



Parent Handbook

Out of School Care Programs

BGC Cochrane & Area

Updated: August 2024

Contact Information

5th Ave Club

Phone: (403) 561-4067
Address: 111 5th Ave W

Glenbow Club

Phone: (403) 607-4592
Address: 65 Glenpatrick Drive

General Inquiries: info@bgccochrane.ca

BGCCA Administration Team

Name & Position	Phone	Email
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Jody Collin Events & Facilities	(403)-981-2020 Ext 101	jcollin@bgccochrane.ca

Hours of Operation

Office Hours

9 AM – 4:00 PM

5th Ave Club – OSC

6.30 PM – 6 PM

Glenbow Club – OSC

6:30 AM – 6 PM

PD Days – OSC

7:30 AM – 5:30 PM

Holiday & Summer Camps

Camp Times: 7:30 AM – 5:30 PM

*Our OSC Program will have up to three early program closures (4:45pm) during the school year for staff meeting/development.

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About Us

Your family is part of something bigger... Quality Out of School Programs!

Bgc is a leading provider of quality after school and Out of School Care (OSC) programs to children and youth that support the healthy physical, educational and social development of more than 200,000 young people and their families in Canada each year.

BGCC is one of the largest youth-serving agencies in the country. There is an association of over 100 Clubs located in 700 community service locations across Canada in neighborhoods where they are most needed including: large city centres, remote rural communities and First Nations Reserves. Nearly three million young Canadians have played, learned and developed essential life skills through safe, caring Boys & Girls Club environments and enriching programs.

BGCCA has been a proud member of BGCC since 1998 and through BGCCA and its parent organization (the Cochrane Youth Association), we've been an integral part of the Cochrane and area community for over 20 years.

Philosophy

The BGCCA philosophy is to provide quality child/youth-centered programs in a safe and nurturing environment. We value children's abilities and interests and work to support their growth by providing opportunities to develop socially, physically, intellectually, creatively and emotionally. Because children learn through play, we facilitate a wide range of unstructured play opportunities within our program spaces. Our Child & Youth Development Mentors strive to provide an atmosphere that is safe and engaging while fostering acceptance and self-worth.

Vision

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

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.

Core Values

In our work with children, youth, families and communities, all Boys and Girls Clubs are guided by the following 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.

Membership, Registration & Cancellation Policy

Membership

Thank you for making BGC Cochrane & Area your family's childcare choice.

Memberships are required for BGCCA OSC programs as a national organization and are added to the first invoice for care during the school year. All online registration forms must be completed, and the required paperwork and deposit must be provided BGCCA prior to the first day of participation in all of our programs.

Memberships are valid between September 1 – August 31 each year.

Membership cost \$10 per child OR \$25 family (3 or more members)

Certain activities require additional waivers (i.e. field trips) Any additional waivers must be completed fully, signed and returned to the BGCCA by the first day of the activity. Members will not be able to participate if these waivers are not received by BGCCA.

Registration

During the school year, OSC registration is open depending on program space and waitlists. Waitlists for programs are NOT carried over from year to year. Member families are given priority through the offer of early registration for both summer camps and OSC programs. Registration is, thereafter, based on a first-come, first-serve basis following the pre-registration period for current families.

Registration will only be accepted under the following conditions:

- All Online Registration forms have been completed fully;
- If medication is to be administered, the information on the Medical Information form has been completed and includes: the name of the medication, the time of the medication needs to be administered and the amount to be administered. All over the counter medications may only be administered according to dosage instructions on the original container. *BGCCA Staff will only be able to administer medications to the individual the medication is prescribed to. All medications **must** be in their original, labelled containers*
- Payment in the form of automatic withdrawal (EFT) is provided unless alternate payment arrangement has been made. Credit Card option has a 3.5% processing fee. The Pre-Authorized Debit (PAD) Agreement has been completed and submitted, along with the required deposit which can be provided within 7 calendar days of completing the online registration forms. This deposit is applied to the first month of fees in the case of Out of School care registration. If BGCCA has not received the PAD Agreement and deposit within 7 calendar days of registration, the child will be removed from the program list, and the spot will be offered to the next child on the wait list. It is the sole responsibility of the parent/guardian to meet this deadline.

Cancellation and Refund Policy

Written 30 days' notice by submission of our cancellation form (available on the Resources tab of our website) is required to cancel OSC programs. Following registration, if OSC is cancelled by the parent or guardian with more than 30 days' notice, before the school term starts, deposit monies will be refunded minus a \$50 administration fee.

Cancellations made after the program starts with a note from a medical doctor will receive a pro-rated refund from the cancellation date. Memberships are non-refundable.

