempt to notify the parent/guardian.

If unavailable:

- Attempt to notify the emergency contacts listed on the child's records.

If unavailable:

- Find the child a quiet area in the Club and have a staff member keep a close eye on their condition until the child can be picked up.

Please keep your child at home if they are not feeling well. If your child has an infection or a communicable disease, we ask you to find alternate care until the infectious period is completed. Please notify the program staff as soon as possible regarding the condition of your child. We will also be required to send a letter home regarding any communicable diseases that our participants suffer from, which would include symptoms and treatment of the disease.

ALLERGIES:

Rather than eliminating particular foods, such as peanuts, from the Program, we encourage families with allergies to work together with the Program to create an environment that is safe for the child and not restrictive for other children. If your child has an allergy, please talk to the Program Supervisor to work together in developing a Care Plan.

In the event that a child has an allergic reaction, we will contact the child's parent/guardian. If

further symptoms continue, we will notify both the parents/guardians and 911. If symptoms persist or increase in severity, staff will call 911.

PICTURE ON FILE:

In case of emergency, we require an updated picture of your child to be kept on file.

PROGRAM ACCESS:

The safety of the children in our Program is of utmost importance to us. To ensure this, we ask that during Program time, all visitors must be on the approved pick-up list stated on your child's registration/membership form and must provide photo ID to verify their identity. Program staff will not sign out participants to those not on the pre-authorized pick-up list. In addition, we require written notice if you would like to add anyone to this list.

Please list those who under any circumstances are **NOT ALLOWED ACCESS** (release of the child or on-site visit). ***If possible, provide recent photo(s) ***

MEDICATIONS:

If your child has been prescribed a medication or is taking anything with a DIN (drug identification number) and will need to take this medication during program time, we ask that you sign our medical consent form (we can email) and create a care plan together, which clarifies the doctor's instructions. All medications will be stored in a secure location at the Club. If your child requires medication during program hours, staff will retrieve and hand it to them according to the prescription/over the counter instructions and observe and record them taking it. All medications must remain in their original containers with the prescription/over the counter label visible. All leftover medication will be returned at the end of the program/dosage period. Any medication that is not picked up at the end of the program/dosage period will be disposed of according to BGCSVI Policy. If your child has medication they require to carry on their person, we require both a medical consent form to be completed and a Medical Care Plan. We also ask that you include a copy of the pharmacy monograph to ensure we are aware of all medication side effects.

INJURIES:

Any injury that occurred in our Program requiring external medical attention will be reported to the parent/guardian, the Program Supervisor, and IHA within 24 hours of the incident. An incident report will be completed by the witnessing staff, signed by the Supervisor, and forwarded to the IHA Licensing office. If your child needs external medical attention, Program staff will escort and wait with them until a parent/guardian arrives.

DUTY TO REPORT

Disclosure of abuse by a child attending our Club Programs or any other suspicions of child abuse will be reported to the Ministry for Children and Family Development/Child Protection Branch in accordance with the Child, Family and Community Service Act (CFCSA).

ALCOHOL & SUBSTANCE ABUSE:

As advocates for children and their safety, should we find ourselves in a position where a parent is under the influence of alcohol or drugs, we will either:

1. Call the other parent/guardian to pick up the child.
2. If the other parent/guardian is unavailable, we will contact one of the emergency contacts from the registration form.
3. If the emergency contacts are unavailable, appropriate authorities will need to be notified.

V CODE OF CONDUCT

ETHICAL CODE OF CONDUCT:

BGCSVI wants to make sure that our clients are getting the best services possible. In doing so, staff follow certain rules:

Staff will:

- Make sure all participants are safe from harm
- Promote the growth of participants
- Respect each participant
- Make sure that all participants know their rights and are given services that respect their rights
- Respect relationships and make sure such relationships are not abused for personal gain
- Keep confidential information private unless forced by law or given permission by the participant
- Make sure that participants receive the best service by doing their job to the best of their ability and seeking out any help that they may need from other agencies
- Make sure that they maintain and build upon their current knowledge and skills to ensure that participants get the best services possible

Make sure that personal interests do not take priority over professional performance. Staff must make it clear when they are acting on behalf of BGCSVI or on behalf of themselves personally.

- Staff are to act professionally.
- Staff are to resolve conflict as quickly and easily as possible.

