

Boys and Girls Club of Leduc Parent Handbook

1. Introduction:

This Parent Handbook was developed to serve as a guide for parents to outline what they can expect from the Boys and Girls Club of Leduc, as well as what the Club can expect in return. If you have any additional questions that are not covered in this manual, please feel free to contact the Club directly. We consider it an honour to have your child with us during the upcoming year and look forward to working with you, in partnership, to ensure their safety, happiness and success.

Core Values

All Boys and Girls Club of Leduc Programs operate under the following principles:

Belong: We welcome everyone in a safe, accepting environment based on belonging and positive relationships.

Respect: We ensure that everyone – children, youth, families, volunteers, and staff – is heard, respected, valued and treated fairly.

Encourage and Support: We encourage and support every child and youth to play, learn and grow to achieve their dreams.

Work Together: We work together with young people, families, volunteers, our communities and government.

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

2. Programming:

Program Hours

The Boys and Girls Club of Leduc follows the Black Gold School Division Calendar, meaning that when their Leduc schools are closed, the Club is also closed. This include school holidays, PD days and closures due to inclement weather. In addition, the Boys and Girls Club of Leduc may be closed to accommodate a special Club activity (i.e. retreat), but parents will be advised of this closure at least two weeks in advance. In addition, our Club programming ends approximately one week prior to the completion of the school year. This allows our staff time to prepare and transition into summer programming.

Regular hours of operation for the After School Drop-In Program are weekdays from 3:00 pm to 6:00 pm and 2:00 pm to 6:00 pm on early dismissal days. This is our foundational program and the one through which all of our other programs operate. We offer daily, after school drop in activities with social, recreational and educational components. Activities include (but are not limited to): field house, sports and fitness opportunities, green space play, homework assistance, computers, arts and crafts, and free play.

Program Participation

The Boys and Girls Club of Leduc prides itself on its ability to offer its members new opportunities and challenges. We strive to provide our members with a diverse range of safe, age appropriate, enjoyable activities that balance educational, recreational and social components. As such, members are expected to participate in all Club activities, unless a doctor's note is provided stating otherwise. By registering your child in our program, you are agreeing to your child's full participation in our activities.

3. Bussing

Parents who choose to enroll their children in our bussing program will pay a rate of \$30.00 per month. Bussing fees are payable via monthly automatic withdrawal (PAD Agreement) or through a one time, inclusive payment. Bussing payments are due on the first of every month, prior to receiving services. Failure to pay bussing fees will result in the suspension of this service. By enrolling your child in our bussing service, you are granting us permission to pick-up your child at their designated school and transport them to the Leduc Recreation Centre throughout the school year.

Members are picked up at their school shortly after the final bell rings for the day. This service is currently offered from the following schools: Notre Dame, Corinthia, Caledonia, and Willow Park. Members may be required to wait for the bus briefly, should delay occur, and should be dressed to accommodate wait periods.

It is the responsibility of every individual member to ensure that they are at the designated place and time in order to catch the BGC of Leduc bus to the Club. Should your child miss the bus, it will then be your responsibility to arrange transportation for your child that day to the Club. Our responsibility to your children begins when they board the BGC bus and as such, if they do not board the bus for whatever reason, we cannot assume responsibility for their safety and/or care.

Members are expected to board and ride the bus in a manner which is safe and respectful to everyone. The behaviour expectations outlined in the “Boys and Girls Club of Leduc Member Rules” and “Child Guidance Policy” will also govern behaviour on the BGC of Leduc bus. Bus service is a privilege that we are happy to provide to our members and as such, we reserve the right to refuse bus service to any member who does to follow Club policies and staff member direction.

We operate our bus service under the same conditions as Black Gold Regional Schools. It is the responsibility of parents to be aware of bus service cancellations within City of Leduc Schools, as this will also dictate the cancellation of the Boys and Girls Club bus for that day. In addition, any Boys and Girls Club of Leduc Bus cancellations will be posted on our website and notice sent out by email. On days when our bus is not operational, parents will be responsible for transportation of their children. Please note we will NOT contact parents by telephone should an unexpected cancellation need occur.

Member Pick-Up and Release

The Boys and Girls Club of Leduc takes the safety and security of our members seriously, and as such, we have firm procedures for the receiving and release of our members. Once members enter the doors of our Club, we become responsible for them. Because the nature of our program is drop-in however, we do not have the ability to monitor the daily attendance of your child. In practice, this means that if your child does not arrive at the Club on any given day, we will assume that you, as the parents, are aware of this and other arrangements have been made. We will not contact you if your child is not in attendance at the Club, and we cannot confirm your child’s arrival at the Club on a daily basis. It is the sole responsibility of the parent to ensure their child’s daily safe arrival at the Club (either through ensuring their child boards the BGC of Leduc Bus or arranges for alternative transportation to the Club).