Fees & Payments

Out of School Care Fees

Kindergarten Care Rates	Not Incl. PD/Camps	ALL PD/Camps Included
Full Time KinderCare	\$895	\$995 (save 25%)
Affordability Grant	-\$626 from above fee	-\$626 from above fee
Part Time KinderCare (up to 3 partial days/week-based on RVS)	\$575	Sign up & prepay only
Affordability Grant (if registered for 50-99 hrs monthly)	-\$150 from above fee	
Drop-In Kinder Care (space permitting)	\$65	N/A
Out of School Care Rates (excludes PD Days)	Not Incl. PD/Camps	PD/Camps Included
Full time mornings and afternoons	\$540	\$625 (save 25%)
Mornings Only	\$210	N/A
Afternoons Only	\$440	\$525 (save 25%)
Drop in		
Drop in Before School Care per use (space permitting)	\$20/day	
Drop in After School Care per use (space permitting)	\$45	
Drop in BGCCCA transport add on (space permitting)	\$10/way	
PD Camp Days		
PD Days Regularly Scheduled OSC	\$60	
PD Days Drop in Children/non member	\$70	
PD Days for Full Time Kinder Families ONLY	\$40	
Transportation		
Monthly one way per child	\$90	
Monthly two way per child	\$150	
*Transportation fees subject to change based on contractor fees or operational cost increases		
Summer Camps 7:30am-5:30pm		
5 day camp	\$310	
4 day camp (stat holiday weeks)	\$250	
Drop-In Camp Day (on weekly availability)	\$70	
Late Fees		
Late Fee after 6:00pm	\$5/Minute	

Fees

Invoices are sent on the first of each month (or the following business day if it falls on a weekend). Payments are made via automatic withdrawal (Pre-Auth Debit) and will be debited by the 5th (this gives families time to review invoices). If you cannot make payments, please contact the Manager of Licensed Programs or finance team.

No adjustments will be made in the full monthly fees for any absences, holidays, or illness. Please advise the BGCCA in writing 30 days in advance if your child will be withdrawn. All fees owing must be paid in full.

*If you need financial assistance, please contact us directly.

Additional Fees

Monthly OSC fees cover school days under Rocky View School (RVS) Calendar. PD days and non-school days are not included in monthly fees. Should you wish for your child to participate in any camps over the breaks, they require separate registration. Families may opt to have a PD/Holiday Camp included in their monthly fee (see fee schedule), or they can register and pay for specific days through our online platform.

PD Days

PD Days are not included in the registration fees unless the inclusive fee option is selected. Please refer to page 4 for PD day fees. Parents are required to sign up their children to ensure that BGCCA have appropriate staffing for these extended days. If parents sign up in advance for a space and are NOT going to use the space, it is important that the parent cancel the space at least 7 working days in advance. If less than 7 working days' notice is given, parents are responsible to pay the fee regardless of the attendance of the child, as outlined in the Cancellation Policy (on Page 4).

If there are available spots on a PD Day, BGCCA will open up these spaces to those who are not currently registered in OSC Program. In order to accept non-OSC registered children the full fee is required in advance as well as a complete online registration.

On PD days BGCCA will provide an afternoon snack. Parents are required to provide a morning snack and a bagged lunch. The BGCCA promotes healthy snacks and lunches, if you would like ideas or resources for healthy lunches and snack programs, please talk to one of our staff.

Declined or Cancelled Payments

If a payment is returned to BGCCA declined in any form we will notify the payee and make arrangements for payment to be made. An additional fee of \$25 will apply. BGCCA also reserves the right to terminate childcare if payment is not received.

Government Subsidy

Parents/guardians can apply for childcare subsidy through the Government of Alberta. Applications can be made online at <https://www.alberta.ca/child-care-subsidy.aspx> Families on government subsidy should note that minimum attendance requirements MUST be met

in order to maintain their subsidy coverage and subsidy payments are made directly to the service provider (the BGCCA). Government Child Care subsidies may not cover the entire cost of monthly childcare fees and parents/guardians are responsible for covering the balance. If the subsidy approval amount differs from the amount paid to the BGCCA a credit, or balance will be applied to the following month's invoice.

Each program location has a unique program name and ID to be used for subsidy approval:

BGC Cochrane & Area 5th ave club ID: 80000714

BGC Cochrane & Area Glenbow Club (Glenbow Kindergarten) ID: 80001768

BGC Cochrane & Area Points West (Fireside students) ID: 80019274

BGC Cochrane & Area Clubhouse (Rancheview/Elizabeth Barrett) ID: 80027610

Please contact the Manager of Licensed Programs if additional fee subsidy is required to discuss the financial assistance process. Parents/guardians are responsible for covering any costs that subsidy does not pay for. In the case that subsidy is delayed parents/guardians will be responsible for the FULL costs of the program and will be credited as soon as subsidy is received.

Summer Camp Fees

Registration for summer camps opens by February 15th annually with notification sent to current members via email two weeks prior to opening to non-members. Fees for summer camps are charged upon registration for non-members. Weekly deposits per child are required for member families. Camp fees for each month based on registered weeks will be billed at the beginning of the month. Registration will be available online. Check our website and social media for up-to-date information. If you qualify for childcare subsidy please contact us to provide a copy of the approval and invoices will be created accordingly.

