



FAMILY HANDBOOK 2025/26

**Licensed School-Age Programs
Ages 5 - 12**

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We acknowledge the Lkwungen, WSÁNEĆ, 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). It will provide 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 fulfilling 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 programs 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 the minimum Ministry of Health requirements, including criminal record checks, current first aid and medical information, and job-related education and experience.

OUR PHILOSOPHY:

BGC South Vancouver Island recognizes that the quality of experiences during a child's early years has a profound impact on their future development. Our programs are designed with a strong foundation in understanding, inclusion, and a commitment to incorporating the principles of BC's Early Learning Framework. By fostering a healthy, emotionally supportive, physically safe, and culturally inclusive environment, we enhance each child's growth. BGC South Vancouver Island (BGCSVI) offers experiential learning opportunities that inspire children of all abilities to develop essential cognitive, emotional, and social skills, building resilience and supporting their achievement of developmental milestones.

Children's growth and development is primarily done through play, in environments focused on experiences. We take an individual approach to every child and apply a trauma informed, strength-based lens to their learning. Children are encouraged to explore, experiment, think, create, express themselves and make choices as they develop their independence. Our staff actively engage in activities that are purposeful and creative, utilizing language, numeracy and literacy learning, sciences, and arts (music, visual and dramatic play). Our commitment to applying Indigenous ways of knowing, introduces our children to opportunities to respect the interactions with the land and the community in which they live.

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 the community.

OVERALL PROGRAM GOAL:

To provide a safe, inclusive, 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 participants 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 to reflect on and learn from past experience to determine if our program goals are met, measure the impact of Club activities, and continually improve our services locally and nationally.

Participants and their families in our 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 the 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 Ave. 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>
<p>BGCSVI David Cameron Club 675 Meaford Avenue Phone: 236-858-0752 Email: info@bgcsvi.org Monday to Friday 7:00am-8:45am & 2:38pm-6:00pm</p>	<p>BGCSVI Colwood Club 3000 Wishart Road Phone: 236-858-1528 Email: info@bgcsvi.org Monday to Friday 7:00am – 8:30am & 2:38pm – 6:00pm</p>	<p>BGCSVI Happy Valley Club 3291 Happy Valley Road. Phone: 236-858-1316 Email: info@bgcsvi.org Monday to Friday 7:00am-8:45am & 2:28 - 6:00pm</p>

<p>BGCSVI Wishart Club 3310 Wishart Road Phone: 236-858-1551 Email: info@bgcsvi.org Monday to Friday 7:00am - 8:45am & 2:45 pm – 6:00 pm</p>	<p>BGCSVI SCIANEW STELITKEŁ Club 802 Latoria Road. Phone: 236-858-1969 Email: info@bgcsvi.org Monday to Friday 7:00am - 8:38am & 2:38pm – 6:00pm</p>	
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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. 1 st , 2025) | 5. Christmas Day (Dec. 25 th , 2025) | 9. Good Friday (April 3 rd , 2026) |
| 2. Truth & Reconciliation Day (Sept. 30 th , 2025) | 6. Boxing Day (Dec. 26 th , 2025) | 10. Easter Monday (Apr. 6 th , 2026) |
| 3. Thanksgiving Day (Oct. 13 th , 2025) | 7. New Year’s Day (Jan. 1 st , 2026) | 11. Victoria Day (May 18 th , 2026) |
| 4. Remembrance Day (Nov. 11 th , 2025) | 8. Family Day (Feb 16 th , 2026) | 12. Canada Day (Jul. 1 st , 2026) |
| 13. BC Day (Aug 3 rd , 2026) | | |

Please note: All clubs will be closed on Tuesday, September 2, 2025, for staff training

All Clubs will be open on September 3, 2025

All programs will be closed the week of August 31- September 4, 2026

STAFF TEAMS

Each facility runs with a staff-to-child ratio of a minimum of 1:12. 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 get in touch with 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

Out of School Care – Registration for the following school year commences for the general public in March. All current registrants will automatically roll over into the new school year. If you no longer require care, you must notify the registration office by **February 13th**.

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. Completed registration online via EsiKidz Registration system (all sections) – this is a licensing requirement. **Your spot will not be approved until all sections are complete.**
2. Fee payment is set up via EsiKidz
3. All outstanding fees are paid, and/or a payment plan is set up.

