



Boys & Girls Clubs
of Saskatoon

BEFORE & AFTER SCHOOL PROGRAM PARENT HANDBOOK

| | |
|---|----|
| About Boys & Girls Clubs of Saskatoon | 2 |
| Mission, Vision Statements and Core Values of BGC Saskatoon | 3 |
| Before & After School Program Description and Philosophy | 4 |
| Staff | 4 |
| Program Times | 4 |
| Day Camps | 5 |
| Registration & Fees | 5 |
| Invoices & Payment Information | 6 |
| Overdue Accounts | 6 |
| Tax Receipts | 6 |
| Insurance | 7 |
| Responsibilities | 7 |
| Safe Arrivals & Departures | 9 |
| Policies and Procedures | 10 |

BOYS & GIRLS CLUBS OF SASKATOON

Boys & Girls Clubs of Saskatoon is a non-profit organization dedicated to serving children and youth in Saskatoon & Area. BGC Saskatoon has been offering programs in Saskatoon and area since 1974. Over 3500 children and youth are involved in our programs annually.

We currently operate the following programs in Saskatoon and area:

- ✂ Confederation Park Club
- ✂ Pleasant Hill Club
- ✂ White Buffalo Club
- ✂ Core Neighbourhood Youth Club
- ✂ Mini Club Programs
- ✂ Before & After School Programs
- ✂ Preschools (John Lake School & Ecole College Park)
- ✂ Early Learning Centre at John Lake School
- ✂ Summer In The City Day Camps – East & West locations
- ✂ Pike Lake Summer Day Camp
- ✂ Exhibition Youth Employment Program

MISSION STATEMENT

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

VISION STATEMENT

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

CORE VALUES

BELONG

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

RESPECT

We ensure that everyone – children, youth, families, volunteers, 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.

BEFORE & AFTER SCHOOL PROGRAM

Program Description:

Before & After School Programs are located in elementary schools in Saskatoon and surrounding area. These programs provide care for parents on a fee for service basis. The Before & After School Programs are designed to provide an affordable service to working parents who are looking for quality child care options and who are concerned about where their children spend time both before and after school.

Program Leaders are positive role models who provide traditional recreational activities, educational enhancement programs and physical activity each day. The programming focuses on providing children and youth with a safe, supportive place where they can develop confidence and skills for life.

Program Philosophy:

Boys & Girls Clubs of Saskatoon is committed to providing quality Before & After School programs that promote and support healthy development of children and youth. The Programs are planned and implemented to provide an inclusive and respectful environment where children and your children can experience new opportunities, overcome barriers, build positive relationships and develop confidence and skills for life.

The Before & After School Program Staff Includes:

- ✂ Before & After School Program Manager**
- ✂ Before & After School Program Assistant Manager**
- ✂ Staff Supervisors**
- ✂ Program Leads**
- ✂ Program Leaders**

Program Times:

We are open Monday – Friday during the school year. Times range from 6:30 am, 7:15 & 7:30 until the school bell rings in the morning, and from school dismissal until 6:00 pm.

Day Camps:

Day Camps are offered on Professional Development and Common Dismissal Days, most 3-way Conferences, Teacher In-Service Days and the February and Spring Breaks on a fee for service basis. It is not always possible to hold a Day Camp at your child's school, but there will be a program to attend at one of the schools that we hold programs in. Day Camp times are 7:30 am until 6:00 pm.

You are required to register for the Day Camps so that we can plan for staff and activities. Registrations for Day Camps are accepted until 2 business days prior to the start of the Day Camp. To register please call our office at 306-665-1450.

If you do not register by the deadline (as explained above) and there is still space in the program, you can register your child(ren) but you will be charged a \$10 non-registration fee. If you register, then do not need to use the Day Camp(s), you must cancel 24 hours prior to the start or you will be charged the full fee.

Registration & Fees:

All children and youth must be registered to attend Before & After School & Mini Club Programs. Registration requires completion of registration and waiver forms as well as yearly registration fees, where applicable. Only children registered in the Before & After School Program are able to attend our program.

Registration can occur throughout the school year as long as there is space in the program. Registration for the start of a new school year occurs primarily in the spring. If families register before August 15th of that year, they will be charged an early rate. All registrations received after August 15th will be charged the regular registration fee. Registration forms are available at our main office, on our website and in the schools. Registration for one school year does not automatically ensure that your child is registered next year. You must register your child(ren) each year. You will find our current fees on our website: www.bgcsaskatoon.com.