Club Closures The following is a list of holidays that the BGCCA recognize and programs will not be operating. If Christmas Day, Boxing Day, New Year's Day or Canada Day falls on a weekend, BGCCA will take the following working day(s) in lieu.

- New Year's Day
- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- Heritage Day
- Labour Day
- National Day for Truth and Reconciliation
- Thanksgiving Day
- Remembrance Day

- Christmas Day
- Boxing Day

The program will be closed for one week over Christmas break. We are closed after the last day of school for staff training and prep for summer camps. The last week of August we will be closed for staff training and preparing the programs for the upcoming school year.

Snow Day/Inclement Weather

On days that the Rocky View School District declares a school closure due to inclement weather, BGCCA will coincide and will not be open for programming. This is to ensure the safety of our families as well as our staff during periods of inclement weather patterns.

The OSC Program will operate when schools are open but busses are cancelled due to inclement weather conditions, however, bus services will not be provided so it is a parent/guardian responsibility to transport children to and from schools serviced by our BGCCA busses. BGCCA will remain open from 6:30AM until 6PM. However, care will be dependent on the ability of staff to arrive safely at work to enable BGCCA to maintain appropriate ratios.

Updates on inclement weather school closure days will be sent via email due to potential changes to program operation site, and ensuring staff availability. These updates will also be posted on our social media pages.

Additionally, when a natural disaster has been declared affecting the town of Cochrane, BGCCA will not operate programs to ensure the safety of our members and staff. Natural disasters may include: flooding, tornado, power outages, severe storms, avalanches, earthquakes, etc. Families will be alerted, as soon as possible, for any and all BGCCA club closures that may occur. In the event that such an occurrence is during regular program operation updates will be sent to families via email, through our social media page, and by phone if necessary.

Informational Changes

It is the parent/guardian's responsibility to promptly notify the BGCCA, in writing of any changes in address, telephone numbers, health information, and emergency contacts or authorized pick up contacts. Acceptable forms of written communication include an email or phone call to one of the BGCCA Administration team. If updating information in person please submit a handwritten note with the details of the update (ie: if a new person is picking up on a specific date and the relation to the child).

It is a requirement of Child Care Licensing that child and parent/guardian information is complete and up to date, and in professional practice, up to date information allows BGCCA to provide the best services to the children and families we serve.

We rely on the effective exchange of information between our Out of School Care team and our families relevant to the children attending our programs. Please provide as much

information about your child as possible when completing your online registration. Our Out of School Care Program Coordinators regularly work with families to develop strategies to ensure children are supported and successful in our program. Please feel free to contact them to further discuss your child's needs at any time. We hold all child and family information in strict confidence.

Separation & Custody

In the case of divorce or separation, it is the custodial parent/guardians responsibility to make payments on time. The custodial parent/guardian will be accountable to pay all the past dues and late charges.

In the case of divorce or separation, the custodial parent is the person who will receive all bills and tax statements, unless other arrangements have been made with the BGCCA Administration. If there is a custody dispute and one parent/guardian is not allowed to pick their child up, a copy of the court documentation is required. In the case of divorce, separation and/or custody disputes we are not allowed to give information about one parent/guardian to the other parent/guardian.

Communication & Involvement

Clear, respectful communication is the foundation of quality programs and meaningful relationships. It requires active listening, understanding, and a non-judgmental approach. We adapt our communication styles to reflect our partners (children, youth, parents/guardians, community members/stakeholders) and expect that all our interactions will be respectful with the goal of supporting positive outcomes for the children, youth and families in our programs.

We provide regular program and organization updates via newsletters, parent & community bulletin boards, our staff communication binder, and email. We also update information on our website and our social media platforms (Facebook, Instagram).

We encourage our staff to connect with parents/guardians during transition times to share updates or information about the child(ren) such as successes, accomplishments, interests or challenges. If additional time or privacy is needed we are always happy to arrange for family meetings with the Program Coordinator or appropriate staff members, We welcome feedback from children and parents/guardians. If you are not comfortable speaking with a program staff person directly, you may speak to the Program Coordinator, Manager of Licensed Programs or Executive Director depending on your needs, We have a formal process for receiving complaints (Client Grievance Policy attached in Appendix A) and we document notable interactions. If you have suggestions, ideas or concerns we would be happy to set up an appointment.

Open Door Policy

Communication and positive relationships with families is integral to our programs. We encourage and welcome our parents/guardians and stakeholders to be involved in our programs and other club activities. Parents/guardians are welcome to drop by our programs

to visit anytime; we just ask that you connect with the Program Coordinator if you would like to spend an extended period of time or volunteer within the program.

Parent & Family Involvement

Parents/guardians and families are invited to be involved in the OSC programs. We welcome families to share their cultural heritage, hobbies, experiences, and skills. Parents/guardians are invited to attend off-site trips in the role of volunteer. In order to volunteer on a regular basis or on an off-site trip parents must complete the volunteer intake, including registration form, and criminal record check with vulnerable sector. Please contact the Program Coordinator for more information on this process.

