



Boys & Girls Club
of Pembroke



PARENT HANDBOOK

Revised 2018



OUR MISSION

The Boys & Girls Club of Pembroke provides a safe, supportive place where children and youth can experience new opportunities, overcome barriers, build positive relationships and develop confidence and skills for life.

OUR CORE VALUES

Inclusion & Opportunity: We welcome everyone in an accepting environment based on belonging and positive relationships.

Respect & Belonging: We ensure that everyone – children, youth, families, volunteers, staff – is heard, respected, value and treated fairly.

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

Work Together: We work together with young people, families, volunteers, our communities and government to find solutions.

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

OUR PHILOSOPHY

To provide an educational and recreational experience in which members can express themselves, learn to cooperatively play with others and function within a group.

OUR GOALS

To provide each child with the opportunity for fun and adventure in a safe and supervised program; encouraging the development of each child's physical, mental and emotional skills which contribute to a positive leisure attitude; and, aspiring a sense of social understanding and responsibility.

STAFF, STUDENTS, VOLUNTEERS

Our Staff is committed to the provision of high quality care. All program staff are trained to work with children and youth and have received HIGH FIVE Healthy Child Development Training. All staff is certified in First Aid and CPR. All staff, students, and volunteers are interviewed and must present an approved Police Records Check including Vulnerable Sector screening prior to joining the program.

HIGH FIVE ...Because Quality Matters

The Boys and Girls Club of Pembroke is registered with HIGH FIVE, Canada's only quality assurance standard. High Five is a program of Parks & Recreation Ontario, and is supported by the Ministry of Tourism, Culture and Recreation, and the Ontario Trillium Foundation. HIGH FIVE is a quality assurance program designed to support the safety, well-being and healthy development of children in recreation and sport programs through safe and developmentally appropriate programs. HIGH FIVE is based on five principles:

- 1- A Caring Adult - Leaders will engage with children and foster positive relationships
- 2- Friends - Leaders will use strategies to help children make friends by planning activities that build on partnership and cooperation
- 3- Play - Leaders will provide the opportunity for structured and unstructured play, creating environments where the children are free to explore and use their imagination
- 4- Mastery - Leaders will provide the children with opportunity to practice skills over and over and will provide positive reinforcement and encouragement.
- 5- Participation - Leaders will provide equal opportunity for all children to express their ideas and input them into their activities.



SECTION A - GENERAL INFORMATION

We are very pleased to welcome you and your child(ren) to the Boys and Girls Club of Pembroke. We feel privileged to share in the responsibilities and joy of seeing your child develop socially, emotionally, intellectually and physically. Safe reliable care is provided by our staff to children in a warm, stimulating and positive environment. There are a variety of activities offered to enable each child to further themselves during their time spent with us. The purpose of this handbook is to make you aware of our policies and procedures and all other pertinent information about the programs. Please keep it for future reference. If you have any questions, please feel free to contact the office. Please follow us on Facebook where we will post all important announcements and information.

AGES

Children ages 4-18 years may be members of the Boys and Girls Club of Pembroke.

Children ages 4-13 may be enrolled in our Afterschool Child Care Programs and Camps.

Children ages 6-18 may be enrolled in our many different Recreation Programs.

RATIOS/GROUP SIZE

We follow the Child Care and Early Years Act.

Ages 4-5 is 1:13, Ages 6-8 is 1:15, Ages 9-13 is 1:20

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HOURS OF OPERATION

Office Hours: 8:30am to 4:30pm, weekdays; closed weekends and statutory holidays.

Afterschool Child Care: afterschool to 5:45pm, on school days. We are closed on snow days.

Recreation Programs: varies every day according to the program, 4:30 to 8:30pm

Camps: 8:30-4:30 with extended care upon request, PA Days, Summer, March Break & Christmas.

PERSONAL BELONGINGS

The Boys and Girls Club of Pembroke is not responsible for any lost items or belongings. It is recommended that your child/ren leave any valuable items at home, especially electronics and toys, as they will not be permitted to use them during program hours. **DO BRING:**

- extra clothing - indoor shoes - refillable water bottle - hat
- sunscreen and/or bug spray (for summer camp)
- 2 peanut free snacks and a peanut free lunch (for all day camps)

ALLERGY ALERT

Due to participants in the program who may have allergic reactions, we will not allow snacks from home to be shared with other members. We also request that you take special care when preparing your child's lunch/snack and provide items that do not have peanuts in them. **WE ARE NOT A PEANUT FREE FACILITY**, but we strongly encourage our families to be sensitive to those who may have allergies.

WEATHER

All programs are automatically cancelled when buses are cancelled, due to inclement weather.

In the event, we need to cancel due to weather, when buses are not cancelled, we will email parents and put a notice on Facebook.



