



Boys & Girls Club
of Lethbridge & District

Parent Handbook 2010/2011

“A Reference Guide For Parents”



**Boys & Girls Club
of Lethbridge & District**

Introduction

The Boys & Girls Club of Lethbridge & District is one of more than 100 clubs of its kind in Canada. We have been serving Lethbridge and the local community since 1987. We are fortunate to have our own facility to operate from and we are located at 1405 8th Avenue North, just south of the Adams Ice Centre. Our club has been in operation since 1987 and was established to ensure young people in Lethbridge had a place to go where they could feel safe, learn new things, make new friends and participate in a wide variety of cultural, recreational and exploratory activities. We realize that it is very important for parents that their children have a safe, secure and fun place to go between the time when school gets out and when they get home from work. We strive to be “a good place to be” for everyone who comes to our club.

We are a licensed child-care facility, but we are more than just glorified babysitters. All of our staff are trained and certified to plan and deliver activities and learning experiences that children can benefit from. These activities and experiences are delivered within three different programs: Kindergarten, Daze End and Summer Program.

Our program schedules for Kindergarten and Daze End are closely aligned with the school calendar. This means that these programs run during the school year. Our Summer Program usually begins on the Monday after the final day of classes and runs until the Friday before the first week of classes. For more information on these programs, registration dates and fees please refer to our Programs section.

Mission Statement:

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

Vision Statement:

The Boys & Girls Club of Lethbridge & District provides exceptional out of school care in the community. Our kids have the skills, confidence and sense of fun they need to develop into successful, healthy adults. Everything we do demonstrates our commitment to the community we serve.



Boys & Girls Club of Lethbridge & District

Our Programs

After School

The After School program is for children entering Grades 1 to 5. It runs from the time your child finishes school until 6:00pm. Before school care is also available starting at 7:00am until school starts at an additional fee of \$75/month. We provide pick up from select North-side schools*. However, we accept registrations regardless of where your child attends school, as long as you can get them to and from the club.

Registration Fees:

- **\$200/month per child (Additional \$75 for morning care)**
- **Price includes PD Days (Sign-up is required – limited space available)**
- **Christmas/Reading Week/Easter - \$75/week (Sign-up required – limited space available)**

Kinder Care North & South

The Boys & Girls Club is pleased to provide Kinder care! Typically, children who register in this program split time between school-based kindergarten and our program at the club. We run ½ day programs in both the morning and the afternoon at both North and South locations. We provide drop-off and pick-up from select North-side schools* and the south location is reserved for children attending Agnes Davidson School. However, we accept registrations for the north side location regardless of where your child attends school, as long as you can get them to and from the club.

Registration Fees:

- **\$400/month per child**
- **Includes PD Days, Fridays and Holidays (Sign-up required – limited space available)**

***We provide transportation from the following schools:**

Senator Buchanan, Galbraith, Westminster, St. Paul's & St. Mary's

Summer

This program runs daily throughout the summer months during our regular business hours. Summer is a time for the kids to explore, grow and foster new relationships. We pride ourselves on offering a number of off-site activities around the community and throughout southern Alberta. You can register your child for our summer program on a week by week basis.

Registration Fees:

- **\$125/week per child**



Boys & Girls Club of Lethbridge & District

Hours of Operation:

We are open from 7:00am – 6:00pm Monday – Friday

We are closed on weekends and statutory holidays

If additional planned closures are necessary, parents will be notified at least 4 weeks in advance. The Club may also be closed during emergency without notice at the discretion of the Executive Director.

Registration Policies

When you register your child in a program at the Boys & Girls Club of Lethbridge, you are reserving a space for your child to access the planned activities and events that occur on a daily basis much like a gym membership. This means that your monthly fees are based on reserving this space for your child and not on actual time spent at the club. However, this also means that you can rest assured knowing that we are anticipating your child's arrival at the club on a daily basis and that they will be picked up and brought to the club from one of the designated schools.

Daily Cancellations

We require notification if your child will be absent from school and our programs on a particular day. This ensures that there is no confusion when staff pick up your child from school. Please contact our office immediately at 403-327-6423 if you need to notify us that your child will be absent from the club. In cases where there is no answer, leave a message on the cancellation line (extension 400) which is checked every day before pick up is done.

PD Days/Holidays

Although your monthly fee covers the cost of PD Days, it does not mean that space is automatically reserved for your child on that day. Parents **MUST** sign-up for each PD day that they require care throughout the school year. This helps us ensure that we have adequate staffing in place on that day. Sign-up sheets for PD days will be available on the front table near the sign-in binders at least one week prior to your child's PD day. We will do our best to accommodate everyone who signs up but space may fluctuate with staff. The Boys & Girls Club of Lethbridge is not responsible for notifying parents regarding PD days or providing automatic sign ups. Holiday care sign-up normally begins at least 3 weeks prior to the holiday period for which care is required and the same rules apply. The number of spaces available for Holidays is determined by staff availability.