We host a number of events throughout the year both as part of child programming and organizational (Open House, Celebrations, Christmas event, Pancake Breakfast, Fundraisers, etc.) and we would love to see you be a part of them. We also depend on our volunteers; fundraising is essential to our ability to offer quality programs at an affordable price. Therefore there will be occasions during the year when parents/guardians will be invited to assist in fundraising efforts such as raffle ticket sales etc. Check out the website and Facebook page to stay up to date on ways to get involved.

Child Attendance & Supervision

Child: Staff Ratio-Supervision of Children

The BGCCA is a licensed and accredited childcare facility and as such follow the Alberta Guidelines for ratios. The staff to child ratios are 1:15.

We work to ensure we regularly have enough staff in program to ensure a fun, safe, and supportive childcare environment. Our staff is trained to adapt supervision techniques to suit different physical environments, situations, and group dynamics both indoor and outdoor. Staff regularly count children during transitional times, entering and leaving a vehicle (ie: school bus, club bus), and several times throughout the day to ensure they know how many children they have at all times and can cross reference with their attendance records.

Staff will complete indoor and outdoor safety checklists at the beginning of each day and when visiting off site locations such as parks and playgrounds to ensure the safety of the children by identifying and removing (or avoiding) potential hazards. Children are encouraged to inform a staff member if they see a potential hazard while they are in our program.

Through observation and supervision practices, staff will program plan to meet the children's interests, abilities, and developmental needs.

Attendance: Signing-in and Signing-out

All children are signed in and out of program by the staff.

Only those people authorized on the child's registration form will be allowed to pick up a child from the program. In case of emergency a parent/guardian can give permission, verbally or written, for a third party to pick up their child(ren). Please provide the first and last name of the person who will be picking up your child(ren) and ensure that they are aware to bring photographic identification to provide to staff upon request. Staff may ask any person for photographic identification if they are unfamiliar with the person picking up a child from program; this includes parents and relatives, and helps to ensure the safety of the children and families in BGCCA programs. Parents/guardians are expected to be punctual when picking children up from the program, or notify staff of late arrival and approximate pick up time.

Late Pick up

If you know you are going to be late please contact us as soon as possible (late fees may still apply). If a parent/guardian is late picking up their child, staff will attempt to contact the parent/guardian at all known numbers. If the parent fails to answer, staff will call all emergency contact numbers to arrange for the child to be picked up.

In the case where a parent arrives significantly late, the program is closed, and there is no staff on premises please call the emergency contact number posted outside of the building.

If there is no one available to pick up the child within 1 hour of closing staff will contact Calgary Region Child Services (CS).

Late fees may apply to any pickup occurring after the regularly scheduled closing time of the program at the rate of \$5 per minute. If children are repeatedly picked up late the OSC Program Coordinator or Manager of Licensed Programs will arrange a meeting with the parent/guardian to discuss solutions (which may include termination of care).

Reporting Absences

Please let us know if your child(ren) will be away as soon as possible so that we can anticipate your child's absence. The absence line phone numbers are:

Glenbow Call/text: (403) 607-4592

5th Ave Call/text: (403) 561-4067 (Upstairs) (403) 618-0946 (Downstairs)

Points West Call/text:

Clubhouse Call/text:

The school office does not notify us that your child will not be attending the program or if they are absent from school.

If you do not let us know that your child is not going to be present or will not be utilizing the transportation we provide, staff will execute our Emergency Reporting Procedures (outlined below)

Emergency Reporting Procedures

The BGCCA takes missing children very seriously. If you do not call the BGCCA to report an absence and your child does not attend when they are scheduled, we will refer to emergency contact numbers to determine why your child is absent. **If staff is unable to get a hold of anyone to determine the child(ren)'s location within 30 minutes, BGCCA is required to call the RCMP and report to Child Care Licensing immediately as a reportable incident.**

Diversity & Special Needs

We recognize that all children and families are unique and special. We acknowledge, understand, and celebrate this diversity through our programming by providing opportunities for children, parents/guardians, staff members and community volunteers to share special talents, skills, information, and cultural traditions. We provide an inclusive environment for all children and their families. Staff will treat each child with respect and ensure that routines, materials, activities, and interaction are reflective of children's individual needs which may include: culture, ethnicity, family composition, gender, preferences and development.

Our staff are required to complete an Orientation to Childcare Course within three months of starting with our program if they do not already hold provincial Child Care Staff Certification. This ensures our staff have foundational understandings related to stages of child development (physical, emotional, social, and cognitive). We work to facilitate an informed approach to supporting children with developmental delays and related or unrelated behavior/emotional difficulties. Our management works to provide resources and training to support our staff in successful individualized programming and are also able to refer families to potential community resources.