BGCSVI follows the Code of Ethics of:

- * The Child and Youth Care Association of British Columbia.
- * The British Columbia Association of Social Workers and the Board of Registration for Social Workers in British Columbia.
- * The Federation of Child and Family Services of British Columbia.

VI COMMUNICATION PROCESS

STEPS IN BRINGING FORWARD A CONCERN/COMPLAINT:

1. Talk to the Program Staff Lead from your Program. If you are not comfortable discussing the issue with them, you may contact the Supervisor of the Program. The names of the staff Lead and Supervisor are posted at each site with contact information.
2. If you are not satisfied with the resolution, please reach out to the Program Director. The Program Director will contact you within one week to discuss your complaint.
3. If you feel your complaint has not been properly addressed, you may contact the Executive Director. NOTE: Every effort will be made to review and respond to a complaint within 30 days.

RELEASE OF INFORMATION:

If staff requests to contact other professionals in order to improve your child's Care Plan, you will be requested to fill out a Release of Information Agreement.

FEEDBACK:

BGCSVI is committed to providing excellent service to children, youth and their families. We welcome feedback. If you have any comments or suggestions about our services, please contact the Program staff, Supervisor, or Program Director. Staff contacts are available on our website or by contacting our Administration at 250-384-9133.

BGCSVI conducts an annual stakeholder survey. If you were involved with our agency during the last year and would like to participate, please send your email to feedback@bgcsvi.org. *We also conduct voluntary pre/post-program surveys with participants and families. We use this information to guide our practice.*

VII CLUB SYSTEMS/ PROCEDURES

TYPICAL DAY (times varies at each site)

2:38 pm: Bell rings and children arrive at Club meeting location (different for each Club) and complete attendance with a staff member. Then proceed to club/bus.

2:45 pm: Children sit on the carpet for attendance.

- Behaviour expectations for free play are revisited (checklist on the chalkboard for parents who want to see our "Club Rules").
- Bathroom Break (the children are allowed to use the bathroom whenever they please, as long as they tell a leader. This 'bathroom break' time is served as a daily designated bathroom time for the kiddos that are shy/get excited about playing and ignore the fact that they need to pee!)
- Free play (gym or outside, depending on the weather.)

3:30 pm: Children head into the Club to wash their hands and set up their seats at a table.

3:40 pm: Children eat snack.

4:00 pm: Snack wraps up.

4:00 pm: Structured activity/craft is explained, behaviour expectations for activity explained.

4:30/5 pm: Clean up activity when it is finished. Free play either in the gym or outside.

6:00 pm: End of day-Parents sign out kids & staff communicate with parents about their child's day.

Note: Please refer to APPENDIX A for a sample program newsletter and calendars. Newsletters are sent out as needed, and calendars are given to families monthly via email/hard copy at the site. Please ensure you review the activity calendar and ask Club staff if you have any questions.

OUT-TRIPS:

The Program covers the cost of out-trips. It is, however, up to the parent to ensure your child is dressed appropriately for outdoor trips. Please pack extra clothing in your child's backpack on out-trip days including: a hat, sunscreen and water bottle for warm days and extra socks and pants for cooler days. Please refer to the program calendar for the out-trip schedule.

SCHOOL DROP OFF (AM CARE):

Millstream Club:

During morning care, Club staff remain on school property until the bell rings; however, the transfer of care into the school's supervision occurs once they are released from the Club room to go play outside on school property. This happens no more than 15 minutes before the bell rings. Club Staff will stay with the Kindergarten participants until their teacher comes outside to let them into class.

Crystal View Club :

Families will bring their children to the front door of the school and text the Crystal View Club phone: 250-580-0695 and wait for a Club Staff to come out and meet them to let them inside to the school gymnasium Club space. Club staff remain on school property until the bell rings; however, the transfer of care into the school's supervision occurs once they are released from the Club room to go play outside on school property. This happens no more than 15 minutes before the bell rings. Staff will occasionally bring children outside earlier, depending on weather and sunrise times and will supervise group until transfer of care into school staff. Club Staff will stay with the Kindergarten participants until their teacher comes outside to let them into class.

Harbourside Club:

Club Staff will walk the participants onto school property no more than 15 minutes before the bell rings; one final headcount will occur before the participants are released to school staff. Kindergarten students will remain with Club Staff until their teacher comes out to let them into their classroom. The other Club Staff will remain on school property until the bell rings; however, the transfer of care to the school occurs once we are on school grounds.