Invoices and Payment Information:

Your invoice will be processed within the first 10 business days of the month for the previous month's usage. *All invoices will be emailed.*

Please note: we DO NOT accept payments at any of our programs!!

Your invoice payment options are:

- ✘ **Direct Payment or Credit Card:** This is our only method of payment. You can be set up on either a chequing account or a credit card. You will receive your invoice by email, then your payment will be taken directly out of your bank account or charged to your credit card within 1 to 3 business days after the 15th of the month or within 1 to 3 business days after the 25th of the month (or the first business day after the 15th or 25th).

Payment is due upon receipt of your invoice. There will be a \$25 charge for all declined Direct Payments.

Overdue Accounts:

- ✘ If your invoice payment has been declined by either your direct payment or your credit card, and has not been paid by the last day of the month your account is considered overdue. Your next invoice will reflect a late charge of \$5.00 and you will have 14 days to clear your overdue amount, or you may be asked to withdraw your child from the program.
- ✘ After an account is 60 days overdue parents will receive written notice with repayment details. If payment or payment arrangements are not made by this date, you will be asked to withdraw your child/children from the program, your account will be closed and sent to the Saskatoon Credit Bureau, unless you have made an arrangement with BGC Saskatoon to settle your account.

Tax Receipts:

The payments that you have made for care for your children at the Before & After School Program are tax deductible. A tax receipt will be issued for all amounts paid by you

during the tax year by the end of February. Tax receipt amounts will not include any late payment charges.

***Please note:** any payments made after December 31 will not be included on your tax receipt for that year but will be included in your tax receipt for the following year. We can only receipt you for payments that are made during the current tax year.*

Insurance:

We encourage all families of children attending our programs to purchase insurance from the school you are attending at the beginning of the school year. The information about this insurance is available from the school your child is attending.

Responsibilities:

BGC Saskatoon is responsible for:

Providing Quality Before & After School Programs

- ✘ All of our Program Leaders will have gone through our screening process which includes reference checks, Criminal Record Check which includes a Vulnerable Sector Search.
- ✘ All of our Program Leaders are required to have their certificate in First Aid & CPR within 3 months of their start date. The exception is the Program Leader who works minimal hours with BGCS and who works with another Program Leader who is certified.
- ✘ All Program Leaders have a 3 month probation period.
- ✘ Program Leaders receive training that ensures an understanding of how to support healthy child development. Training includes: Boys & Girls Clubs of Canada Model for Success, Principles of Healthy Childhood Development and BGCS Mission, Vision and Core Values.
- ✘ All Program Leaders have an orientation to Boys & Girls Clubs of Saskatoon and the Before & After School Program. They must attend a training session which includes understanding Program Policies, Job Description and Procedures as well as signing a Confidentiality Agreement and a Contract which includes a Code of Conduct.

- ✘ All Program Leaders require High Five training. High Five training is a 7 hour course that teaches the principles of healthy childhood development which are: a caring adult, friends, play, participation and mastery. Please see www.highfive.org for more information.
- ✘ All Program Leaders and programs are monitored and evaluated regularly by the Before & After School Program Manager & Assistant Manager, as well as Staff Supervisors.
- ✘ Program planning and implementation will be based on short-term and mid-term outcomes, Principles of Healthy Childhood Development and our Mission, Vision and Core Values. Program Leaders will ensure that participants help to guide programming by getting their input and evaluating the needs of the group as a whole.
- ✘ Activities include physical activity, crafts, active games, board games and free play.
- ✘ Most schools permit access to their gym & equipment.
- ✘ Program Leaders are required to plan monthly activities and have the calendar available to parents and children.
- ✘ Weather permitting, our Program Leaders are encouraged to take the children outside every day.