We will accommodate all clients to the best of our professional ability. If a child's exceptional needs require support by an outside agency and parents/guardians are agreeable to this, we will try our best to accommodate the child. Part of this process will include a meeting between parents/guardians/family with members of our management team to assess needs/concerns/patterns of behavior and develop a plan to support the child within the program through a strength based strategic approach. Staff will maintain a regular exchange of information with parents/guardians in order to evaluate progress and the success of strategies that have been put in place. If the attempts to accommodate the child are unsuccessful and there is inherent risk to other children or staff within the program the BGCCA reserve the right to terminate care.

Gender Identity & LGBTQA2++

We understand that children and youth are transitioning, growing, and experiencing their community in different ways. To best practice our core values of belonging, respect, inclusivity, we aim to have every child and youth feel heard and understood. Out of respect for your child or youth, if they choose to identify under a different gender pronoun or name we encourage our staff to follow the lead of the children or youth they are working with. A discussion or meeting time can be arranged with a member of the management team to discuss concerns, protocol, supports if a parent or guardian wishes.

Nutrition

The BGCCA will provide an afternoon snack between 3-4 PM. All of our snacks are nutritious and meet or exceed the Canada Food Guide requirements. There is a weekly snack menu posted for parents/guardians to review. Any food allergies or special diets will be posted for staff reference and knowledge. If a child has an allergy or a restriction to any food or our menu, there will be an alternate snack provided. **It is the parent/guardian's responsibility to keep staff updated on all food allergies and special diets.** Parents are welcome to send healthy snacks for their children to be eaten at program.

Child Expectations and Guidance

We encourage and reinforce respect, kindness, responsibility, accountability, and tolerance, while participating in our programs. Our priority is to provide a fun, safe, and caring environment for all children and encouraging children to develop positive social and problem solving skills. We focus on children's positive behaviors and strengths in order to take a proactive approach to managing and guiding behaviour. We do not take a punitive approach, but rather, use natural consequences as a guiding philosophy to discipline in order to maintain each child's dignity and privacy. By regularly including children in our program planning, we work to keep children engaged during their time here which in turn serves to limit challenging behaviours.

We actively involve children in resolving conflict and overcoming challenges in a positive way in order to foster lifelong skills. The staff works with children to help them understand the effects of their actions on others and on themselves. We communicate with and involve parents/guardians as much as possible to ensure that child guidance methods are logical and meaningful given the circumstances and can also be reinforced at home

Physical punishment, verbal or physical degradation, or emotional deprivation is not acceptable in our program under any circumstances. Staff must not deny any basic necessity and staff will not use any form of physical confinement or isolation.

Programming

Our programming is based on child observation, child and parent/guardian input, program goals, and organizational values. We believe programs should be thoughtful and intentional and they should reflect the needs, interests, and abilities of the participants. Each day at least one intentionally planned activity with a specific learning objective is provided along with time for free play, homework, and outdoor activities change to physical activity as there sometimes we have to stay inside if weather does not permit outdoor play. In this case a physical activity will take place indoors.

We provide opportunities for participants to explore their own abilities, skills, and talents through physical literacy, creative arts, STEAM based activities, literacy, competitive and cooperative games and lots of support and encouragement to try new things, get messy, and have fun!! We value and celebrate diversity, encouraging our participants to share items, games, or experiences from their own cultural heritage.

Our spaces are designed intentionally to maximize a variety of different experiences for children. Our staff are actively involved in the activities with the children and you will often see them encouraging children to try new things on their own as well as getting down on the floor to play to lead by example and be engaged at the children's level.

Child Involvement

We highly encourage parents and children to get involved in our program by providing feedback or suggestions for outings, activities, or topics of interest through our suggestion box or talking directly to staff. You can also get involved by volunteering time or ideas, suggesting or planning special events, community projects, or specific recreational activities. We would love to learn about your child's cultural heritage by tasting or learning to cook some traditional food or learning about cultural objects, instruments or music, stories, or traditions. Family involvement in our program brings a rich diversity that benefits everyone.

Daily Routines

Each program has regular routines in order to provide consistency in the daily schedule. These routines include:

- ❖ group times (ie: games, literacy, sharing, music)
- ❖ meal times and practices (handwashing, eating together, clean up)
- ❖ center activities (leaders organize materials and opportunities that are change regularly)
- ❖ free play (choice based on child interests)
- ❖ outdoor time (natural environment experience, physical literacy, group games, etc)

Homework & Literacy

Homework and reading are actively encouraged at our OSC Programs. We encourage children to choose a book when they need some quiet time or are looking for an alternative activity. Children are encouraged to read the rules to games, recipes, write Thank You cards, and play games that engage their literacy skills (reading, writing and numeracy).

Children are given time to do homework as needed or requested. Staff will do their best to assist children as needed with their homework, however, they must also be available to all children with different activities during program time. In addition to our regularly scheduled activity options, reading, and homework are always an alternative.

