

BGC Leduc Parent Handbook

This Parent Handbook was developed to serve as a guide for parents to outline what they can expect from BGC 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 Executive Director 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 BGC 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 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.

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

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

Out of School Programming Information:

Program Hours

Out of School Programming runs from September to June. We offer PD Day, November Break and Spring Break programs at an additional registration and cost. Note we are closed on STAT holidays and the two weeks of School Break over the Christmas Holidays. In addition, BGC Leduc may be closed to accommodate a special Club activity (i.e. staff training) but parents will be advised of this closure at least four 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 camp programming.

BGC Leduc offers a wide variety of programs that provide our children in Out of School programming the opportunities to experience, learn and grow in their self confidence and friendships.

Please note we have three locations, and our programming times vary by location and their school bells.

LOCATIONS



LRC Club House: 102, 4330 Black Gold Drive, Leduc

Willow Park School: 5212 52 Street, Leduc

Linsford Park School: 4502 51 Street, Leduc



Operational Period: September to June, 3:00 PM to 6:00 PM, Monday to Fridays. We offer PD Day, Fall Break and Spring Break Day Camps. **Note: We are CLOSED on STAT Holidays and over the two week Christmas Break.**

LRC Club: Opens 3pm-6pm, and 7am-6pm for PD Days, Fall Break and Spring Break Camps (bus will pick up at Caledonia, Corinthia and Notre Dame usually arriving to Club by 3:10pm).

Willow Club: 7am-8am for Before School, 2:45pm-6pm for After school, 7am-6pm for PD Days, Fall Break and Spring Break Camps

Linsford Club: 7am-8am for Before School, 3:00pm-6pm for After school, 7am-6pm for PD Days, Fall Break and Spring Break Camps



Children aged 6-12 years old from Caledonia Park, Corinthia Park and Notre Dame can be bussed to our LRC location. This locations offers **AFTER SCHOOL PROGRAMMING ONLY.**

Students at Willow Park aged 6-12 years old can register for before school, after school, PD, Fall and Spring Break Programming at our Willow Park School space!

Students at Linsford Park aged 6-12 years old can register for before school, after school, PD, Fall and Spring Break Programming at our Linsford Park School space!

Activities

We offer daily, after school drop in activities with social, recreational and educational components. Activities include (but are not limited to): indoor field house and gym games, sports and fitness opportunities, outdoor field play, homework assistance, sensory activities, arts and crafts, STEM (science, technology, engineering and math), Indigenous Learning, and free play.

Program Participation

BGC Leduc prides itself on its ability to offer it's 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. This supports us in keeping our child/staff ratios!

Bussing (LRC Location ONLY: Caledonia Park, Corinthia Park and Notre Dame Students)

Parents who choose to enroll their children in our bussing program will pay a rate of \$20.00 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 (Caledonia Park, Corinthia Park or Notre Dame) and transport them to the Leduc Recreation Centre location throughout the school year.

Members are picked up at their school shortly after their final bell rings for the day. This service is currently offered from the following schools: Caledonia Park, Corinthia Park or Notre Dame. Members may be required to wait for the bus briefly, should delay occur, and should be dressed to accommodate wait periods. We provide a seating plan and it is expected for children to adhere to this for safety and social dynamics.

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 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 supervision.

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 “BGC Leduc Member Rules” and “Child Guidance Policy” will also govern behaviour on the BGC 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 not follow Club policies and staff member direction.

We operate our bus service under the same conditions as Black Gold Regional Schools (BGRS). It is the responsibility of parents to be aware of bus service cancellations within Leduc Schools, as this will also dictate the cancellation of BGC bussing for that day. In addition, any BGC Leduc Bus cancellations will be posted on our website, and **notice will be sent out by email and or/text message**. On days when our bus is not operational, parents will be responsible for transportation of their children to Club.

Member Pick-Up and Release: BGC 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 space or onto our bus, we become responsible for them. PLEASE REPORT ANY AND ALL ABSENCES. We will have to contact you if your child is not in attendance at the Club. It is the sole responsibility of the parent to ensure we as care providers are aware of any illnesses, travel plans or lates.

