



Whitecourt & District

Summer Camp 2024 PARENT HANDBOOK



Opportunity Changes
Everything



BGC Whitecourt & District
4812 50th Ave.
PO Box 2053
Whitecourt, AB
T7S 1P7

Welcome!

Welcome to the BGC Whitecourt & District! We are pleased that you have chosen us as a partner in caring for your children, whether it be after school, over the summer months, or during Professional Development Days throughout the school year. Working together with you, we will offer your children a fun, exciting and educational place to be, while providing you with the peace of mind knowing that your children are being cared for in a safe, nurturing environment under the supervision of qualified and enthusiastic staff members. Like you, we are interested in your child's whole development. To assist you in becoming familiar with the Whitecourt Club and ensuring that we develop a positive and open relationship with our families, we encourage you to read this Parent Handbook.

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 BGC's are guided by the following Core Values. These Core Values are the standard by which all BGC services are measured.

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 the government.

Speaking Out

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

Program Hours of Operation:

7:00am until 6:00pm, Monday to Friday

Closed on Statutory Holidays

Programming Information

Our purpose is to provide a fun, safe and comfortable environment where children receive quality out-of-school care. The program provides care for children ages 4.5-12 years of age. Please see the information below which outlines important components to our programming.

Summer Camp:

This program is offered at one location at 4812 50th Avenue, which accommodates up to 40 children per day. Children will be offered a nutritious breakfast every day. We start our morning off with unstructured activities, meaning the children can utilize our many toys, books, or coloring activities that are laid out. We typically get our day started shortly after morning snack. We often split the children into smaller groups so that they have better opportunities to get to know one another. We begin our structured activities and encourage the children to try new things. We will have a lunch break, as well as an afternoon snack break. Weather permitting, we will head outside at least once a day for some physical activity and fresh air. We typically wind down for the afternoon after the last snack of the day and will relax with free play or a movie. Parents are welcome to drop their child/children off any time after 7am and pick them up any time before 6pm.

Nutrition

We proudly offer breakfast and afternoon snacks during our Summer Program. Breakfast will be a rotating mix of healthy cereals, yogurt, fresh fruit, muffins, toast, and oatmeal. If you feel that our breakfast foods will not accommodate your child's needs, we welcome you to bring your own breakfast to eat at our facility. We will also be offering afternoon snacks to children daily. Our kitchen is a commercially inspected kitchen which is how we are permitted to serve food in our program. **Our kitchen is strictly prohibited from handling food that has been prepared from outside of our facility.** All food provided by the family must be pre-cooked and must remain in the child's lunch kit or book bag. This means that our microwave, oven, and fridge are not available for use for your child. Please ensure that all food you are sending with your child does not require cooking or heating. If your child has specific dietary or allergy restrictions, please ensure you indicate this to staff on both the registration forms and in person. Unfortunately, we cannot guarantee 100% accommodation for all dietary restrictions of all children. If you feel that your child always requires a strict diet, we welcome you to pack your child's breakfast and

snacks for the duration of our program. Please be aware that we are a peanut-free and an egg-free facility. We understand that many items contain eggs, however, we ask that you refrain from sending any eggs in their cooked form (i.e. hard-boiled eggs, scrambled eggs, egg salad, etc.).

Registration

We are here to assist you in completing the registration process and ensuring a smooth transition into our programs. A registration package and a monthly calendar must be filled out to have your child successfully registered. A monthly calendar, provided by BGC, must be filled in by parents indicating the specific days the child will be attending the Club. Parents are billed according to the days that they filled in on the attendance calendar. **Cancellation of summer camp days requires 48 hours' notice to obtain a credit on file for future programming. This means that to cancel for a Monday or Tuesday, you must let us know by 6pm on Friday.** Club closure dates are based on statutory holidays. Monthly calendars are marked with any additional closure dates that parents should be aware of. Should you have any questions at all or require any assistance, please ask one of our friendly staff members. Registration packages and the monthly calendars are available on our front table in the Club, or online on our website at bgcwhitecourt.com.

Calendars

Parents are to fill out a calendar provided by the BGC to register their child for our Summer Camp. These calendars play a vital role in the BGC program as they let the staff know how many children will be attending on any given day. They are an important measure to ensure your child's safety while in the care of the Club. This also allows the Program Manager to ensure that we have the proper staff to child ratio according to the Government of Alberta Licensing Standards. These calendars must be submitted prior to your child attending our Club. **Please refer to our drop-in policy below to learn about last minute drop-in options.**

Communication of Programming Information

There is always a lot going on at the BGC and we want to make sure that you know all about it! Please regularly check the following for updated program information.