Every child will be formally checked in to the Club upon their arrival and checked-out upon their release. To streamline this process, parents will be asked to wait for their children at the door, while a staff member arranges for their child to be brought to them. Parents are not permitted to walk around the Club unescorted. On field house or green space days, parents will be asked to go to the area where their child is present for pick-up. Children will not be allowed to meet parents at their vehicles or in the parking lot.

For the safety and security of our members, members will only be released to individuals authorised by parents through their inclusion on that individual member’s “Safe Pick-Up List”. Parents are encouraged to ensure that *at least one* of the people on their safe pick-up contact list lives within the City of Leduc. Parents are welcome to add additional people to their list throughout the year as needed, but this must be done in person, or through a personal email account which clearly identifies that the email is being issued by the parent of guardian. **Phone calls will not be accepted.**

There is no law in Alberta that specifies at what age children can be left alone. When considering leaving a child unsupervised, age and maturity are important factors in assessing whether care and supervision is adequate. Parents of children over the age of ten (10) years may authorise (in email or writing) the release of their children from the Club to walk home, or wait for pick-up at a safe, alternate location. Younger siblings will only be released into the custody of their older siblings (i.e. to walk home together), with written parent permission, if that sibling is twelve (12) years of age or older. The BGC of Leduc reserves the right to deny permission for members to leave the Club on their own volition, regardless of age, if we determine circumstances to be unsafe to do so (i.e. extreme weather) and parents will be contacted directly to make alternative arrangements.

Late Pick-Up

We respect the time of our parents, and as such, we also expect parents to respect the time of our staff members. When parents are late in picking their children up from the Club, staff members are unable to leave as planned, which infringes on their personal time, as well as costs the Club money in additional salary. As such, for every incidence of lateness on the part of parents, we will institute the following:

- \$30.00 for the first incident (late deposit fee cheque cashed)
- \$60.00 for every subsequent incident (late deposit fee cheque cashed)

Once the initial late deposit fee has been cashed, parents must immediately provide the BGC of Leduc with a replacement cheque (now for \$60.00). Children will not be allowed to attend Club programming until the replacement cheque is received.

If parents anticipate being late to pick-up their children, we require parents to call the Club and inform a staff member. This will allow us to reassure your child, as well as plan for their appropriate supervision and safety until you arrive. This call does not however constitute permission to be late, and the deposit cheque will still be cashed.

Illness or Accident

Members who report feeling unwell will be required to call their parent and/or guardian for immediate pick-up. We reserve the right to internally assess if a child is too ill to safely attend the Club. Parents are required to keep sick children at home (including all contagious conditions such as lice and ringworm), for their own comfort and safety, as well as to avoid the spread of illness to other members and staff. Injuries assessed by a staff members as minor (small cuts, bumps and bruises) will be treated with basic first aid and the parent will be informed of such, upon pick-up of their child. In cases of contagious conditions, the Boys and Girls Club of Leduc reserves the right to require a note from a licensed medical practitioner medically clearing the child for return to the Club.

Should however, a staff member assess that a member's condition has deteriorated to the point where medical intervention is required or should serious injury occur, an ambulance will be called immediately. Staff members will then attempt to get in touch with the parent, and/or another person indicated on the safe-pick up list. Any costs associated with this intervention will be the responsibility of the parent. By registering for our programs, parents authorise the application of emergency medical attention and agree to incur all expenses associated with this.

Medical Management

Your child is responsible for administering his/her own medication, with the supervision of the staff of the Boys and Girls Club of Leduc. The Boys and Girls Club of Leduc is in no way responsible in ensuring that your child has received his/her medication.

Parental Permission

If parents have a special request for their child to do something out of the ordinary, we need written authorization prior to. This includes attending a special event, or leaving the Club under special circumstances. Please use the “*Parental Permission Form*” or provide us with a note that clearly identifies the child’s name and the nature of the special request (complete with dates/times and parent signature). This form is also available via a link on the Boys and Girls Club of Leduc website.

3. Club Rules and Conduct

Boys and Girls Club of Leduc Behaviour Expectations and Child Guidance Policy

The Boys and Girls Club of Leduc staff members are responsible for providing a safe, fun and respectful environment for all children who attend the Boys and Girls Club of Leduc programs. This will be accomplished by guiding children to engage in safe and respectful behaviours, which will enable all children to feel valued, secure and accepted. The expectations regarding appropriate behaviour within Boys and Girls Club of Leduc programs are outlined within the “*Boys and Girls Club of Leduc Member Rules*”. These rules and regulations will be posted on the wall of the Club and clearly explained to all members on their first day at the Club. All members will be expected to abide by these guidelines, without exception, to ensure the safety and enjoyment of all.