**** Once all the above steps are complete, Registration will approve your child's admission to our Programs.**

Note: Please ensure any court orders are emailed or provided to your Club's Team Lead Staff and/or Supervisor. If you selected "Yes" on EsiKidz to having a custody order for your child(ren), you must provide a copy. If you do not send a copy, the Club staff will follow up to obtain a copy of the custody order. Child(ren) cannot start in the program until your Club has a copy of your child's custody order. Staff will follow this legal document, so updating any necessary legal changes is imperative as they come up. If guardians disobey court orders, staff are instructed to contact the authorities.

Professional Development Days – Registration will take place through EsiKidz on a first-come, first-served basis.

Note: Registration closes one week before the 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 2025.

Spring Break Registration

January 7, 2026, INTERNAL Family Registration

January 14, 2026, EXTERNAL Family Registration

\$25.00 per week, a non-refundable deposit due at time of registration.

Remainder of Spring Break Camp fees to be charged March 2, 2026.

Summer Camp Registration

April 8, 2026, INTERNAL Family Registration

April 15, 2026, EXTERNAL Family Registration

\$25.00 per week non-refundable deposit due at time of registration.

Remainder of July Camp fees to be charged June 2, 2026.

Remainder of August Camp fees to be charged July 2, 2026.

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 Supported Child Development Program to try to include all children in our programs, regardless of their ability level. All the participants in our programs 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 BGCSVI Millstream and Wishart Clubs are currently inaccessible to wheelchairs, so we cannot accommodate participants with significant physical limitations at these sites. Similarly, the BGCSVI Metchosin Club operates mainly 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 considerable language barrier, we may not be able to accommodate children who cannot follow instructions in an emergency. A child with a significant language barrier could attend if a translator is arranged or if a regular staff member is 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 the program can safely care for and meet the needs of that individual and 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:

Our Program Accessibility Assessment follows these key steps:

1. *Gather Information:* Collect details about the child, including their specific needs, strengths, and challenges.
2. *Evaluate Requirements:* Assess what accommodations, additional staffing, training, resources, or procedures may be needed to support the child.
3. *Program Capability:* Determine whether our program can provide safe and effective care for all participants, considering the required accommodations.
4. *Create a Care Plan:* Develop a written care plan in consultation with the family and any relevant external agencies, outlining specific support strategies.
5. *Implement and Monitor:* Put the care plan into action, documenting daily successes, challenges, behavioral trends, and any adjustments needed to ensure ongoing support

When a child in our program is able to receive support from the Island Health Supported Child Development (SCD) program from the Queen Alexandra Centre for Children's Health, the parent or guardian arranges the initial contact through SCD. After the initial contact, the staff of BGCSVI meet with the designated SCD consultant to discuss the child's specific needs. Once a support contract is awarded from the Supported Child Development program, BGCSVI begins the process of recruiting a qualified Support Worker.

For spring and Summer Camps, you must register through BGCSVI to access Inclusion Worker support (priority will be given to internal families first). The criteria for receiving funding will be based on staffing and support needs, based on the above Program Accessibility Assessment.

Individualized Care Plans

When a child requires extra support to participate in one of our programs, an Individualized Care Plan may be developed. Whether the additional support needs are physical, mental, emotional, behavioural, medical, or dietary, 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 regularly/as needed. 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 Supports (other than SCD/QA)

External Support that supports the successful integration of children into our programs will be considered for approval. For example, should a parent/guardian wish to engage an external contractor for the benefit of their child (e.g., an Occupational Therapist or behavioral Interventionist) during program time, this must be discussed prior with the Program Supervisor for approval to ensure the well-being of all children in the program.

Extracurricular Activities

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

II FINANCIAL INFORMATION

PROGRAM FEES – WITHDRAWAL, CHANGES & REFUNDS:

FEES ARE AS FOLLOWS:

*** Monthly fees are prorated to reflect the entire school year's 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>	\$207.50 per child (am care) *only at select Club locations \$334.00 per child (pm care) *only at select Club locations \$484.00 per child (am & pm care) *only at select Club locations \$520.00 per child (am & pm care) *only at select Club locations
Kindergarten Monthly Fee with CCFRI	Kindergarten AM Care CCFRI: \$67.50/month Monthly fee with CCFRI Reduction = \$140.00/month
	Kindergarten PM CARE CCFRI: \$142.00/month Monthly fee with CCFRI Reduction = \$192.00/month
	Kindergarten AM/PM CARE CCFRI: \$284.00/month Monthly fee with CCFRI Reduction = \$200.00/month
<i>BGCSVI Central Saanich, Metchosin Club, and Westshore Clubs</i>	Kindergarten PM Care CCFRI: CCFRI \$67.00/month Monthly fee with CCFRI Reduction = \$267.00/month
<i>BGCSVI Millstream, Harbourside, Crystal View, Colwood, David Cameron, Wishart Happy Valley, SCÍΛNEW STĒLIT̄KĒL Clubs</i>	Kindergarten AM/PM Care CCFRI: CCFRI \$320.00/month Monthly fee with CCFRI Reduction = \$200.00/month
Grade 1+ Monthly Fee with CCFRI	Grade 1+ AM Care CCFRI: \$57.50/month Monthly fee with CCFRI Reduction = \$150.00/month
	Grade 1+ PM Care CCFRI: \$57.50/month Monthly fee with CCFRI Reduction = \$276.50/month
	Grade 1+ AM/PM Care CCFRI: \$115.00/month Monthly fee with CCFRI Reduction = \$369.00/month
<i>BGCSVI Colwood, David Cameron, Wishart Happy Valley, SCÍΛNEW STĒLIT̄KĒL Clubs</i>	Grade 1+ AM/PM Care CCFRI: \$115.00/month Monthly fee with CCFRI Reduction = \$405.00/month

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

<i>Pro-D Day Camp Fee – BGCSVI Harbourside, Central Saanich, Westshore, and SCIANEW STEELITKEE Clubs</i>	\$45.00 per child / per day
<i>Transportation Fee (BGCSVI Westshore & Metchosin Club only)</i>	\$25.00 per child
<i>Urban Adventure Spring & Summer Camps– BGCSVI Harbourside, Central Saanich, Westshore, SCIANEW STEELITKEE Clubs</i>	\$210.00/ week per child – 5-day week (pro-rated for short weeks) (Pre/Post Care may be 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 - BGCSVI Metchosin Club</i>	\$216.00/ week per child – 5-day week (pro-rated for short weeks) CCFRI will be adjusted for July/August Camps based on sign up.

Payments are processed on EsiKidz (Credit Card, PAD).

Payments are processed on the 1st 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 concerning 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 annually in September.

WITHDRAWAL, CHANGES & REFUNDS:

Out of School Care – When the program starts, we require **one calendar month's 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 playdates, the full fee is required, as our staffing schedules are prearranged. **If fees become delinquent, care may be refused.**

Pro D Days –No cancellations are allowed one week before the Pro D Day, and no refunds will be granted. A \$10 admin fee will be charged for cancellations before the cancellation deadline.

Holiday Camps- Refunds will not be granted past the 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.

- There is a \$10 non-refundable admin fee per change before these dates.
- Note that families on Ministry Subsidy will be given a different payment timeline from our Registration Coordinator.

All care must be prearranged and prepaid. If you are entitled to a refund, we will process the refund back to the original payment method, **minus the \$10 Admin fee per week/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 weather closures.

Affordable Child Care Benefit (ACCB):

Please get in touch with our Registration Coordinator at registration@bgcsvi.org if your family requires the Affordable Child Care Benefit (ACCB). Families can apply for ACCB through the My Family Services Portal. We must complete a portion of the Child Care Arrangement form (provider sections 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 reapply 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 that the Parents/Guardians are responsible for ensuring all required paperwork is sent to the Ministry of Education and Childcare office (ACCB).

A guideline to apply for subsidy to help ensure it is received on time:

- **June 1-** Submit subsidy for September Out of School Care
- **March 1-** Submit subsidy for Summer Camps
- **January 1-** Submit subsidy for Spring Break Camps

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:

Tax receipts are all issued through Esikidz. For assistance, please get in touch with 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 participant's/parent/guardian's consent 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 require guardian consent (See BGCSVI policy).

In prevention programs, information is collected about participants and their guardians regarding 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 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 for which 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 you feel your privacy rights have been violated, please get in touch with 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 can 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 behavioural 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 individuals 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 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 child or youth's age, developmental stage, past behaviour, environment, Care Plan, and other relevant cultural and historical contexts 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 will encounter conflict circumstances or undesirable behaviour even with quality preventative measures.

Undesirable behaviour refers to generally unsafe behaviour such as swearing, verbal aggression, destructive behaviours, running away from staff or the program, inappropriate sexualized behaviours, and disrespectful behaviour toward 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 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 actions and find agreeable solutions to the conflict.
- Staff will assist in problem-solving as needed.