- Parent Information Table
- Lillio App
- Our Facebook and Instagram pages
- www.bgcwhitecourt.com

Lillio App

Upon registration, your child's information will be added into our childcare app, Lillio. This app helps us to track our staff hours, children's hours, critical information for our children and families, as well as attendance records. This app is also used as a means of communication. The message center in the app is an easy and convenient way for

parents to message all staff about any changes in their child's schedule or any relevant information that we may need to be made aware of. Please head over to your app store on your phone and download 'Lillio' to communicate with us and watch your child's progress.

Child Guidance Policy

Our staff apply a behavior management style that is consistent with helping the children develop control of their own behavior through guidance in a warm and caring way. Guidance and discipline will always be developmentally appropriate and based on an understanding of the individual needs of each child. Whenever possible, children are encouraged to settle conflicts and find solutions themselves. A staff member will get involved when necessary. When a child demonstrates inappropriate behavior or action, our goal is to remain as consistent as possible and, after a warning, work on a solution that is appropriate for the action. A cool down time will be suggested when necessary to help the child regain control.

Should unacceptable behavior persist, a meeting with the Program Manager and parent/guardian will be set up to discuss the issue and develop a plan for the participant moving forward.

As per our Behavior Management/Child Discipline Policy (Program Policy Manual, Policy 4.4, Serious Conflict, Section 3, Subsection E, point iii), repeated serious conflict will result in Club participants being sent home. For the duration of Summer Camp 2024, we will be strongly reinforcing this policy, with some amendments made for the summer. The policy will be as follows:

1. Any child involved in an incident involving serious violence or threats of violence (spitting, kicking, punching, hitting, biting, pinching, or threatening) towards another participant or staff member will be immediately sent home from the program for the rest of the day, with no refunds given.
2. A second incident will result in a 24-hour ban from the program, with no refunds given.
3. A third incident will result in a meeting with the Executive Director and Program Manager to determine a modified attendance schedule to determine the best fit for your child. A child cannot return to the program until a meeting with the parents/guardians and the Executive Director and Program Manager has occurred.

Our staff and all Club participants have the right to a safe environment when walking through our doors. We have zero tolerance for any acts of violence or abuse towards our staff or any other Club participant. It is our duty to protect our staff and Club participants while on site from any acts that may result in harm.

Medication Administration Policy

Medication can only be given to your child by staff if an *Administration of Medication* form has been filled out and signed. We are unable to administer medication that is not prescribed by a doctor. All medication must be supplied by the parent/guardian.

Prescribed medication received by staff must be in a pharmaceutical container with the original label from the pharmacy and must contain the following information:

- child's name
- medication name
- dosage amount
- frequency
- physician's name

Inhalers, epi-pens and insulin must be carried by the child and will be self-administered if they are over the age of 6. For children 6 years of age and under, staff will provide appropriate storage and assistance with the administration of inhalers, epi-pens and insulin.

Health Care/Supervision of Sick Children

Please do not bring your child to the program if they are not feeling well. Keeping your child home will help stop the transmission of germs and viruses. The program will determine if the parent will be contacted to remove their child from care if they exhibit any of the following:

- Fever (a temperature greater than 38°C or 100.4°F)
- Cough
- Shortness of breath/ difficulty breathing
- Sore throat
- Chills
- Painful swallowing
- Runny nose/ nasal congestion
- Feeling unwell/ fatigued
- Nausea/ Vomiting/ Diarrhea
- Unexplained loss of appetite
- Muscle/ joint aches
- Headache
- Conjunctivitis (pink eye)
- a new and/or unexplained rash

Staff will use visual observations to determine if a child is exhibiting any of the symptoms just listed. If, in the opinion of staff, a child is not well enough to be in care,

the parents will be notified and requested to make immediate alternate childcare arrangements. If these attempts are unsuccessful, the child's emergency contacts will be called. Sick children will be directed to a chair/mat/rug away from the other children where they can quietly wait for their parent/guardian to arrive. **A child may not return to the program until they are symptom free for at least 48 hours or if the parent has a physician's note. Please note that if your child is sent home sick, you will still be charged the full amount for childcare.**

Emergency Evacuation/Fire Drills

The BGC Whitecourt & District will participate in fire drills on a consistent basis. Staff will ensure members are familiar with evacuation procedures. Fire evacuation plans are posted in the program facility by all exits. If the children are evacuated from the program, parents will be contacted through home numbers, cell numbers and emergency contacts as soon as it is safe to do so. If the building is evacuated and re-admittance is not possible, the children will be moved to the parking lot of the Midtown Mall.