The “*Boys and Girls Club of Leduc Child Guidance Policy*” provides a framework within which unacceptable behaviours and interactions by members are addressed. **Parents are encouraged to read and share this policy with their children to ensure knowledge and compliance.** This policy will be enforced equally and uniformly. Every member, regardless of circumstance, will be expected to abide by all Club rules and guidelines.

Should your child be asked to leave the Club due to non-compliance with the above policies, no membership refund will be issued.

Reporting Suspected Cases of Abuse and/or Neglect

The Boys and Girls Club of Leduc, as an advocate for children and families, has a special role to play in prevention and early identification of child abuse and neglect. This includes helping to protect children in accordance with The Child, Youth and Family Enhancement Act.

Any person, who has reasonable and probable grounds to believe a child is in need of protective services, is legally required to report the matter to Child and Family Services. The Child, Youth and Family Enhancement Act prescribes penalties for those who fail to report such situations, and provides protection from legal action against a person making a report unless the reporting “is done maliciously or without reasonable and probable grounds for the belief.”

The Child, Youth and Family Enhancement Act (2004) Part 1 (2), states that “...a child is in need of prevention if there are reasonable and probable grounds to believe that the survival, security or development of the child is endangered because of any of the following:

- (a) the child has been abandoned or lost;
- (b) the guardian of the child is dead and the child has no other guardian;
- (c) the child is neglected by the guardian;
- (d) the child has seen or there is substantial risk that the child will be physically injured or sexually abused by the guardian of the child;
- (e) the guardian of the child is unable or unwilling to protect the child from physical injury or sexual abuse;

- (f) the child has been emotionally injured by the guardian of the child (including exposure to domestic violence or severe domestic disharmony);
- (g) the guardian of the child is unable or unwilling to protect the child from emotional injury;
- (h) the guardian of the child has subjected the child or is unable to unwilling to protect the child from cruel and unusual treatment or punishment.”

As such, Boys and Girls Club of Leduc is **mandated** to report any concerns that may arise, which cause us to reasonably believe that a minor child is at risk. We will not consult with the child’s parent or guardian prior to making this report. Our main objective is to protect and support the child. We would rather error on the side of caution, through the reporting of incidents of suspected abuse and neglect, than to fail to make a report.

Personal Property within the Club

To encourage an atmosphere of inclusion, equality and belonging, we do not allow our members to bring any personal entertainment items (toys, games, and electronics) into the Club. These items must remain in the member’s backpack during their time at the Club. We will not assume responsibility for any personal items that might become lost or stolen.

Clothing

It is the responsibility of parents to ensure their child comes to the Club dressed in a manner which is appropriate for all potential activities. Our members sometimes get wet and sometimes get dirty, so parents should not send their children in clothing which cannot accommodate this. We also take our members outdoors during all seasons, and as such children should have with them at all times weather appropriate clothing and footwear. **The Leduc Recreation Centre mandates that all occupants wear clean, appropriate indoor footwear when in the facility.** This means your child must change into clean, indoor shoes once they arrive at the Club.

Food and Snacks

Members are welcome to bring a snack from home to eat at the Club providing that the snack is nut-free and healthy (no pop, chips, candy or chocolate bars). Members that bring prohibited food items will be asked to return the item to their backpack unconsumed. For safety reasons, members are not allowed to share food or snacks. Parents are welcome to bring snacks to enjoy on special occasions (i.e. birthdays), providing that there is enough for everyone to enjoy.

In addition, we will often provide members with food or snacks throughout the year, which members can choose to consume or not. Though our Club is nut-aware, because we are housed in a public facility, we cannot ensure a completely nut-free environment. As such, parents should make certain that their children know what they are allowed to eat (i.e. food allergies) and take an active role in their own personal food safety.

Member and Parent Conduct

Just as parents and members expect to be treated in a manner which is appropriate and respectful by the Boys and Girls Club of Leduc so too does the Boys and Girls Club of Leduc expect the same in return. We are committed to building and preserving a safe, productive and healthy environment for everyone, based on mutual respect. In pursuit of this goal, **we do not condone nor tolerate acts of violence, aggression and/or harassment against any of our staff members, board members, member families or volunteers.** Unacceptable behaviour by parents includes:

- Disrespectful Behaviour and/or Personal Harassment: Any behaviour that demeans, humiliates or embarrasses another, and that a reasonable person should have known would be unwelcome. This includes actions within our Club environment such as raised voices, aggressive language, swearing and angry outbursts. This also includes any and all derogatory, threatening and/or aggressive comments that are posted online in public forums.
- Workplace Violence: The exercise and/or threat of physical force or intimidation by a parent.