***Attendance will reflect the time that participants are transferred into the school's supervision.**

*** If you do not want your child to be released into school supervision 15 minutes before the bell, please send in a written request so we can attach it to your child's registration form.**

CLASSROOM PICK UP (AFTER SCHOOL CARE):

If your child requires classroom pick up, please ensure your child(ren) stays in their classroom until a staff member arrives for pick up. It is also important to notify your child's teacher of the days they attend BGCSVI.

At Millstream Club

The participants walk to the club room where they check in with a BGCSVI staff. Kindergarten participants are brought to the club room to be signed in by a BGCSVI staff.

At Crystal View Club:

The participants walk to the outside meeting spot where they check in with a BGCSVI staff. Kindergarten participants are brought to the meeting spot to be signed in by a BGCSVI staff. Participants will play outside for one hour minimum before going inside, unless otherwise communicated.

At the Harbourside Club:

There is classroom pick up for Kindergarten students only. All other participants will meet at the tennis court (must check in with BGCSVI staff at the front entrance of courts).

At the Westshore Club:

Club Staff will pick up students at Millstream Elementary at 2:38pm at the designated meeting place. The other staff will be dropped off at John Stubbs Elementary/Middle Memorial School to sign in those children when their bell rings at 2:50pm. Students from Millstream Elementary will then travel by bus to John Stubbs Memorial Elementary/Middle School to pick them up. Finally, the group will travel to their Out-Trip and then Westshore Club.

At the Metchosin Club:

Club Staff will pick up students at Wishart Elementary at 2:45 pm and Sangster Elementary at 2:38 pm at the designated meeting places. Kindergarteners from both schools will be pick-up from their line-ups/classrooms. They will then travel to the Metchosin Club on the bus, unless otherwise communicated.

At the Central Saanich Club:

Club Staff will pick up participants at Brentwood Elementary at 2:48pm at the designated meeting place. Kindergartens will be collected at their line ups. After sign-in is complete, the group will then play at one of the Brentwood Elementary playgrounds for one hour minimum before walking back to the Clubhouse.

VIII NON-INSTRUCTIONAL DAYS, CAMP & EARLY DISMISSALS

SCHOOL PRO-D DAYS:

Due to planned activities and outings, we require your child to be at the Program no later than 9:00am each morning. Check individual programs for hours of operation and the daily activity schedule. We require each child to bring a hearty lunch, water bottle, snacks and appropriate clothing. You must pre-register and pre-pay for all school Pro-D days.

EARLY DISMISSALS:

Staff members will confirm such days with your child's school and will make sure a staff member is present at dismissal time. Please note: ***There are NO additional fees for this service.***

HOLIDAY CAMPS:

Licensed Holiday Camps are provided at Harbourside, Westshore, Central Saanich and Metchosin Clubs – Registration will take place through our Childcare Pro registration system

Note: Winter Camps will not be running in 2024.

Holiday Camp Fees are in addition to the monthly fees.

IX MISSING & LOST CHILD PROCEDURES

MISSING CHILD PROCEDURE - (child does not show up to Program)

Step 1:

- * Phone calls will be made to all contact numbers for the child's direct caregiver(s), and a Club Staff will check-in with the school. If the was child marked absent at school, we still need written confirmation from a parent/guardian. If child was present at school with no note of early pick-up by a parent/guardian, we will follow next steps.
- * Another staff member will ask the school office to make an announcement while conducting a thorough search of the school, classroom, playground, and field area.

Step 2:

- * Phone calls will be made to all emergency contacts listed on the child's membership form.

Step 3:

- * If all of the above steps have been taken and your child has not shown up at the Program, a call will be made to 911, alerting them of a potential missing child. The Supervisor will be called and informed of the situation. The situation will be documented as a Critical Incident and sent to Licensing within 24 hours.

LOST CHILD PROCEDURE - (during Program)

Step 1:

- * Determine where the child was last seen.

Step 2:

- * Do a full search of the area.
- * If in a public facility, inform staff to make announcements and, if possible, secure exits.

Step 3:

- * If a child is not found, call 911 and parents/guardians.
- * Call the Supervisor and inform them of the situation. The situation will be documented as a Critical Incident and sent to Licensing within 24 hours.