Arrival, Departures, and Parking Policy

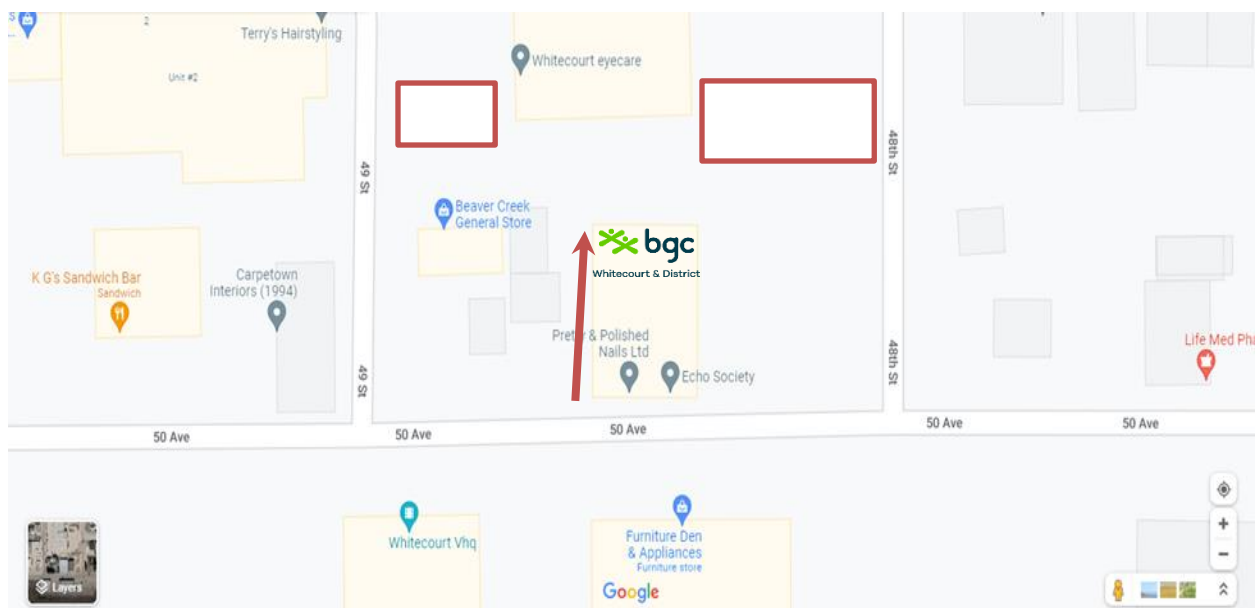
We care very much about the children in our care and your child's safety and security is of the utmost importance to us. We want to ensure that your child arrives at and departs from our program in the safest manner possible. Therefore, please be aware of our policies regarding arrivals and departures as follows. Children **must** be signed in and out of the program via the Lillio App. Only those people authorized on the registration form will be allowed to pick up a child from the program. In case of emergency, a parent can give permission, verbally, or written, for a third party to pick up their child. If staff members do not recognize the person picking up the child, they will be asked to show Photo ID so that the staff members can cross reference the name to the alternate pick-up list for that child.

Checking your child into the program can be done via the Lillio App. Checking your child out of the program can also be done via the Lillio App. Please see the Lillio information sheet for more information on how to do this.

BGC Whitecourt & District has created a designated drop off and pick up point for our families. **Please ensure that you are only using the designated drop off and pick up location and are not entering the private parking lot.** Our adjacent neighbors offer a facility for adults with disabilities, so it is imperative that parking always remains available. If you have a handicap tag for your vehicle, please notify our staff and we will ensure that handicap parking is available for you and your child. The designated drop off and pick up point is marked with a sign and located in the alleyway between Beaver

Creek General Store and our building. This is a one-way alley; please enter from 50th Ave. and exit towards Midtown Mall. Please see the map below for further details. If you would prefer to park and walk into the Club to pick up your child, please utilize either the front or the back parking lot at Midtown Mall as highlighted by the red and white rectangles on the map below.

***** please see BGC Whitecourt & District drop off and pick up instructions on the map below*****



Client Fees and Parent Payments Policy:

1. Morning Care, After School, PD Camps, and Summer Programs
 - a. All fees are due upon registration.
2. Any Subsidies approved by the Provincial Government will be deducted from the amount owing. A credit will be placed on file for families who have paid upon registration before the Provincial Government subsidy is applied.
3. If balance is not paid between the 1st and 5th of each month.
 - a. A reminder email or telephone call will occur requesting payment be made to the Club. All reminders must be recorded by the Financial Administrator
 - b. If payment is not received within 30 days of the 1st, the Club will send out an overdue invoice notice.