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

- Children or youth will experience a loss of privilege related to the activity that has created conflict.
- 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 the 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.
- Staff will evaluate the circumstances of the conflict to determine whether staff can support the child/youth's needs within the scope of our programs and whether the child/youth is fit and suitable within our programs.
- Depending on various considerations, this may result in a discharge of the child from the Program for a day, a week, or indefinitely, and an exit plan will be created.

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 threats, 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 staff's discretion, the parent/guardian will be called to pick up their child/youth from the 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.

Escalated or Violent Conflict

Staff intervention may be required depending on the severity of an incident or whether an individual's or other participants' safety is compromised. If 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 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 unacceptable 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 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 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 to comfort or prevent injury to self, or holding a person's hand or arm to guide them safely 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 program's scope, a child ages out of the program, or a family relocates.

If a child displays behaviour outside the program's scope and the above strategies are ineffective, a meeting will be held with the family to address alternative care for the participant. An Exit Plan will be implemented to support the transfer of care.

Unplanned

If program fees are delinquent and/or there is a 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 the 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 children aged 5-12 and are regulated by the Vancouver Island Health Authority (VIHA) Childcare Licensing. If your child requires care after age 12, please speak to your Club's Supervisor, and we can consider 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 your Club's Supervisor of any special considerations.
- Do not send your child to the program if they are 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 the program.
- Communicate respectfully any concerns about the program or staff to the Program Supervisor (privately and professionally).
- **Read program emails, newsletters, and calendars.**
- Communicate daily with the staff about your child(ren)'s day, pick up your child(ren)'s projects and art, and **ensure your children are signed out before leaving.**
- Ensure you meet all registration deadlines and program pick-up times.
- Adhere to program policies. If the policies are abused, the program supervisor will speak with the parent/guardian and give a written notice. After three policy violations, your child may be withdrawn from the program. Please note that, depending on the severity of the situation, Management has the right to refuse service without warning.
- Take time to talk to the staff. Tell us about your child(ren)'s needs and 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.

**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 participants' rights are honoured. It is the staff's responsibility to ensure that all participants' rights 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 do 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 fully participate 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, what their gender is, what their culture is, whether they have a disability, whether they are rich or poor. No child should be mistreated 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 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 important to your well-being from radio, newspapers, books, computers, and other sources. Adults should ensure that the information you get 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

Immunization Records- It is a licensing requirement to know if participants are immunized or not immunized; this will be asked on EsiKidz during registration. 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 cannot attend during this timeframe.

General illness- 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 regarding your child's condition as soon as possible. We will also be required to send a letter home regarding any communicable diseases that our participants suffer from, including 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 an emergency, we require an updated picture of your child to be kept on file/EsiKidz.

PROGRAM ACCESS:

The safety of the children in our program is of the utmost importance to us. To ensure this, we ask that during program time, all visitors be on the approved pick-up list stated on your child's registration/membership form and provide a photo ID to verify their identity. Program staff will not sign out participants to those not on the pre-authorized pick-up list. If this policy is not followed and staff have tried to communicate with family and emergency contacts, emergency services will be contacted if needed. In addition, we require written notice if you would like to add anyone to your child's authorized pick-up 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 will email it) and create a care plan together, which clarifies the doctor's instructions. All medications will be stored in a secure location at the Club, in your child's backpack, or on their person if applicable/safe to do so (EpiPen, inhaler, etc.). If your child requires medication during program hours, staff will retrieve and hand it to them according to the prescription/over-the-counter instructions/Care Plan 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 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 occurs during program time and requires external medical attention will be reported to the parent/guardian, the program supervisor, and a VIHA Childcare Licensing Officer within 24 hours of the incident. The witnessing staff will complete a critical incident report, which will be signed by the Supervisor and forwarded to the VIHA Childcare Licensing office. If your child needs external medical attention, such as an ambulance, Program staff will escort and wait with them until a parent/guardian arrives for safe and proper transfer of care. Staff will follow up with families after injuries occur during program time, as we must report if a child requires medical attention to VIHA's Childcare Licensing office due to an injury acquired during program time. Alternatively, please inform your Club's Supervisor if you take your child to a medical professional after an injury pick-up.

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 or authorized pick-up is under the influence of alcohol or drugs, we will either:

1. Call the other parent/guardian to pick up the child (if applicable).
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 must be notified.