Every child will be formally checked in to the Club upon their arrival at the Club Programming Space or onto the bus (depending on location) and checked-out upon their release to an approved caregiver or contact. To streamline this process, parents will be asked to wait for their children at the programming door, while a staff member arranges for their child to be brought to them. Parents are not permitted to walk around the Club spaces unescorted. On outdoor green space days, parents will be asked to go to the regular pick up spot and the staff member assigned to check out that day will radio down for your child to come to you. Children will not be allowed to meet parents at their vehicles or in the parking lot.

Late Pick Ups: While we try to be understanding that sometimes unforeseen circumstances arise and cause caregivers to be put behind schedule, please call ahead as soon as possible so we can notify our programming staff of the late pick up. Please note that incidents of late pick up may result in additional charges as per the discretion of the Operations Manager’s decision given the frequency of late pick ups. 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.**

Approved Pick Up List: 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” on their Amilia Registration Account. 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.

Phone calls will not be accepted, we require a paper trail.

Members signing out without a Caregiver Present: 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. BGC 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. **All arrangements must be made in writing.**

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 member 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, BGC Leduc reserves the right to require a note from a licensed medical practitioner medically clearing the child for return to the Club.

However, should 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 BGC Leduc. BGC 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 on our online registration database.

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 and our school locations all mandate 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. 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 provide food or snacks daily, which members can choose to consume or not. We maintain in good standing a Food Handling Permit. Though our Club is nut-aware, because our programming is housed in large facilities like the rec centre or schools, 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.

Fees and Administration

Membership Year

BGC Leduc Membership Year officially runs in accordance with the school year.

Fees for the 2026-2027 Membership Year will be:

Out of School Program fees:

Before School Program – \$100.00/ month (currently only at our Willow and Linsford locations)

After School Program – \$200.00 / month

PD: \$350 for the year (roughly about 1 PD day a month). You must register for all. This supports our staffing and scheduling of programs. Notre Dame Students usually have 2 additional PD days a year, we will be accommodate programming on those days and be in touch with those parents for an additional day-rate on those dates.

Spring & Fall: \$140 or \$175 (depending on if a STAT holiday lands in there, for 2026/2027 they will be \$140 each)

Bussing for LRC Clubhouse location: \$20/month

Families can choose to pay in monthly instalments due on the first of each month, or all at once upon registration. If you need special accommodations for payment plans, please connect with our Operations Manager (operationsmanager@bgcleduc.ca)

Hours/Schedule:

7am-6pm for PD Days, Fall Break and Spring Break Camps (LRC, Willow and Linsford))

7am-8:15am (to school bell) for before school (Willow and Linsford locations only)

2:45pm (or last bell) to 6pm after school (LRC, Willow and Linsford)

*ALL CLUB PROGRAMMING IS CLOSED on STATS and the 2 week Christmas/Winter Break

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 BGC 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 and explore our internal BGC Leduc Subsidy.

Furthermore, as of September 2026 our goal is to be Licensed with the Province of Alberta. Meaning families who are eligible for the Alberta Child Care Subsidy, could see up to \$366 a month that can cover their fees depending on their income.

Office Hours and Payment of Fees

BGC Leduc maintains regular administrative office hours 9am-4pm. Our Finance Manager or our Executive Director are the only staff member authorised to accept deposit cheques and/or the payment of fees in cash. 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 leadership directly. Please do not ask Programming Staff to take payments or process anything related to financing.

Cancellation Policy

Out of School Program Membership and PD Day Registration

Once payment has been received, no refund will be issued under any circumstances, regardless of your child's attendance or circumstances. BGC 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 adjust our staff contracts at that point. We do our staff hiring, program scheduling and recreational bookings based off of our registration numbers. **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 for an Out of School Program Membership and Fall Break/Spring Break, PD Day Registration for the school year, you are agreeing to abide by this policy.**

Summer Programs Cancellation

1. Full refunds for cancellations made by May 10.
2. The full camp fee will be charged for cancellations made after the May 10 of that summer's programming.