Technology

We believe that technology is an integral part of young people's lives and helping them to understand how to use it responsibly and in moderation is one of our objectives. The use of technology in our OSC programs is monitored, limited, thoughtful, and intentional. We ensure materials are used to support and extend children's current interest and experiences (homework), and activities. The content of the technology will be developmentally age

appropriate, unbiased, culturally sensitive, non-violent, not sexual in nature, and portray all people (people of visual minorities, females/males, a variety of ages, people with disabilities, etc.) in a realistic manner. Content will be reviewed and approved by staff.

Clients will be able to opt out of using technology. An appropriate alternative activity will be available that does not disrupt the other children. Staff will determine computer and video game time during program planning sessions. We do not dedicate significant amounts of time towards these pursuits and we generally only use movies on special occasions.

Personal Belongings

Children must not bring money, jewelry or expensive toys/gadgets to their program unless they have special permission from staff for a specific purpose. The BGCCA is not responsible for any property belonging to any children or program participants and will not be responsible for any lost/stolen items. Staff are not required to, but may choose to, look after children's belongings, but this is done on a voluntary basis and does not imply responsibility.

Appropriate Attire

Program participants are requested to meet the following expectations when involved in programs organized by the agency:

- Wear clothing appropriate for the weather and that is suitable for the regularly scheduled program activities. Our program will be outside even in winter months to ensure children have access to gross motor movement and physical activity.
- Wear footwear that enables them to fully participate in the regularly scheduled activities. (Parents/guardians must provide indoor footwear for their child.)
- Children must be dressed appropriately to walk from the school or wait for the bus in all weather conditions including heat, cold, snow, and rain.
- We ask that children wear age appropriate clothing without offensive language or images so that everyone can enjoy a safe and respectful experience.

Distal Supervision

Distal supervision is defined as *intermittent direct supervision (every ten minutes or less) by a staff where there is a planned, location specific, time limited program activity*. The goal of distal supervision is to enhance a child's ability to function responsibly and independently of direct adult supervision. This opportunity is generally provided for children 8+ for activities such as reading, art, playing a board game, etc. Distal supervision in our program is based on the discretion of the staff based on child age, development, familiarity with the child, and overall situational factors. Families can also indicate their preference not to allow for distal supervision for their child. The staff have the right to choose at any time that a child be removed from distal supervision either temporary or permanently, and will inform the parent/guardian of their decision.

Off-site Trips

Whenever the children are taken off the premises of the club it is considered an “Off-Site Trip”. Parents/guardians are notified of off-site trips via the parent information board and through activity sheets. Upon registration in the program parents/guardians sign a waiver that permits their child to participate in all off-site trips that are part of the regular programming of the OSC Program (walks to the park, fire department visit, etc.). For trips that are farther away and require transportation parents/guardians must sign additional consent forms acknowledging their child’s participation in the trip.

A portable record for each child containing all vital information for each child including contact information for parents and emergency contacts will be taken whenever offsite. In addition to portable records for each child, staff will carry information for emergency evacuations and phone numbers for emergency situations (ie: poison control). Staff also will maintain contact with their management team. Parents/guardians are welcome (and encouraged!!) to join us on off-site trips as volunteers. Volunteer registration must be completed and on file prior to the field trip. Criminal Record Check including vulnerable sector check checks are required for all volunteers.

Transportation

There are a number of transportation options that BGCCA currently offers depending on the grade your child is in, which school your child attends and what program they are registered with at BGCCA.

For children attending the before care program at Glenbow School, your child will be walked to their allocated bus stop and signed out by staff as they board the bus. Staff aim to have the children arrive to their bus stops approximately 5 minutes prior to their bus arrival to ensure that children do not miss their bus.

Kindergarten children at Glenbow School will be picked up from or dropped off to their teacher, who is typically located at the kindergarten doors to the school, by BGCCA staff and then signed in or out accordingly on the attendance.

Children attending the before and/or after school care program in grades 1-6 will either be brought by their family, dropped off by their bus at club, driven by BGCCA busses (specific registration is required), or walked to/from Glenbow school to the Glenbow and/or 5th Avenue location. The children will be walking year round, so please ensure adequate clothing for weather conditions.

Staff will walk Glenbow School students to the school in the mornings in time for the starting bell. Glenbow students will be picked up at school at the final bell. For those attending the 5th Ave Club, the pickup location is in the main field behind our Glenbow portable. Those attending the Glenbow Club meet at the Kindergarten entrance.

Staff will wait with the children until they have boarded their buses outside club to school in the mornings. Staff will have children ready approximately 5 minutes earlier than the bus arrival time to ensure the child does not miss the bus.

In the case where the child misses the bus, a qualified staff member will drive the student to school in an organization-approved vehicle at no fee to the parents.

The staff will meet the children who are meant to attend and arrive by bus and welcome them into program.