ELOPEMENT PROCEDURE - (Running Away)

If a child runs away from our facility, staff or Program, we will implement the following procedure:

*Alert the other staff of the situation and follow the steps below:

Step 1:

- * One staff will grab the emergency backpack, a walkie-talkie or cell phone and pursue the child who is running away (unless it jeopardizes the safety of the other children/staff – if this is the case, staff will call emergency police).

Step 2:

- * The other staff will stay with the rest of the group and provide them with a simple, easily supervised activity (i.e. watching a movie, quiet stations, playground/field game etc.).

Step 3:

- * The staff who is pursuing the child will phone the Supervisor to alert them of the situation, and either the Supervisor or the staff will phone the parents/guardians of the child and then the emergency contacts, if the parents/guardians are unavailable by phone.

Step 4:

- * If the parents/guardians are not able (either logistically or are unwilling) to come immediately, or if staff are unable to get a hold of the parent/guardians and emergency contacts, then the staff will call the emergency police and follow their direction.
- * The situation will be documented as a Critical Incident and sent to Licensing within 24 hours.

X ABSENTEES, DISMISSAL, & LATE PICK UP

ABSENTEES:

If your child will not be attending the Program, please call and leave a message at the Club **AS SOON AS POSSIBLE!** If your child is not present at the expected time of arrival, **our staff will follow the Missing Child Procedure.**

DISMISSAL PROCEDURE:

BGCSVI does not permit children to be dismissed from licensed programs without authorized adult supervision. Youth must be accompanied by either a parent or legal guardian or by a responsible adult who has been designated by the youth's parent or legal guardian and noted on the child's registration/membership form in the authorized pick-ups section. We will **NOT** release your child to any individual unless parental/guardian consent has been given on the registration forms or permission has been given in writing. Please note it is our policy that staff ask to see photo identification if they have not met the authorized person picking up your child from our Program. It is **CRUCIAL** that we are contacted in writing when anyone not on your approved pick-up list will be picking up or caring for your child. We also require a copy of your signed custody agreement, if applicable.

Parents/guardians are required to pick up and sign out their child at the designated sign out location each day and make contact with staff. This is the perfect opportunity for parents/guardians to take the time to find out about your child's day and discuss it with our staff. Due to busy schedules, if there is a serious concern, a private meeting can be arranged for a mutually convenient time. If you have not signed your child out, then we will have no written confirmation that your child has been picked up safely that day; therefore, staff will

contact the appropriate authorities. If the children go on an “out-trip”, they are back at the Program before closing time and a written notice with specific parent/guardian pick-up times will be sent out prior to out-trip. **If you would like to pick your child up early, please arrange with the staff in advance.**

LATE PICK UP:

Your child and our staff depend on your prompt arrival. If a parent/guardian has not arrived by the designated closing time, we will:

1. Call the parent’s daytime/alternate contacts.
2. If the parent/guardian is unavailable, we will contact emergency contacts on the registration form.
3. If emergency contacts are unavailable, appropriate authorities will be notified.

***Please note: You will be charged \$10 per 10 minutes late.**

XI UNFORESEEN CIRCUMSTANCES

EMERGENCY PLANS AND PROCEDURES:

BGCSVI has emergency procedures and plans. All Clubs are equipped with Earthquake and First Aid Kits. In the event of an emergency, you may contact the Club directly or the administration office at **250-384-9133**. If the phone lines are inactive, you can pick up your child at the Club location or the specified “SAFE” locations.

The Millstream Club’s safe location is the front school field or depending on the location of the emergency, it may also be on the opposite side of the school parking lot. For long-term emergencies, our third location will be Lakewood Elementary School.

The Crystal View Club’s safe location is the main field. The alternative location is the staff parking lot. For long-term emergencies, our third location is Savory Elementary School.

The Harbourside Club’s safe location is the Club parking lot. The alternative location is the school field near Lyall Street. For long-term emergencies, our third location will be Esquimalt Recreation Center.

The Westshore Club’s safe location is the east sidewalk to the east end of the building (main entrance). The alternative location is the west end of the building or the parking lot’s exit. Our third location is the Juan de Fuca Recreation Centre for long-term emergencies.

The Metchosin Club’s safe location is the main field area. The alternative location is the Welcome Hut, in the main parking lot off Metchosin Road. For long-term emergencies, our third location is the Metchosin Fire Hall.

The Central Saanich Club’s safe location is the side yard, near the fence. The alternative location is Rom Knott Park (baseball field). Our third term location is Vancouver Island Regional Library (Central Saanich) for long-term emergencies.

