

Parent /Guardian Handbook

The Boys and Girls Club of Charlotte County is a non-profit organization which was established 1998.

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.

Philosophy

Our Early Learning and After School programs are legislated by the New Brunswick Department of Education and Early Childhood Development. Our philosophy is to provide an environment that is guided by the Operators Standards and our National Mission Statement.

Goal

To provide the highest quality childcare services and programs that is accessible to the citizens of Charlotte County.

Objectives

- To promote healthy lifestyles through daily activity and encouraging healthy eating
- To foster the physical and emotional development of program participants
- To foster a sense of security within the childcare setting
- To stimulate the development of communication, social and cognitive skills of each participant
- To teach and demonstrate respect for and acceptance of individual differences, cultural and ethnic diversity
- To promote the involvement of parents in the development of their children
- To develop an atmosphere of inclusion of all children in every opportunity.
- To ensure a welcoming and supportive atmosphere where all participants feel valued and cared for.
- To offer appropriate activities to suit the developmental abilities and interests of all participants

Program Content

The Youth Workers and Early Childhood Educators will provide a wide variety of activities, keeping in mind each child's experiences, development and interests. Schedules will include a balance of activities designed to foster a positive self concept, demonstrate positive health, safety and nutritional habits; encourage creative expression. Most importantly, activities will be designed to meet the developmental needs of participants (physical, social, intellectual, creative and emotional) and to suit individual needs and interests.

Programming opportunities will provide active and quiet play, indoor and outdoor play, group and individual activities, rest and snack time. Areas of programming will include playground, gym activities, field trips, science, drama, cooking, self development activities, arts and crafts, board games, puzzles, music, homework assistance, computers, video games, movies and special events.

Club Programming

Our school age programming focuses on the Boys and Girls Clubs Core Values. These Core Values are the standard by which all Boys and Girls Club services are measured.

Inclusion & Opportunity - We strive to offer children and youth from all economic, cultural and social backgrounds access to the resources, supports and opportunities that will enable them to overcome barriers and achieve their positive potential in life.

Respect & Belonging - We provide a safe, supportive place, where every child is listened to, respected and valued in an environment of inclusion and acceptance. Our staff and volunteers model honesty, fair play, positive attitude, cooperation and respect for self and others.

Empowerment - We believe all young people can grow into responsible, contributing and self-reliant members of society. Children and youth are at the centre of everything we do. Through adventure, play and discovery, we encourage and empower them to develop healthy lifestyles, a life-long passion for learning, leadership and life skills and a sense of social responsibility.

Collaboration - We work together with families and volunteers in each community, in partnership with the public and private sector, to create healthy community solutions to providing children and youth with what they need for optimal development.

Speaking Out - We speak out on behalf of children, youth and their families to reduce disadvantage, enhance their lives and enable their voices and ideas to be heard.

Early Learning Programming

Our Early Learning Centre is mandated by the province to use the NB Curriculum Framework. More info on the Curriculum can be found at <http://www.qnb.ca/0000/ECHDPE/ELCC-Curriculum.asp>

The Framework consists of 4 goals:

Well-Being - Children experience safe and caring environments where their emotional and physical health, positive identities, and a sense of belonging are nurtured and protected.

Play and Playfulness - Children experience open and flexible environments where playful exploration, problem solving, and creativity are encouraged and purposefully planned.

Communication and Literacy - Children experience intellectually, socially and culturally engaging environments where their communicative practices, languages, literacy and literate identities are valued and supported.

Diversity and Social Responsibility - Children experience socially inclusive and culturally sensitive environments in which consideration for others, inclusive, equitable, democratic and sustainable practices are enacted, and social responsibility is nurtured.

Hours of Operation

Daycare Centre at the Club 54 Disher Lane

The Daycare Centre at the club operates all year round, Monday to Friday from 7:30 am -5:30 pm.

The After School Program at the club operates throughout the school year, Monday to Friday from 2 pm to 5:30 pm. This service is also provided from 7:30 am to 5:30 pm during Full day programs.

The club and the daycare centre at 54 Disher Lane are open on storm days, however if the club were to close due to severe weather listen to the local radio stations.

Milltown Elementary School (MES) Programs

The **Daycare Program** at MES operates Monday to Friday 7:30am-5:30pm. (Daycare is open year round and during March Break, Summer Break and Christmas Holiday)

MES **After School Programs** operate 2-6pm Monday to Friday
MES **After School Programs** do not operate on days that there is no school

All Programs at MES are closed when there is a school closure due to weather.

Blacks Harbour Elementary School (BHS) Programs

BHS **After School Programs** operate 1:20-5pm Monday to Friday
BHS **After School Programs** do not operate on days that there is no school

All Programs at MES are closed when there is a school closure due to weather.