SECTION B - FINANCE/ADMINISTRATION

MEMBERSHIP FEES

Membership - \$40 per year, per child, January - December. Subsidy is available, no child is ever turned away from a membership. Your membership fee includes a free T-Shirt that must be worn on all field trips.

AFTERSCHOOL CHILD CARE FEES

Afterschool - \$10 per day. All children in the afterschool program must have a current membership. Afterschool fees will be invoiced monthly and sent by email. After school fees must be paid in advance in order to save your spot.

CAMP FEES

We run PA Day Camps, Summer Day Camp, March Break Camp and Christmas Camp. Children can attend all camps as a member or a non-member. All fees are to be paid ahead to secure your spot.

MEMBERS
\$30 per day, 8:30-4:30
\$5/day early care (7:30-8:30)
\$5/day late care (4:30-5:30)

NON-MEMBERS
\$40 per day, 8:30-4:30
\$5/day early care (7:30-8:30)
\$5/day late care (4:30-5:30)

PAYMENTS

Payment will only be accepted at the office, by mail or by e-transfer. Payments cannot be made to a program leader during program time. An administration fee of \$25 will be charged on all NSF cheques.

RECEIPTS

Income Tax Receipts will be issued in February for Afterschool Fees and Camp Fees only; the membership fee cannot be used as a child care expense. If you need a replacement Income Tax Receipt, there will be a \$25 administration fee. A yellow non-income tax receipt will be issued for all cash payments in the office, at the time of payment.

OUTSTANDING ACCOUNTS

If an invoice is not paid when due, or arrangements for payment have not been made, we will not be able to accept your child/ren into the program until payment is resolved.

LATE FEES

Late fees are \$15 for the first 15 minutes, and \$10 for each additional 15 minutes. Please arrive a few minutes early to ensure enough time to pick up your child by the program end.

REFUNDS

There are no refunds unless we have 14 days of notice. In extreme circumstances, refunds will be considered with a doctor's note or at the discretion of the executive director. Should a child be asked to leave a program due to behavioural and/or safety concerns, a refund will not be issued.

ABSENT/ILLNESS

Parents must notify the staff as soon as possible regarding the reason for their child's absence. In order to protect all the children in the program, children with a fever or communicable diseases will not be permitted to attend programs and will be sent home. We also have a Zero Tolerance Head Lice policy, and children will be sent home until they are nit and lice free.



SECTION C - HEALTH & SAFETY

ARRIVAL AND DEPARTURE

It is the parent's responsibility to sign the children in and out of all recreation programs and camps. Children will not be released to any person other than those who are specified on the child's personal information form. If someone not on the list will be picking up your child, you must notify the staff by written or verbal request. Please note, staff will ask for photo ID if they do not recognize the person picking up your child. If there is no photo ID available, or another staff to verify their identity, the child will not be released. If your child is using the afterschool child care program, and does not show up when scheduled, we will call the parents/guardian to confirm their whereabouts. It is very important to notify us when a child will be absent.

BEHAVIOUR MANAGEMENT

All children are treated in a positive and respectful manner that supports healthy child development and HIGH FIVE's commitment to children policy. Staff will use a variety of behavioural guidance and techniques and focus on positive reinforcement. If a conflict arises between children we will use a child-centred approach to resolve the situation. Behaviours that are unacceptable will be documented and discussed with the parent at pickup time. If the behaviour is serious or puts other children at risk parents will be called immediately to pick up the child. If the behaviour is continuous there will be a meeting with the Executive Director to determine the program is meeting the child's needs. Your cooperation is much appreciated in these circumstances.

MEDICATION AND ADMINISTRATION OF DRUGS

A medication authorization form must be completed by the child's parent/guardian before any drugs can be administered to a child. All medication must be brought to the program by the parent/teacher in the original container with the prescription label containing the medication name, child's name and dosage. Medication will be administered as directed on the label. Non-prescription medications will not be administered unless they are accompanied by a doctor's note. All medication will be kept in a locked box with the exception of life threatening medication such as Epi-pens and Asthma Inhalers, which may be kept on the child or with staff.

ANAPHYLAXIS (Allergies)

Ensuring the safety of anaphylactic children or youth within the Boys and Girls Club programs is a shared responsibility that requires the cooperation of all. The Club strives to provide a safe environment for children and youth, but it is not possible to reduce the risk to zero. The Club will take reasonable efforts to restrict the presence of known life-threatening allergens in our programs when participant's lives may be threatened by the presence of those allergens. **Responsibilities of the Parent/Guardian of an Anaphylactic Child** - You must inform the program in writing of the child's allergies by methods of an Anaphylaxis Emergency Form. You must send your child to the program each day wearing an Epi-pen (if one is prescribed). You must provide the staff with any updated information, as it becomes available.