V CODE OF CONDUCT

ETHICAL CODE OF CONDUCT:

BGCSVI wants to ensure our clients get the best services possible. In doing so, staff follow specific 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 service possible
- Ensure that personal interests do not take priority over professional performance. Staff must clearly state whether they are acting on behalf of BGCSVI or on behalf of themselves personally.
- Staff are to act professionally.
- Staff are to resolve conflicts as quickly and efficiently 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 Team Lead from your program. If you are uncomfortable discussing the issue with them, contact the Program Supervisor. The names of the Club Team Lead and Supervisor are posted at each site with contact information.
2. If you are unsatisfied with the resolution, please get in touch with the Program Manager. The Program Manager will contact you within one week to discuss your complaint.
3. If you feel your complaint has not been adequately addressed, you may contact the Program 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 to improve your child's Care Plan, you will be asked to complete a Release of Information Agreement.

FEEDBACK:

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

BGCSVI conducts an annual member 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 twice a year. We use this information to guide our practice.

VII CLUB SYSTEMS/ PROCEDURES

TYPICAL DAY (times/activities vary 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 the Club/bus/Outside or Inside Club play area.

2:45 pm: Group Gathering for Review of Expectations and Afternoon Schedule

- Behaviour expectations for child-directed free play are revisited.
- Bathroom Break (the children are allowed to use the bathroom whenever they please, as long as a leader appropriately supervises them. This 'bathroom break time' serves as a daily designated bathroom time for the kiddos who are shy/get excited about playing and ignore the fact that they need to pee!
- Child-directed free play (gym or outside, depending on the weather)

3:30 pm: Children head into the Club to wash their hands and sit at a table (seating charts typically applicable)

3:40 pm: Children eat a Club-provided snack or a snack from home if hungry.

4:00 pm: Snack wraps up.

4:00 pm: Structured activity/craft and behaviour expectations for the activity are explained.

4:30/5 pm: Clean up activity when it is finished. Child-directed free play is offered in the Clubroom, gym, or outside.

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

Note: Please refer to APPENDIX A for a sample program newsletter and calendars. Newsletters and calendars are given to families monthly via email/hard copy at the site. Please review the activity calendar and ask the 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 that 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, pants, and rain boots for cooler days. Please refer to the program calendar for the out-trip schedule.

SCHOOL DROP OFF (AM CARE):

BGCSVI Harbourside Club:

During morning care, Families will drop off their children at the Harbourside Club drop-off and pick-up door location between 7:00am and 8:30am and check in with a Club staff member to sign in their child. 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 stay on school property until the bell rings.

BGCSVI Crystal View Club:

During morning care, Families will bring their children to the school's front door, text the Crystal View Club phone: 250-580-0695, and wait for Club Staff to come out and meet them to let them inside the school gymnasium or library Club spaces between 7:00am-8:25am. 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 play outside on school property. This happens no more than 15 minutes before the bell rings. One final headcount will occur before the participants are released to school staff. Staff will occasionally bring children outside earlier, depending on weather and sunrise times, and will supervise the group until the transfer of care

to school staff occurs. Club Staff will stay with the Kindergarten participants until their teacher comes outside to let them into class.

BGCSVI Millstream Club:

During morning care, Families will drop off their children at the Millstream Club drop-off and pick-up door location between 7:00am and 8:23am and check in with a Club staff member to sign in their child. 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 play outside on school property. This happens no more than 15 minutes before the bell rings. One final headcount will occur before the participants are released to school staff. Staff will occasionally bring children outside earlier, depending on weather and sunrise times, and will supervise the group until the transfer of care to school staff occurs. Club Staff will stay with the Kindergarten participants until their teacher comes outside to let them into class.

BGCSVI David Cameron Club:

During morning care, families will drop off their children at the David Cameron Club drop-off and pick-up door location between 7:00am and 8:30am and check in with a Club staff member to sign in their child. Club Staff will take participants outside on 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

BGCSVI Colwood Club:

During morning care, families will bring their children to the school's front door, text the Colwood Club phone: 236-858-1528, and wait for Club Staff to come out and meet them to let them inside the Clubroom between 7:00am-8:15am. 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 play outside on school property. This happens no more than 15 minutes before the bell rings. One final headcount will occur before the participants are released to school staff. Staff will occasionally bring children outside earlier, depending on weather and sunrise times, and will supervise the group until the transfer of care to school staff occurs. Club Staff will stay with the Kindergarten participants until their teacher comes outside to let them into class.