During an emergency (fire, earthquake, etc.), the staff will ensure that a headcount is conducted of all participants and that the first aid kit, attendance sheet and emergency information are taken to the safe location. Staff will remain with the participants at the safe location until the transfer of care to the parent/guardian or legal authority. The emergency plans are posted at each Club (see Appendix B for specific Club details). Please familiarize yourself with our emergency plan, procedures, and exits.

POWER FAILURES:

We cannot continue to run our programs if we lose power. If this occurs during the early morning hours, a member of the Club staff will inform parents/guardians of the closure. If the power goes out during work hours, BC Hydro will be contacted first to verify the source and length of the problem. If we are unable to reach them or the power is going to be out for a long period, parents/guardians or emergency contacts will be notified to come and pick up their children.

Extreme Weather Conditions (heat, snow, smoke):

School Year

In the event of extreme weather in the morning, e.g., snow, please listen to your local radio station or check your school website for school closure updates. If your school is closed due to the weather, the Club will also be closed that day. The Club will remain open during the school day unless the Supervisor contacts and advises you otherwise. If we close the Club during school hours due to extreme weather, you will be responsible for picking up your child from school personnel at school dismissal time.

Holiday Camps

In the event of extreme weather in the morning e.g. snow/ice, we base our decision on whether Public Transit is available. If Public Transit is closed, Club will be closed. If Public Transit opens partial routes, we will determine if we can open for the day based on staff availability/access to designated open bus routes. If weather changes throughout the day, you may be asked to pick up your child early. Please note some of these decisions may be made with short notice.

No refunds will be given for extreme weather condition closures.

CLOSURE OF PROGRAMS:

We will provide a minimum of one month's notice (more if we are able) if we need to cancel a program due to low registration, lack of funding, or program space availability.

The exception to this is if we need to close the Program due to a communicable disease outbreak (we will follow Public Health's direction) or shortage of staff.

XII MISCELLANEOUS

LUNCH & SNACKS:

For Out of School Care, the Club offers children a simple nutritional afternoon snack each day. On full days of care such as Pro-D days and Holiday Camps, parents/guardians are responsible for providing a healthy morning snack such as a fruit or vegetable, a healthy lunch, and an afternoon snack. We strongly discourage “junk”/unhealthy food choices. We ask that each child have a reusable container for their drink so it can be filled up if necessary. Wherever possible, try to minimize single-use plastics and garbage. Parents/guardians may send additional snacks if they feel their child will require extra food.

TOYS & VALUABLES

We discourage children from bringing toys or personal items from home, except on designated toy-from-home days. We are not responsible for the breakage or loss of these items. If your child has special items that he/she brings from school, we will try to put them in a safe place until your child is picked up.

Expensive objects or objects of sentimental value should remain at home.

ELECTRONICS

Electronics are not allowed in the Program unless otherwise specified in a Care Plan or on your Club’s monthly calendar listed as “Electronics Day” or “Electronics from Home Day”.

DOGS

Dogs are not allowed in our facilities and/or program space due to Health & Safety reasons. The only exception would be a pre-approved Service Dog.

AGENCY PROGRAMS:

BGCSVI offers a wide spectrum of programs for children, youth, and families. These programs range from youth support to evening youth programs. Please visit our website at www.bgcsvi.org for more details.

PARENTING PROGRAMS:

BGCSVI offers parenting programs, including referrals, support groups, and community/online workshops to the parents and caregivers of the Out-of-School Care Clubs participants. Look for our monthly newsletter with parenting tips and announcements of upcoming workshops. For more information email parentingprograms@bgcsvi.org, check out our website at www.bgcsvi.org.

CELEBRATIONS:

Birthdays are celebrated at our programs. Please consult with your Club Team on how each Program celebrates special occasions. This is also a time for families to share aspects of their culture and traditions so we can celebrate diversity within our Program.

ACTIVE PLAY:

Our Club engages children in daily active play, consisting of supervised un-facilitated play and facilitated games and activities. We provide active play opportunities for every child for a minimum of 60 minutes during after-school programs. Active play is a physical activity that includes moderate to vigorous bursts of high energy, raises children’s heart rate and makes them “huff and puff”, such as running and jumping.

