



BEFORE & AFTER SCHOOL PROGRAM PARENT HANDBOOK

Updated August 2022



BEFORE & AFTER SCHOOL PROGRAM PARENT HANDBOOK – Table of Contents

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VISION

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

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.

CORE VALUES

BGC Saskatoon is a value driven organization. The Core Values that we ascribe to in our dealings with children, youth, family and community define our reason for being.

BELONGING

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.

ENCOURAGEMENT AND SUPPORT

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

WORKING TOGETHER

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

SPEAKING OUT

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

ABOUT BGC SASKATOON

BGC Saskatoon (BGCS) is a non-profit organization dedicated to serving children and youth in Saskatoon & Area. BGCS has been offering programs in Saskatoon and area since 1974. Over 3900 children and youth are involved in our programs annually.

We currently operate the following programs in Saskatoon and surrounding areas:

- ✘ Neighborhood Clubs
- ✘ Mini Club Programs
- ✘ Before & After School Programs
- ✘ Early Learning Centres
- ✘ Summer in the City Day Camps
- ✘ Pike Lake Summer Day Camp
- ✘ Exhibition Youth Employment Program
- ✘ Rosewater Connection

BGC Saskatoon is governed by a Board of Directors (community based), and operated by the CEO, and the Director of Operations. All programs are overseen by either the Director of Early Years Programs or the Director of Children & Youth Programs. BGC Saskatoon prides itself on employing a group of dedicated staff and volunteers, who work with children, youth, and families. Our team is made of people who want to make a difference in the lives of children, youth, and families.

Please visit our website at www.bgcsaskatoon.com for more details on our program locations, fees, contact information and hours of operations.



BEFORE & AFTER SCHOOL PROGRAM

Program Description:

Before & After School Programs (BASP) operate in multiple elementary schools within Saskatoon and surrounding area. These programs provide child 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. Programs may have enrolment limits applied when the physical space no longer allows for additional registrations or when staffing does not allow for additional participants.

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

BASP Staffing Model:

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

All employees working with program participants are required to provide BGC Saskatoon with a Criminal Record Check and Vulnerable Sector Check CPR as well as a First Aid/CPR Certificate. All employees are required to complete training regarding child protection, program policies and must complete monthly safety checks and drills.

Program Philosophy:

BGC 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.

Program Hours of Operation/Location:

Before & After School Programs are available for families based on each school's school schedule/calendar.

- ✳ Before school programs open between 7:00am and 7:30am (depending on each schools' requirements) until the schools' morning warning bell.
- ✳ After school programs begin at the end of day dismissal bell until 6:00pm.

Programs operate in spaces within each school – this could be a dedicated classroom space,

gymnasium or other multipurpose type room depending on what space each school is able to provide the program.

Day Camps:

Day camps may be offered on Professional Development and Common Dismissal Days, 3-way Conferences, Teacher In-Service Days and other non-school days on a fee for service basis. Day camp details will be advertised on social media channels and our website and will be available for registration on ENROLR (BGC Saskatoon online registration system). NOTE: day camps are offered at different locations throughout Saskatoon and/or surrounding areas and may not be offered at your child's specific school location.

Day Camp Registration: Children must be registered for each day camp as they become available through ENROLR. Payment for the day camp is required at the time of registration. Registrations will be accepted until 1 business day prior to the start of the day camp.

- To cancel your registration please call the office (306.244.7820). Fees will be refunded less an administrative fee. Please note – cancellations of less than one business day will not be eligible for a refund. Cancellation by email or by voice message will not be accepted.

Registration & Fees:

All participants must be registered on ENROLR **before** they attend a Before & After School or Mini Club programs. Registration requires completion of registration information and waiver forms as well as any yearly registration fees. Only children registered in the Before & After School Program are permitted to attend program.

Registration can occur throughout the school year permitting the program has space. Registration for the start of a new school year is available each spring. Families that register by July 31st of the upcoming school year will be eligible for a reduced registration fee. All registrations received after July 31st will be charged the regular registration fee. Registration must be completed annually using your ENROLR account (your registration does not automatically ensure that your child is registered for the next year).