Fall Break Camp Cancellation

1. Full refunds for cancellations made by August 31 of that school year
2. After this cut off, no refund will be issued for Fall Break Registration.

Spring Break Camp Cancellation

1. Full refunds for cancellations made by December 31 of that school year.
2. After this cut off, no refund will be issued for Spring Break Registration.

Medical cancellations with a valid note from a primary health care provider may receive a full refund, as per the discretion of the Executive Director.

Volunteer Commitments

Volunteerism isn't a mandatory requirement. **However, if you commit to volunteering for the Club, you may be eligible to Club Credits/Honorariums that can reduce your monthly fees!** If you "opt in", you will be provided with volunteer opportunities available throughout the year on our "Track it Forward" App. All volunteer hours will be signed up for and tracked through this app. Volunteers are responsible for ensuring we have the correct email addresses for all who wish to receive information.

Volunteer conduct: Volunteers are expected to be prepared for their shifts wearing weather appropriate attire, bringing their own water/snacks as required, and being present to their tasks (off of their personal devices). If you commit to volunteering on behalf of BGC Leduc, you agree to represent our Club professionally, warmly and ethically.

If you are volunteering during a program or public event, a clear criminal record check will be required (a letter can be provided by BGC Leduc to waive the fee) as well as a Child Youth Intervention Record Check through the Government of Alberta (can be completed online). These completed documents can be uploaded onto your registration profile.

Fundraising

Fundraising is an essential part of our continued operation and a key reason as to why we can keep our fees hundreds of dollars cheaper a month compared to traditional Daycares, Dayhomes or for-profit Out of School Programs. 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” third party 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 BGC 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

Please ensure your Amilia profile is up to date! 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, or utilize the note feature on your account.

In addition, there are numerous times throughout the year where we will be required to convey important information to our parents. This might include information for upcoming events, extra programming registration, activity calendars, volunteer opportunities, etc. As such, it is imperative that BGC Leduc has 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 Amilia account. 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 update your parent profile on Amilia and send us an e-mail at operationsmanager@bgcleduc.ca during regular office hours. **It is your responsibility to inform us if your contact information changes.**

Club Expectations and Conduct

BGC Leduc Behaviour Expectations and Child Guidance Policy

BGC Leduc staff members are responsible for providing a safe, fun and respectful environment for all children who attend BGC 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 BGC Leduc programs are outlined within the “*BGC 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 “*BGC 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

BGC 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 or unwilling to protect the child from cruel and unusual treatment or punishment."

As such, BGC 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.

Member and Parent Conduct

Just as parents and members expect to be treated in a manner which is appropriate and respectful by BGC Leduc so too does BGC 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.

Parents 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 BGC 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 Senior Program Lead 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 Operations Manager. The Operations Manager 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 BGC 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.

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 regard 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

BGC 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 Access to Information Act (ATIA) and the Protection of Privacy Act (POPA).

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 BGC Leduc. If, for any reason, you do NOT consent to the dissemination of your child’s image, please check off your selection during the registration process. Our Program Lead monitors this list and ensures your child’s face isn’t clear in any published photos (cover their faces with emojis or exclude them from the photo).

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

BGC Leduc
 #102, 4330 Black Gold Drive
 Leduc, AB
 T9E 3C3
 780-986-3121

Executive Director: Cassy Nelson: executivedirector@bgcleduc.ca , cell: 780-868-5405
Operations Manager: Brittany Garlough: operationsmanager@bgcleduc.ca , cell: 780-293-7543
Youth Coordinator: Jenna Gitzel: youthcoordinator@bgcleduc.ca
LRC Club: programscoordinator@bgcleduc.ca
Willow Park: WPcoordinator@bgcleduc.ca
Linsford Park: LPScoordinator@bgcleduc.ca
Summer Coordinator: summercoordinator@bgcleduc.ca
President, Board of Director: Mark Oliver: president@bgcleduc.ca

Agreement to comply with the Parent Handbook

By registering your child or youth for programming with BGC 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!