BGCSVI Wishart Club:

During morning care, families will drop off their children at the Wishart Club drop-off and pick-up door location between 7:00am and 8:30am and check in with a Club staff member to sign in their child. Club Staff will take the participants outside on 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.

BGCSVI SĆIANEW STELIŦKEL Club

During morning care, families will drop off their children at the SĆIANEW STELIŦKEL Club drop-off and pick-up door location between 7:00am and 8:23am and check in with a Club staff member to sign in their child. Club Staff will take the participants outside on 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.

BGCSVI Happy Valley Club

During morning care, families will bring their children to the school's front door, text the Happy Valley Club phone: 236-858-1316, and wait for Club Staff to come out and meet them to let them inside the Clubroom between 7:00am-8:30am. 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 play outside on school property. This happens no more than 15 minutes before the bell rings. One final headcount will occur before the participants are released to school staff. Staff will occasionally bring children outside earlier, depending on weather and sunrise times, and will supervise the group until the transfer of care to school staff occurs. Club Staff will stay with the Kindergarten participants until their teacher comes outside to let them into class.

***Attendance will reflect when 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 a written request to your Club's Team Lead or Supervisor 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. Notifying your child's teacher of the days they attend BGCSVI is also essential.

BGCSVI 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 by a Club staff. After sign-in, the group will play at one of the Brentwood Elementary playgrounds for one hour before returning to the Clubhouse.

BGCSVI Harbourside Club

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

BGCSVI Crystal View Club

The participants walk to the outside meeting spot to check in with a Club staff member. School staff bring Kindergarten participants to the meeting spot to be signed in by Club staff. Unless otherwise communicated, participants will play outside for at least one hour before going inside.

BGCSVI Westshore Club

Club Staff will pick up participants 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 prior to the school bell at 2:50pm for their sign-in. Participants from Millstream Elementary will then travel by BGC bus to John Stubbs Memorial Elementary/Middle School to pick them up. Finally, the group will travel to their scheduled outing and then/or return to Westshore Club via BGC BUS.

BGCSVI Millstream Club

The participants walk to the Club room to check in with a Club staff member. School staff will bring Kindergarten participants to the club room to be signed in by a BGCSVI staff member. Depending on the weather, participants will play outside/in the gymnasium for at least one hour before going inside.

BGCSVI David Cameron Club

The participants will arrive in the Clubroom to check in with a Club staff member. Club staff will pick up Kindergarten participants from their classrooms. Depending on the weather, participants will go outside to the playground or play inside the gymnasium for at least one hour before returning to the Clubroom.

BGCSVI Colwood Club

The participants will arrive in the Clubroom to check in with a Club staff member. Club staff will pick up Kindergarten participants from their classrooms. Depending on the weather, participants will go outside to the playground or play inside the gymnasium for at least one hour before returning to the Clubroom.

BGCSVI Wishart Club

The participants will arrive at the Clubroom door outside to check in with a Club staff member. Club staff will pick up Kindergarten participants from their classrooms. Participants will be remain outside to play on the school grounds for at least one hour before returning to the Clubroom.

BGCSVI Metchosin Club

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

BGCSVI SĆIANEW STEŁITKEL Club

The participants will arrive at the Clubroom to check in with a Club staff member. Club staff will pick up Kindergarten participants from their classrooms. Participants will be brought outside to play on the school grounds for at least one hour before returning to the Clubroom.

BGCSVI Happy Valley Club

The participants will arrive in the Clubroom to check in with a Club staff member. Club staff will pick up Kindergarten participants from their classrooms. Depending on the weather, participants will go outside to the playground or play inside the gymnasium for at least one hour before returning to the Clubroom.

VIII NON-INSTRUCTIONAL DAYS, CAMP, & EARLY DISMISSALS

SCHOOL PRO-D DAYS:

Due to planned activities and outings, your child must 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, a 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 staff members are present at dismissal time. Please note: ***There are NO additional fees for this service.***

HOLIDAY CAMPS:

Licensed Holiday Camps are provided at BGCSVI Harbourside, Westshore, Central Saanich, SĆIANEW STEŁITKEL, and Metchosin Clubs. Registration will take place through our EsiKidz registration system.

Note: Winter Camps will not be running in 2025.

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 member will check in with the school. If the child was marked absent at school, we still need written confirmation from a parent/guardian. If the child was

present at school with no note of early pick-up by a parent/guardian, we will follow the next steps.