- Sexual Harassment: Offensive or humiliating behaviour that is related to a person's sex, as well as behavior of a sexual nature that creates an intimidating, unwelcome, hostile, or offensive work environment
- Encouraging your child to disregard Club rules or act in a manner that is disrespectful to another.

Parent will be held responsible for behaviours that are deemed inappropriate by the Executive Director, based on the above criteria and, depending on the severity of the offence, face consequences for participation in such behaviours which may include the following:

- Parent issued a formal warning regarding the behaviour
- Parent being asked to leave the Club premise immediately
- Parent being permanently barred from entering the Club
- Family membership being revoked

These disciplinary actions will be determined on an individual, case by case basis, as recommended by the Executive Director, and approved by Boys and Girls Club of Leduc Board of Directors.

Reporting Issues or Concerns

We encourage our parents to discuss with us any issues or concerns that may arise throughout the year. We are always open to input and will work pro-actively to find solutions to issues as we become aware of them. Often times, parents have information that can be utilised by staff members to significantly improve a child's experience at the Club. Information that can be conveyed quickly and easily to staff members should be done so on an informal, day to day basis. However, for more serious or time consuming concerns, parents are encouraged to make an appointment with the Afterschool Program Coordinator to discuss issues at a time that is convenient for both. Staff members will often not be able to accommodate immediate requests for discussion due to operational needs and prior commitments. By making an appointment, the appropriate amount of time and attention can be devoted to the issue.

Parents are encouraged to direct any issues related to child management and programming to the Afterschool Program Coordinator. The Afterschool Program Coordinator will then work with the family to develop an appropriate course of action to alleviate the concern.

At this point, if the issue has not been resolved to the satisfaction of all concerned, the Executive Director may then be consulted for potential resolution. Should resolution not be reached at this point, concerns may then be directed to the President of the Boys and Girls Club of Leduc Board of Directors. Parents are strongly encouraged to follow this process for the fairness of all concerned. We are committed to working collaboratively with parent to find solutions that are in the best interest of all.

4. Administration

Membership Year

The Boys and Girls Club of Leduc Membership Year officially runs in accordance with the school year. For summer registration purposes (i.e. member rates) a membership for the *upcoming* school year will need to be purchased. **Fees for the 2019 - 2020 Membership Year will be \$225.00 per child** and must be paid in full upon registration. In addition, we must receive all required bond cheques and/or agreements (volunteer, late pick, bussing) within one week of registration or you risk your registration being cancelled.

Office Hours and Payment of Fees

The Boys and Girls Club of Leduc maintains regular administrative office hours. Our Administrative Assistant is the only staff member authorised to accept deposit cheques and/or the payment of fees. This can be done during regular office hours (which are posted on the front door of the Club), or by calling the Club and making arrangements with the Administrative Assistant directly. Please do not ask Program Staff to take payments or process anything related to financing.

Once payment has been received, for any program, no refund will be issued under any circumstances (including volunteer commitments/deposits), regardless of your child's attendance or circumstances. The Boys and Girls Club of Leduc operates on an extremely tight budget, and as such, budgetary decisions are made based on our confirmed registrations. Staff Members are hired based on child to staff ratios, and if you withdraw your child from our program (either voluntarily or involuntarily) after the fact, we cannot then adjust our staff at that point, accordingly. **As such, we also do not pro-rate payments, nor issue "credits" for programs and activities that are paid for, but not attended.** We understand that circumstances do indeed change for families, but as a charity, we are unfortunately not able to absorb the costs that are incurred by such changes. **By registering your child in our programs you are agreeing to abide by this policy.**

Financial Hardship

We make every effort to keep our program affordable for our member families, while still maintaining our ability to remain sustainable. We do not however wish our membership fees to be a deterrent for parents wanting to give their children the Boys and Girls Club experience. If parents are struggling with fees, there are always options available. If you are experiencing difficulties, please make an appointment to speak to the Executive Director and we will work together to come to a solution.

For parents experiencing financial hardship, the **Canadian Tire Jumpstart Program** may be an option for fee payment. Parents can apply online for support from the Canadian Tire Jumpstart Foundation at www.jumpstart.canadiantire.ca

Volunteer Commitments

All parents are required to complete a set number of volunteer hours per membership year. The number of hours required are adjusted yearly based on such factors as registration numbers, activities planned and Club fundraising needs/goals. These hours allow us to keep our costs down, plus they allow parents the opportunity to actively contribute to their children's Club experience. These hours are essential to the function of the Boys and Girls Club of Leduc and represent the *minimal* volunteer commitment required for us to operate efficiently and effectively. We, of course, welcome and appreciate any volunteering our parents are able to contribute over and above this requirement. All volunteer opportunities will be sent to parents by email **ONLY**, as they occur. It is your responsibility to ensure you are receiving these emails as we have no way of knowing if you are not.