#OpportunityChangesEverything

BGC Leduc Member Rules

1. Show respect: Respect yourself, your surroundings, and other people. Kindness is key.
2. Be polite: use your manners at all times.
3. Zero Tolerance for Bullying: Verbal, physical, and emotional.
4. Hands off policy: No shoving, pushing, hitting, kicking, slapping, punching, etc.
5. Always talk to a staff member if a problem or situation arises.
6. **Personal toys or electronics are NOT Permitted.** You will be asked to keep in your backpack where they are safe
7. Homework is a priority and is encouraged here at BGC. However, if the staff believes that computer privileges are being “abused” (i.e. not used for actual homework, used to avoid program participation or being caught using in any other way then homework use) the privileges will be taken away for a period of time that is decided by the Program Coordinator.
8. Computer use for games or anything other than homework will be at the discretion of the Program Coordinator.
9. Shoes must be worn at all times! It is a fire regulation! During any point of the afterschool program kids are
10. absolutely allowed to bring indoor shoes and leave them here on our shoe shelf.
11. We are a NUT FREE facility: Please do NOT bring snacks with peanuts or tree nuts of any kind. If those snacks are brought on accident, they will not be allowed to be eaten within our facility.
12. Homework room is for HOMEWORK AND READING ONLY. IF these rules are not followed you will be asked to leave the room and join any activity within the club.
13. We work really hard to make sure that the programs are interesting and fun. Participate with a positive attitude. We encourage kids to participate or at least try the activity before then quit.
14. Clean up after yourselves! It is fine to have fun and make a mess, but all kids are expected and asked to clean up their mess before they move on to another activity or before they leave the club.

15. Remember that you cannot leave the Club until your parents come to pick you up. Make sure that the staff signs you out before you leave.
16. Always have FUN!

Procedure

1. Introduction

The Child Guidance Policy provides a framework within which interactions are directed among the children who attend the BGC Leduc programs. It will:

- Ensure that each member of BGC Leduc feels valued, safe and respected.
- Ensure that all disciplinary actions taken are reasonable to the circumstance.
- Encourage all members of BGC 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 BGC 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

BGC 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 wellbeing 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

BGC 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 in the following ways

- If unacceptable behavior is displayed, staff members will give the child a warning, explain to the child why the behavior is inappropriate and ask the child to try the activity again in the appropriate manner.

- If a child continues to have difficulty and has already been given a verbal warning by the program staff, the child will be asked to sit in the Program Coordinators office. The program coordinator will begin the process of investigating the situation and solving any problems that may be presented.
- When that child's parent or Guardian arrives at the Club, the Program Coordinator will have a conversation regarding the behavior that day. The program Coordinator and parent or guardian will discuss the club's rules and the expectations moving forward.
- If the child repeatedly displays inappropriate behavior or repeatedly breaks any rules of the Club, the parent or guardians will be contacted, and a consequence will be put in place.

Unacceptable behaviors are dealt with based on a situational basis and the severity of each scenario. Staff discretion also plays a role in how unacceptable behaviors are addressed. In most instances, a warning will be issued first.

Continued noncompliance will result in parent or guardian contact.

Dependent on the severity of the behavior, the child's parent or guardian may be contacted by the Program Coordinator and asked to pick their child up from BGC Leduc. If the program Coordinator requests that a child must be picked up due to inappropriate behavior, that parent or guardian *pick up MUST occur within 30 minutes of receiving notice.*

The following unacceptable behaviors merit immediate dismissal from programming that day.

- Any incidences of bullying (verbal, or physical).
- Any behavior which endangers the wellbeing of any member, staff, or themselves.
- Swearing and disrespectful language will not be tolerated.
- Intentional damage to Boys and Girls Club property.
- Substance or alcohol abuse on the Boys and Girls Club of Leduc premises.
- Theft of any member or staff member's property inside or outside of the club.

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 Program Lead 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 BGC 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 Program Lead and Executive Director.

4. Permissible Methods of Guidance

BGC 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 behavior policy **in a fair and consistent manner to all children**
- The child will be told that their 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 Youth Program Manager or Executive Director about the incident.

5. Non-Permissible Methods of Guidance

BGC 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

BGC 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.