- * Another staff member will ask the school office to make an announcement while thoroughly searching the school, the Clubroom, the playground, and the 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 to 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:

- * Call 911 and the parents/guardians if a child is not found.
- * 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 about the situation and follow the steps below:

Step 1:

- * One staff member 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 simple, easily supervised activities (i.e., watching a movie, quiet stations, playground/field game, etc.).

Step 3:

- * The staff 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 cannot (either logistically or unwillingly) come immediately, or if staff cannot reach the parents/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 be absent from program, please mark them absent on the EsiKidz parent app or text/email the Club staff **AS SOON AS POSSIBLE!** Our staff will follow the Missing Child Procedure if your child is absent at the expected arrival time.

DISMISSAL PROCEDURE:

BGCSVI prohibits children from being dismissed from licensed programs without authorized adult supervision. Youth must be accompanied by either a parent, legal guardian, or a responsible adult 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 provided in writing. Please note our policy is 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 must pick up and sign out their child at the designated sign-out location each day and contact the staff. This is the perfect opportunity for parents/guardians to learn 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, we will have no written confirmation that your child was 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 before the out-trip. **If you want to pick your**

child up early, please arrange it with the staff.

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 parents' daytime/alternate contacts.
2. If the parent/guardian is unavailable, we will contact the 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 or the specified "SAFE" locations.

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

The **BGCSVI 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 the Esquimalt Recreation Center.

The **BGCSVI 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 **BGCSVI 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 at the parking lot's exit. Our third location is the Juan de Fuca Recreation Centre for long-term emergencies.

The **BGCSVI Millstream Club's** safe location is the front school field, or, depending on 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 **BGCSVI David Cameron Club's** safe location is the beginning of the playground/end of the parking lot. The alternative location is the back field goal post. For long-term emergencies, our third location is the Colwood Elementary School.

The **BGCSVI Colwood Club's** safe location is the first goal post on the school field. The alternative location is the Hulitan Early Years Centre parking lot. For long-term emergencies,

our third location is the Wishart Elementary School.

The **BGCSVI Wishart Club's** safe location is the back field, first goal post. The alternative location is on the farthest side of the playground grass strip. For long-term emergencies, our third location is Colwood Elementary School.

The **BGCSVI Metchosin Club's** safe location is in the primary 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 **BGCSVI SCIANEW STEŁIŦKEŁ Club's** safe location is the first goal post on the school field. The alternative location is the furthest goal post on the back of the school's field. For long-term emergencies, our third location is Royal Bay Secondary School.

The **BGCSVI Happy Valley Club's** safe location is the first goal post on the school's back field. The alternative location is the furthest goal post on the back of the school's field. For long-term emergencies, our third location is the Langford Fire Hall #2

During an emergency (fire, earthquake, etc.), the staff will ensure that a headcount of all participants is conducted and that the first aid kit, attendance sheet/participant list, and emergency information are taken to the designated 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 below). Please familiarize yourself with our emergency plan, procedures, and exits.

POWER FAILURES:

We cannot continue to run our programs if we lose power. A Club staff member will inform parents/guardians of the closure if this occurs during the early morning hours. 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 cannot reach them or the power will be out for an extended 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 the weather changes throughout the

day, you may be asked to pick up your child early. Please note that 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 at least one month's notice (more if we can) if we need to cancel a program due to low registration, lack of funding, or program space availability.

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

XII MISCELLANEOUS

LUNCH & SNACKS:

For out-of-school care, the Club offers children a daily nutritional afternoon snack. Parents/guardians are responsible for providing a healthy morning snack such as fruit or vegetables, a nutritious lunch, and an afternoon snack on full days of care, such as Pro-D days and Holiday Camps. We strongly discourage "junk"/unhealthy food choices. We ask that each child have a reusable container for their drink to fill up if necessary. Wherever possible, try to minimize single-use plastics and garbage. Parents/guardians may send additional snacks if their child requires 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 they bring from school, we will try to put them in a safe place until they are picked up.

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

ELECTRONICS

Electronics are prohibited in the program unless otherwise specified in a Care Plan or on your Club's monthly calendar, which lists it as "Electronics Day" or "Electronics from Home Day."

DOGS

Dogs are not allowed in our facilities and/or program space for Health and Safety reasons. The only exception is a pre-approved Service Dog.

AGENCY PROGRAMS:

BGCSVI offers various 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 or visit our website at www.bgcsvi.org.

CELEBRATIONS:

Please consult with your Club Team Lead about how each program honours special occasions. This is also a time for families to share aspects of their culture and traditions, allowing us to celebrate diversity within our Program.