Boys & Girls Club of Lethbridge & District

Missing Children

If a child is registered to attend any of our programs and does not arrive, or if we have not received notification of an absence, the following measures will be taken:

Staff will contact the registered parent/guardian in order to establish the whereabouts of the child

If the parent/guardian cannot be reached, the emergency contact people listed on your registration form will be contacted.

If the emergency contact people cannot be reached, the police will be contacted to initiate a search for the missing child, by the end of the program time.

Pick Up

We require all parents to pick up their children from the club by 6:00pm sharp. We are not licensed to be open after this time so lateness is not acceptable and may result in penalties on a case by case basis.

Identification

Your child's safety and security is very important to us. We want to ensure that no stranger or unauthorized person is picking up your child. Initially, parents may be asked to provide picture ID when picking up their child from the club. If you are sending someone else to pick up your child, you need to contact the club beforehand and give us the name of the individual and permission for them to pick up your child. We always ask for picture ID from those who do not normally pick up your child to ensure that the individual has been authorized to pick up your child.

Arrival and Departure Procedures

Parents are required to come into the facility to sign-in their child when dropping them off at the club. Parents are also required to come into the facility to sign-out their child when picking them up from the club. Sign-in/out binders are located in the foyer on a ledge in front of the mailboxes. These binders contain sign-in/out sheets for each individual child and are labelled according to the school they attend. Each day one Youth Worker is designated as a "floater" to ensure sign-in/sign-out procedures are followed and that pick-ups go smoothly.



**Boys & Girls Club
of Lethbridge & District**

Fees & Payment Policies:

It is very important that parents keep their accounts in good standing and that payments are made on the first business day of the month. This is why fees must be paid through pre-authorized debit or credit payment arrangements only. Once payment arrangements are made they must be followed or space may be forfeited. In the case of a returned payment you will incur a \$25 service charge. If 3 payments are returned in any school year, the account will be placed in immediate suspension and only certified cheques dated the first of the month will be accepted.

Program Fees

After School Care - \$200/month

Morning Care - \$75/month

Kinder Care - \$400/month

PD Days – Included (Sign-up required)

Holidays - \$75 (Sign-up required)(Included in Kinder Care fees)

Summer - \$125/week

A refundable deposit of \$50 is required upon registration of both summer and fall sessions. This deposit will be applied to the last month of attendance or refunded via cheque if the account is in good standing and no payments have been missed or returned.

Each account will incur a flat rate agency fee of 5% of the total fees per month to cover account management costs such as processing payments, registrations & bank fees. This charge also helps to cover costs associated with administration of extended holiday, PD days, yearly statements, receipts, child documentation and any notifications. Summer regulations are slightly different. Please refer to your registration form if you are enrolling your child in the summer program.

Program fees are subject to change without notice.

Off-site Payments

Occasionally, parents will be required to pay an additional charge for their children to participate in select off-site activities. Sign-up for these activities is required and parents will be notified of the cost beforehand. These additional charges will show up on your monthly invoice.

Subsidies

For those parents who may require financial assistance, subsidies are available through Alberta Children & Youth Services. Applications can be completed at the Southern Alberta Child & Family Services Authority office: **#333 Provincial Building 200 5th Avenue South (403)381-5316**



Boys & Girls Club of Lethbridge & District

Registration Cancellations

If you need to cancel registration for your child(ren), you are required to fill out a CANCELLATION FORM that you will receive with your registration package and are to remove and save for future use. We require that you fill out the form and return it to reception a minimum of 2 weeks prior to the last date your child will attend the club. The 2 week notice is required to cancel any pre authorized payment plans and or subsidy to ensure that additional payments are not processed. Failure to give adequate notice will result in full fees being withdrawn from the chosen payment option.

Program Delivery

Daily Schedule

The following outlines a typical day at the Boys & Girls Club:

- 3:30pm – Staff pick up children from schools
- 4:00pm – Snack time
- 4:15 – 5:15 – Structured activity
- 5:15 – 6:00pm – Open play
- 6:00pm – Parents pick up their children from club

Options (These may vary throughout the year. We encourage you to speak to any leaders for updates on your child's program.)

- Monday** – Surprise, Craft, Gym, Drawing
- Tuesday** – Girls Only, Drama, Gym, Drawing
- Wednesday** – Boys Only, Craft, BG, Gym
- Thursday** – BG, Craft, Drawing, Gym
- Friday** – Craft, Cooking, Off-Sites, Computers

Youth are encouraged to take projects completed during options home with them. If they are unable to finish it they may take the necessary supplies and finish them at home at the discretion of the parent.

At the Boys & Girls Club of Lethbridge & District, we encourage diversity and ethnicity. We would love to know about your culture, traditions and anything unique that you feel would be interesting to add to our program. We also encourage parents to take the time to observe their child's interactions and spend time at the club if at all possible. If you would like to participate in anyway, please contact the Manager, Children Services for more information.