Health & Safety

Potential Health Risks

An ill child is defined as a child who:

- Is vomiting, has a fever, diarrhea or a new unexplained rash or cough;
- Requires greater attention than can be provided without compromising the care of other children in the program; or
- Displays any other illness or symptom the staff member knows or believes may indicate that a child poses a health risk to other children, caregivers, volunteers or staff.

Staff will assess if a child is ill by; a visual assessment of the children as they arrive, take timed temperatures of the child and watch for changes in behavior.

A child can return to the OSC program if the child is symptom free for at least 24 hours, or the child's parent/guardian provides a written notice from a physician indicating that the child does not pose a health risk, or if the staff is satisfied that a child no longer poses a health risk to other children, caregivers, volunteers or staff.

Communicable Diseases

The Program will require a child's parent/guardian to remove their child from the program premises immediately if the child is suffering from a disease in accordance with Schedule 1 of the communicable Diseases Regulation. Examples of communicable diseases recognized under the Schedule 1 include, but are not limited to, such communicable diseases as: Chickenpox, Encephalitis, Foodborne Illness, Measles, etc.

Supervised Care for Sick Children

If a child is sick, every attempt will be made to contact the child's parent/guardian to arrange for early pick up from the program. Until the parent/guardian arrives, the child will be able to rest in an area away from the other children in the program. The other children will be reminded that the child is not feeling well and directed to play in an area away from the child so they can rest and to ensure the wellness of other children.

Medication

A staff member may administer or allow the administration of patent or prescribed medication to a child only where:

- The written consent of a parent/guardian has been obtained and recorded;
- The medication is in the original labeled container with child's name;
- The medication is administered according to the labeled directions, including time & date, age of patient, and dosage; and
- There is parental authorization on file that allows a child to self medicate under the observation of staff.

A staff member who is administering the medication the following information must be recorded:

- The name of the medication
- Time of administration
- Amount of administered
- Initials of the staff who administered the medication

Medication must be stored in a container inaccessible to children.

Medication that may be needed during an emergency is stored in a place that is inaccessible to children but not locked. If the child has emergency medication, such as an inhaler for asthma or Epinephrine (EpiPen), please ensure the Program Coordinator is aware of this in order to ensure all staff is aware.

Emergency Medical Procedures

First Aid

In the event of an injury or illness, only staff that are certified in Standard First Aid will assess the child and perform first aid, as required. An incident report will be completed for each injury. Parents/guardians will be required to sign off on the incident report at the end of the day to acknowledge that they are aware of the injury and how it occurred.

Incidents

We want to ensure open communication with all families and so we try our best to keep you updated on your child's day with us. If your child should be involved in any misadventure, we will provide you with details on an Incident Report Form the same day the incident occurred. This form is signed by the staff member that was involved and we will ask the parent/guardian who picks up the child to sign it as well. This form is also signed by the OSC Program Coordinator and put in your child's file. In the event that a child requires medical attention, an ambulance may be called. Parents/Guardians will be notified as to the hospital for which the ambulance is destined. Any costs incurred are the responsibility of the parent/guardian. As per our licensing requirements the program will track and analyze accidents to identify trends or issues.

Serious Accident or Illness

In the event of a child being seriously injured or ill the staff will attempt to contact the parent/guardian by telephone for immediate pick up of the child. The childcare staff will also respond according to first aid training. If necessary the staff will contact emergency services, 911, and one staff will go with the ambulance if the parent/guardian has not been contacted or arrangements made for parent/guardian to meet the ambulance at the hospital.

The staff will complete an accident/incident form, including the name of your child, date the child was observed ill, name of staff who contacted the parent, time the child was removed from the program, and the date the child was returned to the program. A copy will be put in the child's file and the incident report binder.

BGCCA may provide or allow for the provision of health care to a child if the written consent (Medical Information form) of the child's parent's has been obtained, **or** the health care provided is in the nature of first aid.

Critical Incidents

The following incidents will be reported immediately to the regional child care office by phone and documented in writing as required by the regional child care office; an emergency evacuation; unexpected program closure; an intruder on the program premises; an illness or injury to a child that requires the program to request emergency health care and/or requires the child to remain in hospital overnight; an error in the administration of medication by a program staff or volunteer resulting in the child becoming seriously injured or ill and requiring first aid, or the program requesting emergency services and/or programs (i.e. lost child); a child removed from the program by non-custodial parent or guardian; an allegation of physical, sexual, emotional abuse and/or neglect of a child by a program staff member or volunteer; the commission by a child of an offence under an Act of Canada or Alberta; and/or a child left on the premises outside of the program's operating hours. The Incident Form must be completed and submitted to the licensing office within two days of the incident.

Hygiene

Our programs and services promote good health and hygiene and our staff role model these practices as well as remind the children whenever possible. In particular, we will encourage coughing and sneezing into their arm and monitor and encourage good hand washing habits that include washing with warm water and soap for at least 20 seconds before and after:

1. Eating and/or preparing food;
2. Using the bathroom;
3. Playing outside;
4. Sneezing, coughing, blowing their nose, or touching bodily fluids; and
5. Whenever their hands are visibly dirty.