ACTIVE PLAY:

Our Club engages children in daily active play, consisting of supervised, unfacilitated 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 after-school programming, including TV, computer, and electronic games. Exceptions include scheduled movies or electronic days, Pro-D days, camps, and screen time in a participant's Care Plan.

APPENDIX A: Sample Newsletter and 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)



South Vancouver Island

APRIL 2025

Central Saanich Club Newsletter

CLUB HIGHLIGHTS

If your child is going to be absent, please text our Club Phone at 250-686-9127 before 2:30pm on the day your child is going to be absent. We cannot take any second-hand information from the school. Please also inform us if a person from your child's authorized pick-up list will be picking up your child. If we do not hear from you and have followed our missing child procedure, a call to 911 will be made.

We are getting back into the garden throughout the month of April. On **Tuesdays**, we will start with some planning and education about how plants grow!



CARE FAMILIES NEEDED

Do you have a spare room or suite in your home and want to support local youth? Learn more about caring with us!

- Compensation
- 24/7 support
- Support local youth

<https://bgcsvg.org/becomeacarefamily/>



UPCOMING EVENTS



Sarah Beckett Memorial Run
Sunday, May 11, 2025
Starlight Stadium, Langford
8am - 12pm

Join us for a family friendly walk/run that supports youth in BGCSVI's Community Youth Intervention Program! This event is also pet friendly so bring your dog along for the fun!

<https://www.sarahbeckettmemorialrun.com/register>

VOLUNTEER OPPORTUNITIES



We are looking for volunteers for the 5th Annual Sarah Beckett Memorial Run on Sunday, May 11, 2025! Can you help? Send an email to:

<mailto:sbmrvolunteers@gmail.com>



- CHILD & YOUTH CARE WORKERS
- INTEGRATED SUBSTANCE MANAGEMENT YOUTH WORKER

Learn more

<https://bgcsvg.org/career-opportunities/employment/>



South Vancouver Island

APRIL 2025

Central Saanich Club Calendar

APRIL 2025



Monday	Tuesday	Wednesday	Thursday	Friday
DIY Crayons	1 Gardening & Appropriate pranks	2 Coping Skills Workshop	3 Puffy paint	4 Orange Peel Science Experiment
7 Kids Choice	8 Gardening	9 Club Sharing Day	10 Self Esteem Workshop	11 Pro-D-Day Separate Registration
14 Dying Eggs	15 Gardening & Titanic Day Story	16 Pajamas & Breakfast	17 Egg Hunt	18 Good Friday Club Closed
21 Easter Monday Club Closed	22  Gardening	23 Outdoor Picnic	24 Making Bucket Lists	25 Field Games
28 Junior Leader Activity	29 Gardening	30 Movie Day!		

NATIONAL VOLUNTEER WEEK

If you will be away please call or text us at: 250.686.9127

For Club inquiries and questions, please email

Team Lead/Site Manager: Tuana Shakiba

tshakiba@bgcsvi.org

Licensed Program Supervisor: Jewel Hall

jhall@bgcsvi.org

*Calendar is subject to change



"My son has been attending the drop-in after school during the school year. The outcome was that during that first summer [his] confidence soared! There isn't a better gift that the staff could have given him."

Jan - Mother of participant

Our Clubs Need Your Help

We are proud that our Clubs are a safe, inclusive experience for all of our members and a place where they can belong. In the digital age, we need your help to spread the positivity!

How can you help? It's easy! Just click the link below and take 1 minute of your day to leave us a Google Review!

<https://g.page/r/CfH1Q0kbacg2EBM/review>

OR/ Scan QR code with your camera to leave review



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. Participants should line up at the closest door if the fire is not visible or cannot be safely extinguished. 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 themselves in danger). Remember to close all doors behind you to prevent the spread of fire.
3. Pull the fire alarm if not already activated when exiting the building.
4. Call 911 to report the fire.
5. When safely outside the building, staff will direct all participants to the designated area. A headcount will account for all participants and staff.
6. If Fire Personnel deem the building safe, staff will take participants back inside, call all families to inform them of the incident, and resume the 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 out loud to 60. Staff will then check for injuries, apply emergency first aid, and look for hazards. And leave the building immediately.
4. When safely outside the building, staff will lead participants to the designated meeting spot. A headcount will account for all participants and staff.
5. 911 will be called. Once all staff and participants are safe and accounted for, parents/guardians will be telephoned.