Boys & Girls Club of Lethbridge & District

Off-sites

There will be two off-sites per month. They will be held within Lethbridge or they will involve bringing guest speakers or presentations to the club. These events will be posted ahead of time and sign-up will be required in order for your child to participate.

Snacks and Lunches

We provide children with one snack per day consisting of two major food groups. However, you are also welcome to provide a snack for your child. Snack time also provide an opportunity for children to eat leftovers from lunchtime. The snack calendar is posted in the kitchen on a monthly basis and each child is allowed to have a second helping if desired.

We do not provide lunch for children who attend the Boys & Girls Club. Parents are asked to provide their children with a balanced lunch so their child does not go hungry. If no lunch is provided we will provide a lunch for that child. If the situation continues we will contact the parent to discuss the issue and you may be charged \$5.00 per lunch if the situation is not resolved in an agreeable manner. This would typically apply only for those registered in our Summer Program or Kindergarten Program.

Ratios

We are a licensed out-of-school care facility and as such we adhere to child care standards established by Alberta Children and Youth Services. One of the requirements of licensing is that we have a minimum number of staff to supervise groups of children. Ratio guidelines are as follows:

1 Youth Worker for every 15 children (Ages 6-11)

1 Youth Worker for every 10 children (Kindergarten)

Practicum students can also be counted in ratio

Incident Reports

If your child is in an incident or accident at the Boys & Girls Club an incident report is written to describe what happened. If the incident is serious, you may be contacted to come and pick up your child from the club. Your signature is required on all incident reports involving your child. This provides us with proof that you have read the incident report and have an understanding of the situation. You are welcome to request a copy of the incident report for your records.

If there is a situation where your child is putting another child in harm, you will be contacted and asked to remove your child from the club immediately. We have zero tolerance for this type of activity.



Boys & Girls Club of Lethbridge & District

In extreme situations where the child continues to behave in an unacceptable way or is a risk or danger to others on a reoccurring basis, the child may be temporarily or permanently suspended from the club or we may require that the child be accompanied by an aid in order to continue to come to the club.

Health and Medications

Medical Emergencies

If your child is involved in a medical emergency, the following procedures will be followed:

1. Parent will be notified immediately by phone and asked how they would like to proceed
2. Child will receive medical attention if necessary
3. Child will be transported to the hospital by ambulance if necessary (Parent is responsible for transportation cost)
4. Incident report will be issued and signed by staff member, program manager or executive director and parent

Medication

Staff will only administer medication to your child if you have signed the medication authorization section of your registration form. Medication for your child may be kept on site and is locked in a secure medicine cabinet. All medications must be clearly marked, in the original labelled container and staff will only administer medication based on what is written on the container. No medication will be administered by staff prior to written authorization being received.

Fire/Emergency Plan

There are three emergency fire exits located in the building (front door, side "fire" door and gym doors). The building will always be evacuated through the door that is furthest from the source of the fire. If the building is evacuated through the front door, everyone will meet at the church across the street to the south of the building. If we evacuate through the back of the building through the gym doors or side fire door, everyone will meet at the Adams Ice Arena.

Our Front-Line Staff

Youth Workers are the front-line staff that plan and deliver the programs and activities for your children are well-trained and carry a minimum Level 1 Child Development Certification. This means they have all completed courses which help to ensure the best possible care for your child. They all have clean criminal record checks, child welfare checks and possess up-to-date First Aid and CPR training. All drivers



Boys & Girls Club of Lethbridge & District

also have a Class 4 license which gives them the proper authority to transport your children two and from school in our 15 passenger vans.

Our Program Team

Rachael Hathorn – Manager, Children Services

Ashley Edgson – After School Supervisor

Taneil Wilson – Kinder Care Supervisor

Staff Qualities

Beyond the requirements and qualifications required to become a Youth Worker at the Boys & Girls Club, these are qualities that we look for when recruiting and hiring staff:

- Enjoy working with young people
- Possess warmth, empathy and a sense of humour
- Ability to communicate and cooperate with fellow volunteers and staff
- Committed and dependable
- Exercise good judgement and self control
- Strong work-ethic and desire to learn
- Excellent role-models

Administration Team

Trever Broadhead – Executive Director

Angie Zuba - Manager, Operations

Rachael Hathorn - Manager, Children Services

Tammy Hoekstra – Manager, Youth Services

Ashley Edgson – After School Supervisor

Taneil Wilson – Kindergarten Supervisor

trever@bgclethbridge.com

angie@bgclethbridg.com

rachael@bgclethbridge.com

tammy@bgclethbridge.com

ashley@bgclethbridge.com

taneil@bgclethbridge.com



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Contact Us

If you ever have any questions, comments or concerns please contact us at 403-327-6423

OR

Go to our website www.bgclethbridge.com