BGC Saskatoon is not responsible for:

- ✘ Snacks: Boys & Girls Clubs of Saskatoon is committed to reducing risks for children, youth, Program Leaders and volunteers in our programs with allergies. The Before & After School & Mini Club Programs are **PEANUT AND NUT FREE**. Children are encouraged to bring a snack for after school. If your child(ren) have any products containing nuts or peanuts, the snack will be discarded. If it is during a Day Camp, you will have to go to the program and replace the lunch or the snack.
- ✘ Children's transportation to and from the program.
- ✘ Boys & Girls Clubs of Saskatoon is committed to the safety of all children and youth and as such will not administer medication to participants with the exception of: Epi-pens, inhalers and in cases where program times are longer than 3 hours.

Safe Arrivals & Departures:

Boys & Girls Clubs of Saskatoon will protect the safety of children and youth by ensuring that Program Leaders, volunteers, parents/guardians know the whereabouts of Before and After School & Mini Club Program participants.

BGC Saskatoon requires that all parents/guardians or authorized persons of Before & After School and Mini Club participants sign in/out their children and youth in the attendance form provided. BGC Saskatoon cannot be held responsible for children if they are walking to or from our program alone. Signing in/out your child(ren) will also ensure that you are invoiced correctly.

Children may attend the Before & After School Program on a regular or casual basis. Parents must notify the Program Leader of changes in the regular routine so that we can ensure we have your child(ren) in our program on the days you require. You must call or text the emergency cell phone at your program location. A list of the phone numbers can be found on our website (www.bgcsaskatoon.com) or have a conversation with your leaders about any changes.

Children will not be dismissed from the morning program until the school has supervision or until the bell rings. If children or youth would like to stay at the program until the morning bell, they can.

The registration form lists who can pick up the registered children and youth. There is a release password that authorized people can use in order for Program Leaders to release the children and youth into their care. Identification is also acceptable in place of the release password as long as they are listed on the form. The first time an authorized person, picks up a participant, Program Leaders must ask for the release password or identification. Once confirmation of release password or identification is made, the child/youth may be released. Acceptable identification would be government issued photo ID.

Boys & Girls Clubs of Saskatoon requires prior notice if somebody different (other than authorized people) will be picking up the children in the program. If arrangements have not been previously made, the parents must be contacted and the person must show

government issued photo ID before the children and/or youth are released. Children will be released from the program only to persons named on the registration form who can provide the password. Prior notice is required if someone else will be picking up your child(ren).

All children must be picked up by 6:00 pm:

A \$20 late fee will be assessed after this time. We will phone parents and all of the contact names on the registration form and if no contact has been made with anyone on the form by 6:30 pm, we will phone Mobile Crisis who will arrive at the program to pick up your child(ren).

If you're going to be late, please call the emergency cell phone designated to your school location. Habitual lateness will result in your child(ren) no longer being able to attend our program.

Policies and Procedures:

To ensure a quality Before & After School Program and safety of all members, we have several procedures that must be followed. Please make sure your child(ren) are aware of the following rules and policies:

- ✳ **All Children are Welcome** – Boys & Girls Clubs of Saskatoon will provide a welcoming environment for all children and youth by ensuring Program Leaders and volunteers strive to make all children and youth feel welcomed, valued and included while involved in all programs. We are committed to protecting the physical and emotional safety and security of children and youth, ensuring treatment that protects their self-worth and self-esteem.
- ✳ **Accessibility** – BGCS is committed to providing programs for all children and youth. We work with children, youth and their families to try to provide access to all of our programs. Before and After School & Mini Club Programs are located in elementary schools. BGCS has no control over any physical barriers that may prevent participation in our programs.
- ✳ **Child Protection** – Boys & Girls Clubs of Saskatoon is committed to protecting children and youth from abuse and is obligated, by law, to report cases of

suspected abuse. BGCS will support all staff and volunteers in understanding and fulfilling their obligation for reporting suspected abuse.