Our 2019 - 2020 mandatory volunteer commitment is as follows:

Our Semester One (September 1st, 2019 to December 31st 2019)

You must complete **ALL** of the following:

- 5 hours volunteering at the Camrose Casino **OR** Festival of Trees **OR** Poker Tournament
- 5 hours general volunteering (opportunities we create)
- One West Jet Ticket book purchased **OR an additional** 15 hours general volunteering

If the **full** commitment is not met by December 31st, deposit #1 of **\$300.00** is cashed **if you have** purchased a West Jet Raffle Booklet,

If the **full** commitment is not met by December 31st and you **have not** purchased a West Jet Raffle Booklet, Deposit #1 of **\$400.00** is cashed.

Semester Two (January 1st, 2020 to May 30th, 2020)

You must complete *ALL* of the following:

- 10 hours general volunteering
- One Poker Fundraiser Ticket purchased **OR an additional** 15 hours general volunteering

If the full commitment is not met by May 30th, deposit #2 of **\$300.00** is cashed **if you have** purchased a Poker Night ticket,

If the full commitment is not met by 30th, and you **have not** purchased a Poker Night Ticket, deposit #2 of **\$400.00** is cashed.

Please Note:

- We do not pro-rate hours or consider partial fulfillment of commitment. The volunteer/fundraising commitment **MUST** be met in its **entirety** or the **full** semester deposit will be cashed.
- Volunteer opportunities will be emailed to parents and will be filled on a first come, first served basis. You are responsible for ensuring we have the correct email addresses for all who wish to receive information.
- We will not transfer any additional hours completed (over and above the required commitment) forward into an upcoming membership year.
- Volunteers must sign up for shifts using our electronic system (Sign-up Genius). No phone calls or emails will be accepted.
- If you need to change and/or cancel your shift, you must provide the Club with 2 business days' notice. Any changes or cancellations must be completed through our electronic system. Failure to provide notice or failure to show up for a scheduled shift will result in your deposit being *immediately* cashed.
- Parents are solely responsible for ensuring their volunteer commitment is met within the semester and tracking their own hours.
- Your volunteer commitment may be fulfilled by someone other than yourself (friend and/or family member) providing they are 18 years of age or older and fully capable of fulfilling the responsibilities associated with the position in question.
- Volunteer shifts must be completed, in full, to our satisfaction. Please come prepared to serve, on time, without distraction (i.e. phone).
- In the interest of safety and efficiency, **no minor children will be allowed to accompany you** when completing your volunteer shift.
- **We will not waive the volunteer commitments under any circumstance.** If however, a parent is having difficulty fulfilling their commitment, they are encouraged to discuss this with the Executive Director at least six (6) weeks prior to the deadline, to determine if alternate arrangements can be made. No last minute requests (i.e. the week before the deadline) will be considered.

Our programs are enriched through the generous support we receive from our parents and the community. Occasionally, at our discretion, we may offer to credit volunteer hours in lieu of a donation or specific service (i.e. securing of sponsorship on our behalf). **Parents are also encouraged to bring forward to us their own creative ideas for meeting their volunteer commitment which we will evaluate on an individual basis.**

Fundraising

Fundraising is an essential part of our continued operation. As such, we need to host numerous events throughout the year to assist with covering the cost of our programs. Parents can support us in raising funds in a number of ways:

- Volunteer at our fundraisers and events.
- Submit your new and innovative fundraising ideas to us.
- Host a “mini” fundraiser for the BGC at your work or home. Every little bit helps.
- Ask your employer if they would consider sponsoring or donating to a Boys and Girls Club event or program. There is lots of support available out there; we just need your help in reaching out for it.

If you would like to take an active role in fundraising on behalf of the Club, please contact us. We welcome your time and ideas.

Parent Contact Information and BGC Profile

We create an electronic BGC Profile for all our families based on the information we collect during the initial registration process. This information should include the child’s medical information, emergency contacts, safe pick-up contacts, home address, e-mail addresses, phone numbers and school information. If parents have any additional information which they believe would assist us in interacting positively with their child (i.e. any major fears or phobias), please contact us to have this information added.

In addition, there are numerous times throughout the year where we will be required to convey important information to our parents. This includes up-coming events, volunteer opportunities, and issues which may occur with members. As such, it is imperative that the BGC of Leduc have appropriate, timely contact information (both phone and email). It is the responsibility of parents to ensure that we are updated should changes occur. For reasons of safety, members whose parents do not provide us with current, functioning contact information will not be allowed to attend Club programming, until such information is provided.