Helmets

To best ensure your children are safe, we ask that you bring a helmet for outings such as sledding, skating etc. You will be notified in advance of such activities and asked to bring a helmet on the day of the activity or you may leave one on site labelled with your child's name. If your child does not have a helmet, they will not be permitted to participate in such activities for their safety and wellbeing.

Emergency Evacuation

BGCCA practices fire drills monthly so that staff and children can learn, practice, and understand the emergency evacuation procedures, including the different exits for the building's programs. In case of fire or evacuation, our muster site for the 5th Ave Club will be the south ball diamond at the Rodeo Ground and in the event of inclement weather the Lions Event Center is a local emergency shelter and will open the facility for us. The Lions Event Center is located at 5th Avenue West next to our 5th Ave program site).

For the Glenbow Club if the building or school is evacuated, the primary location is the school field at the baseball diamond adjacent to the portable and in the event that we are required to leave all school property the muster point will be the 5th avenue BGCCA location. The club will evacuate in accordance with the school practices during school hours.

For Points West the muster point is the field to the right when facing the building.

For the Clubhouse the must point is the stage at the bottom of the entrance driveway.

If for any reason children need to be transported away from the premises in a BGCCA vehicle, BGCCA will comply with all agencies regarding automobile company insurance, passenger hazard coverage, and Alberta Transportation Carrier Service for safety fitness certificates, Operating Authority, Carrier Profiles and any other National safety Codes requirements.

All parents will receive an email regarding the emergency evacuation and social media platforms will be updated.

Complaint Process

If you, as a parent/guardian, have a concern or complaint, we ask that you contact our respective Program Coordinator via phone or email with the details of your concern. If you do not find satisfactory resolution please contact the Manager of Licensed Programs and/or Executive Director. (Contact information on page 1).

Complaints can be lodged regarding non-compliance to child care licensing standards:

Calgary Region Child Services 9th Floor – 4th Street SW
Calgary, AB T2R 1H5
(403) 297 6100

The identity of the complainant is not divulged to the license holder and can be anonymous. All complaints reported are investigated. CFS will respond to written complaints in writing.

Inspection Reports

Licensing Officers will be inspecting our facility to ensure that the minimum legislated and policy requirements are met. Parents should be aware that recent inspection reports are posted on the Parent bulletin board at our 5th Ave location and in the hallway on the shelf at the Glenbow location.

Review Practice

In an effort to stay current and constantly improve our practice, the BGCCA OSC Program will review this manual annually in August. To aid us in this process parent and staff input will be sought out and is welcomed at any time through the year.

Resources for Parents

BGCCA www.bgcccochrane.ca
Alberta Child Care Subsidy www.child.alberta.ca/home/1153.cfm
Bussing: Southland Transportation www.rockyview.ab.ca/transportation
BGC Canada www.bgccan.com
Calgary Region Child and Family Services:
<http://www.humanservices.alberta.ca/services-near-you/calgary-and-area-child-and-family-services.html>

BGC Cochrane & Area Code of Conduct

A positive and safe environment is essential for members to succeed. A positive environment means everyone feels they are welcome and respected. All members, parents/guardians, volunteers, staff, affiliates, and contractors have the right to be safe, feel safe, and be treated with dignity and respect as part of our organization and programs. With this right comes the responsibility for everyone to be accountable for their actions and to contribute to a positive environment.

The BGC Cochrane & Area is dedicated to providing safe, supportive programs where children and youth can experience new opportunities, overcome barriers, build positive relationships and develop confidence and skills for life. Parents/ Guardians, members, and affiliates of the Boys and Girls Club of Cochrane & Area programs are required to abide by our Code of Conduct and behave in a fashion that promotes themselves and the organization in a positive manner.

BGC Cochrane & Area staff, parents/ guardians, members, and affiliates will:

- Treat members, parents/guardians, staff, volunteers and others with respect, dignity, courtesy and consideration.
- Avoid communication and actions that are likely or intended to offend, cause emotional distress, threaten, cause injury, or otherwise set a bad example.
- Work to create and maintain a safe, and positive environment
- Resolve conflicts in a way that is civil and respectful. Physical & verbal aggression is especially unacceptable and if safety is at risk external intervention may be involved.
- Follow Boys and Girls Club of Cochrane & Area policies and procedures when your child/ youth is participating in any Boys and Girls Club of Cochrane & Area program/ event.

The BGC Cochrane & Area strives to be an organization free from bullying, racism, sexual harassment, substance abuse, and disrespectful behavior and as such will not tolerate these actions displayed by members, parents/ guardians, or affiliates. Staff and volunteers are to take proactive measures at all times and are to intervene appropriately as required. Cases that cannot be resolved may result in removal of a non-compliant participant, affiliate, or parent/ guardian from a program or facility.

The above are expectations of all members including family members attending programs, affiliates & contractors (ie: day home educators).