Fees, Invoices/Payment Information, Overdue Accounts and Tax Receipts

- ✳ *Fees* - Please visit www.bgcsaskatoon.com for our current fee structure.
- ✳ *Invoices* - are prepared & emailed within the first 10 days of each month (for the previous month's usage).
- ✳ *Payments* – you will be asked to set up payment information on your ENROLR account. BGC Saskatoon accepts only direct payment (bank account withdrawal) or Visa/MasterCard as methods of payment (BGC Saskatoon does NOT accept cash, cheques or transfers for invoice payments). Please be advised that direct payment (bank account withdrawal) may take up 10 days to process/post. Payments will be

processed within 1 to 3 business days of your selected payment date (15th or 25th) of the month. All invoice payments will also be charged a payment processing fee (all payment processing fees are outlined on the BGC Saskatoon website).

NOTE: BGC Saskatoon will only invoice the person named on the account – payments and invoices will not be split according to custody/separation or child support agreements between parents.

- ✳ *Other Fees* – these fees are charged for late pickups or declined payments:
 - \$25 charge for all declined Direct Payments or Visa/Mastercard payments.
 - \$50.00 per half hour for all late pickups (after 6:00pm)
 - Registration fees are set annually and are paid upon registration

- ✳ *Overdue Accounts* – Any outstanding invoices that are not settled by the last day of the month, are 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 30 days overdue, parents will receive notice via email and/or mail 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. After an account is 60 days overdue, and alternative payment arrangements have not been made, it will be closed and sent to the Saskatoon Credit Bureau.

- ✳ *Tax Receipts* - Payments made for care for your children at the Before & After School Program are tax deductible. A tax receipt will be issued by February 28th for all amounts paid by you during the tax year. Tax receipt amounts will not include any late payment or payment processing fees charges. **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.**

Responsibilities:

BGC Saskatoon is responsible for providing quality before & after school programs by ensuring:

- ✳ All Program Leaders will have gone through our screening process which includes reference checks, Criminal Record Check which includes a Vulnerable Sector Search.
- ✳ All Program Leaders are required to have their certificate in First Aid & CPR within 60 days 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 complete a 3-month probation period.
- ✳ All Program Leaders receive training that ensures an understanding of how to support healthy child development in the Before & After School Program.
 - Training includes:
 - Orientation to BGC Saskatoon

- BGCS Vision, Mission & Core Values
 - Boys & Girls Clubs of Canada Model for Success
 - High Five training: 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.
 - Program Policies & Procedures, Job Description
 - Confidentiality Agreement & Codes of Conduct
- ✳ All Program Leaders and programs are monitored and evaluated regularly by the Before & After School Program Manager & Assistant Manager, and/or 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.
 - ✳ 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.
 - ✳ Child Protection - BGCS employees are legally required to follow the Saskatchewan Child Abuse Protocol (2014) when faced with possible child abuse or neglect of the children enrolled in our programs. For more information on the Saskatchewan Child Abuse Protocol, please see management, or find a copy of the protocol at: www.publications.gov.sk.ca/details.cfm?p=12574. All BGCS employees working in before & after school programs are required to report (not investigate) suspected cases of child abuse and to advise management that a report has been made to a child protection officer or the police. All BGCS employees receive mandatory training in our Child Protection Manual on their first day of employment. Please note that it is the responsibility of all adults to report possible child abuse/neglect – failure to do so may result in a fine, jail term or both.

BGCS is not responsible for:

- ✳ Providing snacks: BGCS 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 children 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. If any person in the program has a severe allergy, BGCS will ensure that the program will not allow the allergen in the program, when possible.
- ✳ Children's transportation to and from the program.
- ✳ BGCS 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:

BGCS 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.

BGCS requires that all parents/guardians or authorized persons of Before & After School and Mini Club participants sign in their children at the morning program and sign out their children from the afternoon program. BGCS cannot be held responsible for children if they are walking to or from our program alone. Signing in/out your children ensures that you are invoiced correctly.

COMING FALL 2022 – *BGC Saskatoon will be transitioning to an electronic attendance system – details regarding the new system will be made available as they are ready to registered families.*

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 children 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 program phone numbers can be found on our website (www.bgcsaskatoon.com) or have a conversation with your leaders about any changes.

Parents/guardians must identify on their ENROLR account who can pick up the registered children and youth. Authorized people listed on their account must be 16 years of age or older. Program Leaders must be provided with the child release password or government issued photo identification before releasing a child to an unknown individual (their name must match what is listed on the account).

BGCS requires prior notice if somebody different (other than authorized people) will be picking up the children in the program. If notice has not been provided, parents/guardians will be contacted for any unknown individuals attempting pickup.

Late Pickup:

A \$50 late fee per half hour will be assessed for any pickups after 6:00pm. Program Leaders will attempt to phone parents and all of the contact names on the registration form to arrange pickup. If no contact has been made with any listed contacts by 6:30 pm, arrangements will be made with Mobile Crisis to pick up your children.