If any of our facilities were to experience a power outage or loss of water, parents will be contacted and will need to pick their child up immediately

All of our programs at 54 Disher and MES will be closed on the following days

New Years Day	Good Friday	Labour Day	Boxing Day
Canada Day	New Brunswick Day	Christmas Day	Victoria Day
Remembrance Day	Christmas Eve	Easter Monday	Thanksgiving Day
Family Day			

Financial Assistance

All families who net (after taxes) less than \$55,000 per year; may qualify for Daycare Assistance for all of our programs, please ask staff for a verification of enrollment prior to contacting Daycare Assistance

For those families who do not qualify for Daycare Assistance yet still require help, they must contact the Executive Director to make arrangements for assistance. Families who do not receive an approved request for reduced or waived programs fees; will be responsible for the fees generated. The Executive Director will not backdate assistance, therefore a request for assistance must be made upon registration in a program.

Our no child refused due to inability to pay policy, does not apply to Birth to Pre K programs

Fee Structure

Please see price list

Payment Schedule

Pre-Authorized Debit (PADS) is required on all accounts

Early Learning PADS

Weekly Payment Option: occur each Monday or the next business day
or

Monthly Payment Option: occur the first Monday of the month or the next business day

After School PADS

Withdraws occur every Tuesday for previous week's attendance
(you may revoke your authorization at any time subject to providing 30 days written notice)

A Non-Sufficient Fund Fee will be charged to your account for the amount of \$5 for an unsuccessful withdrawal.

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Misc. Payment Policies - All Programs

Two weeks paid notice must be provided when withdrawing a child from the early learning program as well as when there is a change in your child's schedule.

Regular Fees are charged for Statutory Holidays

For programs that are charged based on registration; the Boys and Girls Club of Charlotte County does not make exceptions for illness or vacation.

All accounts that are 14 days past due will result in immediate termination of the child's spot at the BGCCC.

We provide a receipt each year for income tax purposes issued by the last business day in February.

Enrollment

Daycare (Club and MES)

Programs are open to all children. Registration is based on the first come, first served rule. Participation in the program may begin only upon proper completion of all required forms.

Club After School Program

Programs are open to all children. New registrants not currently attending are based on a first come, first served rule. Participation in the program may begin only upon proper completion of all required forms. If your child has previously attended our afterschool program they have a secured spot in the after school program the following year as long as new registration forms have been submitted by the deadline.

See front desk staff for summer registration.

MES and BHS After School Programs

These programs are offered to students attending MES and BHS, please see our Program Director (programs@bgccc.ca) or MES/BHS Home and School Coordinators for information on how to register your child.

All changes in your child's schedule must be done by contacting the club's front desk staff or posting on your child's class Facebook page. Texting your child's schedule changes will not be accepted.

Discharge Procedures

The club reserves the right to suspend a child's membership due to behavioral issues.

Our school age programs follow a strict hands off policy; children who cause physical harm to others will be dismissed immediately. Our facilities work on a 3 strike policy: 1st offence results in a dismissal for the remainder of the day. 2nd offence results in a dismissal for 2 days. 3rd offence results in a suspension of membership for a 2 week period. Once membership is reinstated the 3 strike policy is no longer in effect and each individual case will be dealt with individually.

At the daycare centre children over the age of 2 who continually cause harm to other children and/or staff and all other forms of redirection have been unsuccessful will be sent home immediately. This helps to ensure that the other children are able to spend their day in a calm, safe environment. Once a child has been sent home 3 times, staff and parents will need to meet and develop a plan before the child can return to the centre.

Parental Involvement

The Boys and Girls Club recognizes that families have the right and responsibility to make child care choices for their children. Parents are an essential source of expertise with respect to their own children and are strongly encouraged to be actively involved in planning for the inclusion and development of their children within club programs. Parents/Guardians and other caregivers are invited to visit the program at any time during operating hours when their child is present. Parents and children are also encouraged to visit the Club at least once prior to enrollment in the program. The club

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maintains an “open door policy” with regards to parental involvement, however, we do reserve the right to limit parental involvement should the situation warrant.

Parent / Guardian Complaints, Suggestions or Grievance Procedure

Parents should feel free to discuss any situation with the program staff. Staff are more than willing to assist with any concerns that may arise. In the case of a disagreement or unresolved concern, please discuss the matter with a Lead Educator. If the Lead Educator is unable to resolve your concerns, please see the Executive Director.

Field Trips

Our programs provide a large number of field trips for club members. A schedule of field trips will be posted on the information board and notices will be sent home. Parents will be requested to sign a consent form/waiver; children without a consent form/waiver will not be permitted to attend. Activities such as daily walks or neighborhood playgrounds and pools are considered part of the regular program, consent for these daily activities are included in this parent handbook and are required to be on file for each child.