- ✘ **Incidents & Accidents** – Boys & Girls Clubs of Saskatoon will respond to an accident or incident in a manner that protects the safety and well-being of children, youth, families, volunteers and staff. When incidents and accidents occur, Program Leaders and volunteers will ensure the safety of all involved and then will contact their Managers immediately for consultation and will follow their direction. All staff are trained on BGCS incident and accident procedures.
- ✘ **Behaviour** – Program Leaders will encourage responsible, safe and mutually-respectful behavior through positive methods such as role-modeling, setting reasonable limits, providing choices and recognizing appropriate behavior. BGCS staff and volunteers will work with children, youth and their families to provide inclusive programs and activities that celebrate children’s unique and diverse needs. BGCS will exhaust all options to provide programming to all children and youth except when the health and safety (physical & emotional) of participants is questionable.
- ✘ **Individual Behavioural Concerns** – Program Leaders will monitor the behavior of individuals who are dropping off and/or picking up children and youth from program to check for any behavioural concerns such as impairment, violence towards the child and/or youth and signs of abuse. When necessary, Program Leaders, volunteers and students will report the situation to a Manager of Before & After School and Mini Club Programs and the appropriate agency.
- ✘ **Sticking together** – The group must stay together at all times. All children must accompany the Program Leader when the group goes outside, to the gym or any other space.
- ✘ **Respect** – All children and youth who participate in Before & After School and Mini Club Programs are expected to treat others in a respectful manner. Boys & Girls Clubs of Saskatoon is committed to providing an environment free of all forms of

bullying, racism, harassment and disrespectful behavior between children and youth.

- ✘ **Communication** – Please talk to the Program Leader if you or your child(ren)’s needs or expectations are not being met. If you feel that this has not been effective please contact the Before & After School Program Manager.
- ✘ **School Rules** – Boys & Girls Clubs of Saskatoon must follow all of the school rules that apply to our program. It is our privilege to use the school facilities, so we are responsible for respecting the school and its property and equipment. Due to safety concerns, we are not allowed to use the apparatus, climbing ropes or scooters in the school gyms.
- ✘ **Contagious Conditions or Illness** – Children, youth, Program Leaders and volunteers may be restricted from a program if he/she has contracted a contagious illness or condition that could affect the health and safety of others, or if his/her continued participation in an activity or program could have negative implications for his/her own safety.
- ✘ **Safety Drills** – BGCS will ensure that everyone associated with the program is familiar with the safety drill procedures so that risk of personal injury in real life circumstances can be reduced. Program Leaders will run safety drills once per month and include evacuation, lock down and hold and secure.
- ✘ **Bad Weather and School Closures** – Saskatoon schools may be affected by exceptionally bad weather and/or such things as water main breaks and severe power outages. In these cases, **if the students are being sent home, Boys & Girls Clubs of Saskatoon will not be able to offer programming either and will not be responsible for your child(ren).** Please check our website or phone our office for updates.
- ✘ **Change of Information** – Please inform us if there are any changes to the information on the registration form. This may include change of address or changes to who may pick up your child(ren) at our program.

- ✘ **Evaluation** – Program Managers and/or Program Supervisors conduct program observations using the QUEST Tool, Observing The Child's Experience to monitor and measure the extent to which a healthy child development philosophy is being integrated in programs.
- ✘ **Parent Survey** – Parents are encouraged to complete the program survey when it is requested or available. We will provide a link to the survey and it will be available on our website and emailed to parents who give us a working email address. It is important that we hear your feedback as this will help us discover what you feel our strengths are as well as where there is room for improvement. Forms may be returned to us anonymously. Comments from families often lead to positive changes in our programs.
- ✘ **Staffing** – If you have any comments or concerns about our Program Leaders please feel free to contact our Before & After School Program Managers who will discuss your concerns with the Program Leader.
- ✘ **Emergency Contact Procedure**–If you need to contact your Program Leader during program time for an emergency, please call your programs emergency cell phone. All cell phones can receive text messages as well. The numbers are listed on our website. Our office is open 8:30am–4:30pm Monday–Friday for emergencies during these times.
- ✘ **Prohibited Equipment and Electronics** – In order to ensure the physical safety of participants, Boys & Girls Clubs of Saskatoon prohibits the use of bicycles, rollerblades, scooters, skateboards, etc. during program time. In order to provide participants with a quality experience in our programs, BGCS prohibits the use of electronics during program time.
- ✘ **Clothing** – We encourage children to dress appropriately for the weather as we play outside as often as we can. It is also important for children to have appropriate footwear; socks or bare feet can often cause injury. We are not

responsible for lost, stolen or damaged clothing. Please label all clothing, bags and shoes with your child's name.

Please do not hesitate to contact us anytime with anything. We are here to ensure that your children are safe and engaged in the programs that we run. We take pride in providing quality programs and are always open to suggestions.

Thanks for choosing Boys & Girls Clubs of Saskatoon!