If you're going to be late, call the emergency cell phone designated to your school location. Habitual lateness will result in your children 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 by participants and parents/guardians:

- ✘ *All Children are Welcome* – BGCS 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 in elementary schools. BGCS has no control over any physical barriers that may prevent participation in our programs.
- ✘ *Child Protection* – BGCS 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* - BGCS will respond to an incident in a manner that protects the safety and well-being of children, youth, families, volunteers, and staff. When incidents occur, Program Leaders and volunteers will ensure the safety of all involved and contact their supervisor as soon as it is safe to do so. for consultation and direction. All staff are trained on BGCS incident procedures.
- ✘ *Behaviour* – Program Leaders will encourage responsible, safe, and mutually-respectful behaviour through positive methods such as role-modeling, setting reasonable limits, providing choices, and recognizing appropriate behaviour. 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 behaviour 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 always stay together. 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. BGCS is committed to providing an environment free of all forms of bullying, racism, harassment and disrespectful behaviour between children and youth.
- ✘ *Communication* – Please talk to the Program Leader if you or your children’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. All contact information for the BGCS Before & After School management team can be found on the BGCS website.
- ✘ *School Rules* – BGCS must follow all 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 will not use the apparatus, climbing ropes or scooters in the school gyms. This includes not parking in staff parking spaces or other non-designated spaces on school property.
- ✘ *Contagious Conditions or Illness* - Children, youth, Program Leaders, and volunteers will be restricted from a program if they have contracted a contagious illness or condition that could affect the health and safety of others, or if their continued participation in an activity or program could have negative implications for their own safety. Children who are showing any signs of illness that prevents them from participating in program should not attend.
- ✘ *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 check First Aid kits once per month to ensure they are fully stocked, and they will run safety drills once per month which include evacuation 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, BGC Saskatoon will not be able to offer programming either and will not be responsible for your children.** Please check our website or phone our office for updates.

- ❖ *Change of Information* – Please inform the main office if you make (or need to make) any changes to the information on your account regarding emergency contacts, contact information or health information. Due to the volume of online registrations BGCS receives staff may not be aware of any changes made to your account without notification by you.
- ❖ *Evaluation* – Program Managers and/or Program Supervisors conduct program observations using the QUEST 2 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 annually. We will provide a link to the survey and it will be available on our website and emailed to parents who provide their email address at registration. 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. Comments from families often lead to positive changes in our programs.
- ❖ *Staffing* – If you have any comments or concerns about our Program Leaders please contact our Before & After School Program management team.
- ❖ *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, BGCS prohibits the use of bicycles, rollerblades, scooters, skateboards, etc. during program time. To provide participants with a quality experience in our programs, BGCS prohibits the use of electronics during program time.
- ❖ *Lost, Stolen or Broken Items* - BGCS assumes no responsibility for any items (clothing, toys etc) brought to the program that may become lost, stolen or broken.
- ❖ *Clothing* – We encourage children to dress appropriately for the weather as we play outside as often as we can. Children will often be actively playing so it is also important for children to have appropriate footwear as socks or bare feet can often cause injury. Please label all clothing, bags and shoes with your child's name.
- ❖ *Smoking, Alcohol, Cannabis* - Smoking (including but not limited to chewing tobacco, cannabis, cigarettes/cigars, e- cigarettes or vaping) is prohibited on ALL

school properties. Consumption of any alcohol, tobacco or cannabis products is prohibited on ALL school properties.

- ✘ *Request to Withdraw from the Program* - BGCS attempts to meet the needs of ALL children attending programs but may request that a family withdraw their child due to extreme behaviours from the child, non-payment of fees or abuse of staff/other children or families by a parent/guardian.
- ✘ *Custody & Access* - Custody/access restrictions must be indicated on your ENROLR account by the custodial parent. A copy of the court order or agreement must be provided to BGCS to substantiate this. BGCS employees will not become involved in custodial disputes if parents using the program divorce, separate or become involved in legal proceedings over custody and visitation, unless ordered by the court. BGCS employees will not act as a third-party agency to supervise visitation rights by the non- custodial parent, unless ordered by the court. BGCS employees are unable to withhold a child from either of their parents unless there is a custody and access agreement ordered by the court and only if it is safe to do so.

We love hearing from our families! Please don't hesitate to reach out with any questions, suggestions. BGC Saskatoon is here to ensure that your children are safe and engaged in the programs that we run.

Thanks for choosing BGC Saskatoon!