Transportation for field trips not within walking distance is provided by ASD South.

Personal Belongings

Please label any and all items brought to club programs (including bottles, baby food, and soothers). Sweaters with drawstrings, mittens with strings, scarves and very loose clothing are not recommended due to the risk of playground choking hazards. All children must come prepared for outdoor play.

Depending on weather, sunhats, splash pants, snowsuits, hats, and mittens are required.

For the daycare centre, the following are required by each member: toothbrush, toothpaste, diapers (or pull-ups), wipes, diaper cream, and a change of clothes.

Club members are not allowed to bring toys or valuables such as game systems and trading cards. The Boys and Girls Club is not responsible for these items if they were to become lost or broken. Cell phones are not permitted.

Children at the daycare centre are not permitted to bring toys with them to the centre with the exception of a comfort item to nap with.

Children must have an extra set of clothing in case of an accident.

Food

The Boys and Girls Club of Charlotte County is a peanut reduced environment. We do not serve peanut products during snacks or meals. Children are not to bring products that contain peanuts to the club.

If your child is attending our programs at MES keep in mind this is a nut free facility.

Our menu is posted on a weekly basis, if your child does not like what is being served – you are responsible for packing an alternative. We operate with a summer menu during the warmer months and a winter menu during the colder months.

If you choose to pack a lunch for your child, please ensure it is packed with healthy options. Some healthy alternatives would include veggie sticks with dip, whole grain crackers and cheese, yogurt and applesauce.

Child Pick Up Procedures

Participants in the program must be picked up at 5:30 pm. Parents are expected to call the club if they will be running late. Late fees \$10 for every 15 min will apply for all of those who arrive past closing time. Children will only be released to parents/guardians or anyone who is listed as an alternative on the child's form. Identification will be requested from anyone who is unfamiliar to the staff. Parents are asked to notify the club if their child is being picked up early or by someone other than a parent. Every time a child is picked up, the parent must sign their child out. In cases where there are custody issues, copies of court orders must be provided.

Absenteeism

In the case of a child's absenteeism, parents must notify the club's front desk staff with the reason for not attending. Providing reasons for absenteeism is a mandatory practice as stated in the New Brunswick Department of Education and Early Learning's Operator Standards. This practice is to help ensure the effective management of illnesses within the program. We may also need to ensure the completion of a "Return After Exclusion Form" We do not intend to invade your privacy, but the safety and well being of all participants is important. Your full cooperation is appreciated in this area.

Child Guidance Practices

Program rules and regulations will be clearly explained to all participants. All rules will be logical and comprehensive and will be administered in a consistent manner. Staff will follow positive discipline techniques and guidance at all times and will do their best to eliminate potential problems. Positive reinforcement and encouragement will be used as well as redirection of negative energy. Children will be provided with the opportunity to discuss incidents with staff and parental involvement will be encouraged. Time Outs will be used as a means of calming a child down, to allow for a time for self reflection and to provide an opportunity to discuss the incident. Staff may complete an incident report, for any problems that may arise depending on their severity. A copy of the incident report is kept in the child's file and a copy is sent home. After several attempts at resolution, if the unacceptable behavior continues parents may be asked to find alternate arrangements for their child.

Child Abuse and Neglect Protocols

All program staff is educated as to the signs and symptoms of child abuse and neglect. Staff is trained in dealing with disclosures and is knowledgeable in the mandatory reporting requirements as set in the Child Victims of Abuse Protocols of the Province of New Brunswick.

It is the legal responsibility of all Club personnel to document and immediately report any suspected case of abuse or neglect. Failure to report suspicion of abuse or neglect is a criminal offense under the Family Services Act.

The staff at the Boys and Girls Club will report any suspicious behavior or disclosures to the Department of Social Development

Emergency and Evacuation Procedures

- All staff are certified with First Aid and CPR and trained in emergency procedures
- Parents are required to sign a consent form for emergency medical attention and transportation
- Fire Drills are practiced once per month
- In the event of the need for an alternate location, children will be walked to the Disher Homes offices or the Milltown Irving for our MES programs

Health Practices

Hand washing:

Public Health Standards require that all staff and children wash their hands as often as necessary but always in these situations: upon arrival at the Club, before snack, after using the washroom, after outside play, after cleaning up after a sick child, after handling items soiled with blood or other bodily fluids and before and after giving or taking medication.

Child Illness:

In the case of child illness, parents will be contacted. The child will be placed in a supervised, designated area separate from other children. The child must be picked up within one hour of notification of illness. A potential illness form will be completed and must be signed by the staff and parent each time a child leaves early due to illness.