When contacting parents by email, we will first utilise the address indicated as “primary”, as provided on the Member Registration Form. When contacting parents by phone, we will begin by using the “primary” parent contact number, and then work our way down the list to “secondary” and so forth, until someone is reached. Please ensure that the contact information we are using is in the order which your family prefers, and will allow us to contact someone as quickly as possible, in cases of emergency.

If you have changes that need to be made to your child’s BGC Leduc profile or contact information, please send us an e-mail at adminassistant@bgcleduc.ca or call 780-986-3121 during regular office hours. **It is your responsibility to inform us if your contact information changes.**

Custody Arrangements and Court Orders

Our services are directed, first and foremost, to the safety and well-being of children. As such, we do not become involved, in any way, shape, or form, in what we consider to be adult issues. This includes any complicated arrangements that are made in regards to custody and visitation schedules *outside of a formal court order or written agreement*. We do not accept, or follow instructions that are made informally and which favor and/or exclude any one parent. We cannot, in the best interest of the child, be asked to choose one parent’s position over another.

How this works in practice is as follows:

- Every parent will have equal access to their child and all information related to the child.
- Members will be released to the people indicated on their safe pick-up list, on any given day. Either parent can provide us with written instructions to add or remove people from this list. We will not be responsible for

monitoring and/or enforcing a specific pick-up schedule that changes on a day to day, or week to week basis between parents.

- If the child is not picked up by 6:00 pm, we will begin calling from his safe pick-up list (regardless of whose “day” it may be), in the following order: Primary Parent, Secondary Parent, and then Designated Alternatives.
- If by 6:30 pm, we are unable to establish some form of contact from the safe pick-up list, we will contact the Child and Family Services crisis line and follow their instructions. This is the process which we will follow for any child.

In cases where there is a specific order of the court related to the child, we will need to be provided with a notarised copy of this document. Once we receive this, we will follow the provisions as outlined within. Parents are responsible with providing us with updates as soon as they occur.

Parents with complicated custody or family structures should contact the Executive Director to discuss their individual situation.

Sharing of Personal Information

The Boys and Girls Club of Leduc will do our utmost to maintain the confidentiality of your family. We will only discuss and share information regarding your family internally, within the Club setting, as it pertains to the safe and appropriate operation of Club programs.

There are times however, when we cannot maintain your confidentiality. In the following circumstances, we reserve the right to share information with the appropriate authorities, without your knowledge or permission:

- If we have reason to believe that a minor child is a risk of being harmed (physically or emotionally) or is being exposed to severe domestic disharmony (as per the Alberta Child and Youth Enhancement Act)
- If under an order of the court.
- If the information is requested by a police officer and/or a Child and Family Service Worker.
- In cases of medical emergency or if in keeping information confidential, a minor child’s safety is put at risk.

The release of information is governed by the Freedom of Information and Privacy Act (FOIP).

Photo/Video Release

Throughout the year, we will periodically be taking photos and/or videos of your child participating in Club events and activities. These photos/videos will only be shared with the general public as a means to promote the Boys and Girls Club of Leduc. By agreeing to abide by the conditions contained in this Parent Handbook, you are also agreeing to the release and usage of your child’s image for Club fundraising and promotional purposes. If, for any reason, you do NOT agree to the dissemination of your child’s image, you are required to inform the Executive Director, in writing, prior to your child receiving service from the Boys and Girls Club of Leduc.

Contact Information

Should you need to contact us for any reason, please feel free to use the following information:

Boys and Girls Club of Leduc
#102, 4330 Black Gold Drive
Leduc, AB
T9E 3C3
780-986-3121

Executive Director: Shawna Bissell: executivedirector@bgcleduc.ca
Afterschool Program Coordinator: Brittany Smith: seniorprogramlead@bgcleduc.ca
Youth Coordinator: Devan Green: youthcoordinator@bgcleduc.ca
Administrative Assistant: Leslie von Albedyhll: adminassistant@bgcleduc.ca
President, Board of Director: Dawn Macdougall: sdmrmac@gmail.com

Agreement to comply with the Parent Handbook

By registering your child for programming with the Boys and Girls Club of Leduc, you are thereby agreeing to comply by all the rules and regulations as outlined within this Handbook. If you have any questions or concerns, please feel free to bring them forward to our Executive Director.

Looking Forward to a Great Year Together!