SCREEN TIME:

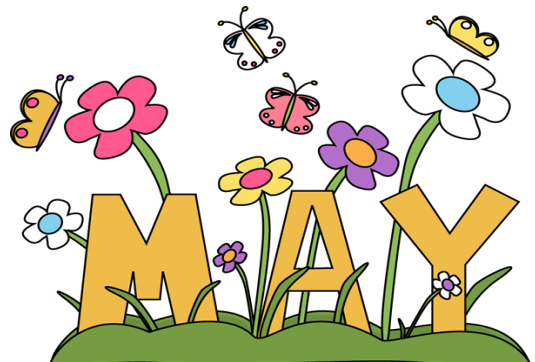
Our Clubs do not regularly allow screen time during every day after-school programming, including TV, computer, and electronic games. Exceptions include programmed movie or electronic days, Pro-D days and camps, and screen time in a participant’s Care Plan

APPENDIX A: Sample Calendar

PROGRAM ACTIVITIES

Our Clubs provide a range of activities for both Before and After School Care. These activities are developed on a monthly calendar basis and are inclusive of all areas of development (physical, intellectual, emotional, social, language)

SAMPLE CALENDAR



Monday	Tuesday	Wednesday	Thursday	Friday
		1 Science Experiment	2 Talent Show	3 Craft
6 Bubble Fun	7 Gym	8 Science Experiment	9 Toy from Home Day	10 Pro-D Day
13 Origami	14 Pictionary	15 Science Experiment	16 Playground Games	17 Electronic Day!
20 Victoria Day Holiday (No Club)	21 Word Games	22 Science Experiment	23 Gym	24 Craft
27 Friendship Bracelets	28 Lego Towers	29 Science Experiment	30 Gym	31 Movie Day!

APPENDIX B: Emergency Plan

FIRE EMERGENCY PLAN:

If you see a fire/hear a fire alarm:

1. Attempt to extinguish the fire ONLY if this can be done without putting yourself or the people around you at further risk. Always be aware of the closest fire extinguisher.
2. If the fire is not visible or cannot be safely extinguished, participants should **line up at the closest door**. Staff will direct everyone in their area to quickly and calmly leave the building by the closest exit route. The Staff in charge will grab the Club Cell Phone, Attendance Sheet(s), Membership Forms, and First Aid Kit (without putting himself/herself in danger). To prevent the spread of fire, remember to close all doors behind you.
3. When exiting the building, if not already activated, pull the fire alarm.
4. Call 911 to report the fire.

5. When safely outside the building, staff will direct all participants to the designated area. All participants and staff are to be accounted for by a headcount.
6. If Fire Personnel deems the building safe, staff will take participants back inside and call all families to inform them of the incident and resume Program.
7. If Fire Personnel deem the building unsafe, Staff and children will remain at their safe meeting location and all parents/guardians, emergency contacts, or legal authorities will be notified to pick up their child immediately, when it is safe to do so...

Note: Our staff conduct monthly fire drills at each program site.

EARTHQUAKE EMERGENCY PLAN:

1. **If you feel an earthquake, stay calm, do not panic.**
2. Staff will instruct participants not to rush for exits. Participants will get under a desk or table or stand in a doorway or corner. They will assume the “Crash Position” (on the floor, covering head and neck, facing away from windows). Staff will instruct participants to move away from windows and objects that may fall. They will count aloud for the duration of the earthquake.
3. Once the shaking stops, staff will count aloud to 60. Staff will then check for injuries, apply emergency first aid, look for hazards,) and leave the building immediately.
4. When safely outside the building, staff will lead participants to the designated meeting spot. All participants and staff are to be accounted for by a headcount.
5. 911 will be called. Parents/guardians will be telephoned once all staff and participants are safe and accounted for.

	Harbourside Esquimalt Club	Millstream Elementary	Westshore Club	Metchosin Club	Crystal View Club	Central Saanich Club
Primary Location	Fence adjacent in the Club Parking Lot.	Front School Field	East sidewalk at the east end of the building (Main Entrance	Main Field area	Main Field	Side yard by chain link fence
Secondary Location	School field near Lyall St.	Opposite side of school Parking Lot	West end of the building or the exit of the Parking Lot	Welcome Hut	Staff Parking Lot	Rom Knott Park (Baseball Field)

Long-Term Location	Esquimalt Parks and Recreation	Lakewood Elementary School	Juan de Fuca Recreation Centre	Metchosin Fire Hall	Savory Elementary	Regional Library-Central Saanich
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