Parents will be contacted to pick their child up from the program if:

- 1) The illness prevents the child from participating comfortably in activities
- 2) The illness results in greater care than the staff can provide

- 3) The child has a temperature of 38.5 Celsius (101 F) or greater along with other signs of illness including diarrhea, vomiting or blood in the stool
- 4) The child has other signs and symptoms as outlined in the "Management of Illness in Children and Staff in New Brunswick Child Care Days. Please refer to the Parents Role section of this booklet.

Exclusion Criteria:

Exclusion periods will be enforced as laid out in the "Management of Illness in Children and Staff in New Brunswick Child Care Facilities". Reports will be made to Public Health where required. Exclusion periods are mandatory and the Exclusion Reference Guide has been attached for your reference.

Parents must complete the form "Return after Exclusion" before a child can re-enter the program to verify that all exclusion requirements have been met. With Head Lice and Chickenpox, the BGCCC does go above and beyond the provinces list of exclusion periods.

- Head Lice - children cannot attend until they are nit free
- Chicken Pox - children cannot attend until all spots have dried up.

The BGCCC reserves the right to go above and beyond any exclusion period, if we believe it is in the best interest of the majority of the children in our care.

Communicable Disease:

Parents will be notified of any communicable disease, illness, infections or infestations in the program. Notices will be posted on the parent bulletin board. Public Health will be notified as required.

Immunization:

Parents must provide an up to date immunization record for their children at the time of registration. Children will not be allowed to attend the program until the immunization information is received. Parents are responsible to provide notification of any changes in immunization as soon as possible. Should a parent decide not to provide this information or decide not to immunize their child a waiver must be signed. Without proof of immunization or if a parent chooses not to immunize their child, the child will be excluded from programs when a communicable disease is in the facility.

Medications:

Only medication brought to the facility by the parent, whether over the counter or prescribed will be given to the child. A consent form for administration of medication must be completed. All medication that is brought to the club must be in the original container with the original label, have child protective caps and be identified with the dosage and child's name.

Reportable Incidents in the program include:

- (a) unexpected illness or injury where child requires immediate transfer to the hospital
- (b) motor vehicle accidents or injuries caused while being transported
- (c) missing child

In the case of any of the above, the parent will be notified immediately. A major incident report form will be completed and forwarded to the Regional Coordinator, Department of Education and Early Childhood Development. A copy will be provided to parents.

Non reportable incidents are those that do not require emergency medical attention i.e. cuts bruises and bumps. The child may need minor first aid done by a staff member. Any notable incidents of injury, behavior, health or other situations will result in an incident report. Parents will be requested to sign the form and a copy will be kept in the child's file.

WAIVER OF LIABILITY

BY SIGNING THIS AGREEMENT YOU WILL WAIVE OR GIVE UP CERTAIN LEGAL RIGHTS, INCLUDING THE RIGHT TO SUE.

Definition: The Boys and Girls Club of Charlotte County Inc. shall include, but is not limited to: music, cooking, arts and crafts, recreational games, sports, tutoring, dancing, pool, video games, computer games, internet, swimming, field trips, and special projects that may take place inside or outside **The Boys and Girls Club of Charlotte County Inc.**

In consideration of being permitted to participate at **The Boys and Girls Club of Charlotte County Inc.**, I hereby agree as follows: I, the undersigned, have provided the Club with accurate information and will immediately notify the Club in writing of any changes to this information.

To release any and all rights and claims for damages we have or may have against the Boys and Girls Club of Charlotte County Inc., its employees, volunteers, directors or officers, agents, and other participants including students, or their representatives, successors and assigns for any and all injuries, accidents, mishaps, or illnesses which may directly result from any participation in any programs, activities, or events offered by the said Club.

I, the undersigned, the parent/legal guardian, have read this waiver and understand the terms and I acknowledge and agree to the terms stated therein. This agreement shall be effective and binding upon my heirs, next of kin, executors, administrator, assigns, and representatives.

I, the undersigned, understand that the **Boys and Girls Club of Charlotte County Inc.** Its employees, volunteers, directors or officers, agents, and other participants including students, or their representatives, successors and assigns are not responsible for lost or stolen items.

Name of Parent/Guardian: _____

Signature of Parent/guardian: _____ Date: _____

I, _____ The parent/guardian of _____ have read, understood and will comply with The Boys and Girls Club of Charlotte County Parent/Guardian Handbook. Version dated July 2017.

Signed: _____ Date: _____

The following must be signed and returned before your child can attend.

- **child profile**
- **media consent**
- **photo release**
- **kid zone waiver**
- **immunization records**
- **PAD form**
- **waiver of liability**

I, _____ the parent/guardian of _____

have read, understood and will comply with

**The Boys and Girls Club of Charlotte County Parent/Guardian Handbook
and the attached
Managing Illness in Child Day Care Facilities Parent's Role**

Version dated January 2018

Signed: _____

Date: _____