Boys and Girls Club of Leduc Member Rules

1. Show Respect: Respect yourself, your surroundings, and other people. Practice kindness to others.
2. Three strike policy: A strike is a warning from the staff for inappropriate behavior. If you get 3 strikes on the same day, staff will talk with your parents and you will be sent home.
3. Zero Tolerance for Bullying: We have a hands-off policy, which means no shoving, pushing, hitting, or kicking. We also do not allow name calling or swearing. If you have a problem with somebody, talk to a staff member about it. If you bully others, you will be sent home immediately.
4. Do not bring personal toys, cell phones, tablets, or electronics: They will be taken away and given back to you at the end of the day.
5. We have lots of toys, pencil crayons, paper, etc. You are welcome to use them. Make sure that you clean up before you move on to the next activity.
6. Homework is a priority: You can request the use of a computer or tablet. However, if staff believes that computer privileges are being "abused" (i.e. not used for actual homework, or used to avoid program participation), they will be taken away.
7. Use of the computers for games: Only 3 computers are designated for games (not the laptops or tablets); always after 5pm, for 20 minutes only, every other day, first come, first serve.
8. We are a NUT FREE, JUNK FREE facility: Do not bring snacks with nuts or junk food. It will be taken away and given back at the end of the day. Also, do not share your food.
9. Always wear indoor shoes.
10. The Homework Room is for HOMEWORK AND READING ONLY. You need to be quiet or you will be asked to leave and join an activity.
11. We work really hard to make sure that the programs are interesting and fun. Participate with a positive attitude. Do you have any suggestions to make the programs better? Please talk with the staff and let them know your great ideas!
12. Remember that you cannot leave the Club until your parents come to pick you up. If you have an authorization note to leave by yourself, let the staff know. Make sure that the staff signs you out before you leave.
13. Have Fun! Mingle! Make new Friends!

Boys and Girls Club of Leduc

Policy Name: Boys and Girls Club of Leduc Child Guidance Policy

Policy Statement:

The Boys and Girls Club of Leduc staff members are responsible for providing a safe, fun and respectful environment for all children who attend the Boys and Girls Club of Leduc programs. This will be accomplished by guiding children to engage in safe and respectful behaviors, which will enable all children to feel valued, secure and accepted. Boys and Girls Club of Leduc staff will themselves model this behavior in their interactions with both children and their families, as they display an attitude of respect for each person.

Procedure:

1. Introduction

The Child Guidance Policy provides a framework within which interactions are directed among the children who attend the Boys and Girls Club of Leduc programs. It will:

- ensure that each member of the Boys and Girls Club of Leduc feels valued, safe and respected.
- ensure that all disciplinary actions taken are reasonable to the circumstance.
- encourage all members of the Boys and Girls Club of Leduc to interact and work together in an environment that is happy, safe and secure, where the building of good relationships is based on mutual respect and consideration for others.
- help children grow and develop in a safe, happy and secure environment and become positive, responsible and independent members of the community.
- encourage the use of positive reinforcement for good behavior.
- provide opportunities to stimulate and support individual interests and growth in celebrating the uniqueness of all children.
- ensure that children are treated fairly by applying the Child Guidance Policy in a consistent manner
- ensure that children are aware of the rules and policies of the Boys and Girls Club of Leduc.
- encourage those values and attitudes, as well as knowledge and skills, that promote responsible behavior, self-discipline and respect for self, others and the community.

2. Preventative Guidance

The Boys and Girls Club of Leduc desires children to become intrinsically-controlled, considerate of others and responsible members of their community. Staff will encourage appropriate and respectful behavior among children through preventative guidance. This involves foresight and prevention of potential problems by:

- creating an appropriate environment and schedule to maintain the well being of all who attend.
- setting reasonable and basic limits to ensure safety and respect.
- modeling appropriate and respectful behaviors.
- offering choices that are age-appropriate.
- providing reasonable and age-appropriate explanations.
- repeating instructions, as needed, to ensure understanding.
- reinforcing positive and desired behaviors.

3. Behavioral Guidance

The Boys and Girls Club of Leduc will ensure that the children who attend the programs have a clear understanding of behavioral expectations, as well as the consequences that will occur should a choice be made to engage in inappropriate behavior.

a. Acceptable Behaviors

Acceptable behaviors are encouraged through the use of awareness and positive reinforcement.

- Acceptable and expected behaviors are reviewed on a regular basis.
- These acceptable behaviors are explained to children as needed.
- Behavior expectations revolve around basic issues of respect and safety for self, others and property.

b. Unacceptable Behaviors

Unacceptable behaviors are managed through the use of a three strikes approach.

- If unacceptable behavior is displayed, staff members explain to the child why the behavior is inappropriate, and the child is directed to another activity.
- A child continuing to have difficulty is issued a warning. A warning is issued when a child deliberately and repeatedly breaks one of the rules or displays inappropriate behavior.
- After receiving a warning or “verbal strike”, staff members then assist the child in rejoining the activities in a respectful and positive manner.
- If a child receives three warnings in one day, the child’s parent/guardian is called and they are requested to take the child home. The child will be removed from activity and seated at another location under the supervision of a staff member, until someone is available to come for them. *This pick-up MUST occur within 30 minutes of the parent receiving notice, or the late pick-up deposit cheque will be cashed.*
- All incidences that require a child be sent home will be documented by the staff witnessing the behaviors in an “incident report”. The completed report will be given to the Afterschool Program Coordinator for filing.
- Any staff member may issue a strike.
- Withdrawal of privileges may be applied i.e. exclusion from an activity or outing. These will be reasonable and appropriate to the situation and the age of the child. Parents will be informed of the withdrawal of privileges, if deemed necessary, according to the severity of the misbehavior and resulting consequence.
- The following are regarded as valid reasons for receiving a strike and, in severe instances, suspension or expulsion from the Boys and Girls Club of Leduc:
 - persistent and deliberate noncompliance with the Boys and Girls Club of Leduc rules
 - persistent disruptive behavior during activities and games
 - ignoring, or noncompliance with, instructions from a staff member
- A very serious situation may result in the normal disciplinary procedures being necessarily set aside. Under the direction of the Executive Director/Afterschool Program Coordinator a parent/guardian may be called to pick up their child immediately due to a single incident. These instances include (but are not limited to):
 - significant damage to the property of the Boys and Girls Club of Leduc, staff or children, either inside or outside the building
 - bullying (zero tolerance policy)
 - stealing from the Boys and Girls Club of Leduc, staff or children, either inside or outside the building
 - substance or alcohol abuse on the Boys and Girls Club of Leduc premises
 - physical or verbal abuse of another child or staff member
- If a child needs to be sent home three times within a membership year, an automatic one-week suspension of membership will occur. Prior to the child’s return to the Club on the 8th day, the parent/s of the child in question will be required to meet, in person, with the Afterschool Program Coordinator to discuss a strategy for the child’s safe and successful return to the Club.
- Should a child need be sent home again after suspension, membership will be immediately revoked for the remainder of the membership year and the child in question will not be eligible to attend the Boys and Girls Club of Leduc again until the following September.
- In extreme cases, where the safety and security of others is put in jeopardy, normal disciplinary procedures may be waived and membership immediately and permanently revoked. This will be decided at the discretion of the Afterschool Program Coordinator/Executive Director.

4. Permissible Methods of Guidance

The Boys and Girls Club of Leduc will engage in the following methods to guide behavior.

- Child guidance will be consistent, reasonable, fair, age-appropriate and developmentally-appropriate.
- Staff members will be familiar with and apply the three strikes approach **in a fair and consistent manner to all children.**
- The child will be told that his/her behavior is unacceptable, as well as why it is unacceptable.
- The child will then be given the opportunity to discuss the situation in a respectful way and will be encouraged to consider positive ways to modify their behavior.
- If there is a conflict between two children, a staff member will act as a mediator and lead them through resolving the conflict in a positive way.
- The staff will encourage children to use problem-solving skills and strategies to resolve conflict.
- Children's behavior must not be endangering to themselves or others. Non-abusive restraints are limited to situations where it is necessary to protect a child from hurting themselves or others. Staff members will assess the situation and make an appropriate decision. Intervening or not in a physical conflict depends on safety, and safety of staff and children is paramount. Parents will be immediately informed of self-harming behaviors, and will be required to speak directly with the Afterschool Program Coordinator or Executive Director about the incident.

5. Non-Permissible Methods of Guidance

The Boys and Girls Club of Leduc will not engage in the following methods to guide behavior.

- Consequences shall not cause verbal, physical or emotional degradation.
- Consequences shall not deny, or threaten to deny, a child of any basic necessity.
- Consequences shall not involve physical aggression or confinement.
- Consequences shall not involve withholding the opportunity to observe cultural or spiritual practices.

6. Right of Refusal

The Boys and Girls Club of Leduc is not able to provide programming for children who display chronically disruptive behaviour. This is defined as verbal or physical activity which may include, but is not limited to:

- behavior requiring constant one-on-one attention from staff members.
- behavior inflicting physical, mental or emotional harm on self, other children or staff.
- behavior showing blatant and persistent disregard for and disobedience of rules.

If a child is not able to adjust to the program parameters, despite all reasonable efforts to assist the child in this adjustment, or is unable to conduct themselves according to the expected behaviours, the child may not be able to return to the program at the discretion of the Executive Director.