- c. A 2% interest fee will be added to all accounts over 30 days.
 - d. After 45 days of an overdue account, the Financial Administrator and Program Manager in consultation with the Executive Director will have the right to suspend or terminate service until the account is cleared.
 - e. Alternative payment arrangements can be made, but must be approved by the Executive Director
4. If a suspension or termination occurs, the Board of Directors will be notified.
 5. If payment is not received within 90 days, the account will be sent to collections.

Credits on Account Policy

Credits must be used by the end of the calendar year they were earned in. Any credits earned after October 31st can be carried over into the new year. The policy will remain the same for children who are aging out of the Program. Parents must take responsibility for their credits on file and must use them accordingly. Credit reminders are given on monthly invoices. Credit inquiries can be made at any time by contacting the Financial Administrator at (780) 778-6696.

- Payments are made by cash, cheque (made out to BGC Whitecourt & District), and email money transfer (please phone or email the Club for sending details).
- NSF Cheques are subject to a \$25.00 fee.

Late Pick up Policy

The program is unable to offer childcare outside of program hours. **For each additional minute past closing time, a \$5.00 charge will be incurred per child.** If a child is left for more than 30 minutes after programming has ended, and all efforts to contact you and/or your emergency contacts have failed, Children's Services will be contacted to assume care of your child.

Attendance/Absences

Please phone the BGC or message us on the Lillio App to report your child's absences. This allows us to fill your child's spot with waitlisted children.

Cancellation Policy

If you wish to cancel your child for the week they are scheduled to attend, all cancellations must be given to the Club no later than 48 hours prior to their expected arrival. **Cancellations for Mondays and Tuesdays need to be in by 6pm the Friday before.** We do not monitor messages of any kind after 6pm on Fridays until 7am on Mondays. Any cancellations that come in after 48 hours will be subject to full charge. When cancelling, money will not be refunded, but will be used as a credit on your account. **Cancellations WILL affect any weekly discounts that have been applied to your account.**

Drop-In Policy

Our Club will accept children on a drop-in basis, provided the guardian has contacted the Club 48 hours prior to needing a spot for a newly registered child, or 24 hours for a child that is already registered. If the Club was not contacted, a **\$20.00 fine will be added to each day your child is dropped off without notice**. Dropping off your child with no notice given to our Club is unacceptable. Drop-ins are always welcome, if you have contacted us ahead of time to ensure space is available. We must ensure that our licensing standards are followed when staffing our Club. Having an influx of unexpected children means we are under staffed, which puts our program at risk of losing our child care license through the Government of Alberta. If this license is revoked or suspended, our program will be shut down.

Unfortunately, if your child is not pre-registered or you did not contact our Club to ensure drop-in space is available for your child, we are not responsible for your child.

You **must** contact our Club ahead of time to ensure there is enough space for your child.

Program Fees

All participants are subject to a 'Club membership fee' annually. The cost of our annual membership is \$10.00. Annual membership fees are due at the time of registration. Our rates for Summer Camp 2024 are as follows:

Summer Camp Individual Days: \$50/day

Summer Camp 5-day week: \$250/ week

Fieldtrip days (Thursdays): \$75.00

*Prices may be changed at any time

Childcare Subsidy

Alberta resident families may qualify for provincial childcare subsidies. Families are responsible for ensuring that their subsidy information is kept up to date and the required documents are sent in. The best way to apply is to do so online. You will learn the amount of your subsidy right away and be given a letter/email stating the amount of subsidy the government will give you. Once you have received that letter/email, please bring it to the Club for us to keep on file. You can access the subsidy application online at <https://applychildcaresubsidy.alberta.ca/>.

Jumpstart Funding

We strongly encourage families who have been approved for Subsidy to apply for Jumpstart funding, provided that their children will be attending the Club for a minimum of five weeks during the summer months. To apply for Jumpstart funding, head directly to their website at <https://jumpstart.canadiantire.ca/pages/apply-for-individual-child-grants>.

Outside Toys/Belongings and Locker Space

Please be advised that NO outside items will be permitted inside our Club at any time, for any reason. This includes but is not limited to bikes, scooters, skateboards, plush animals, toys, etc. Our Club is limited in space, and we do not have the facility to handle large items. Bikes are encouraged to be locked up on the red bar adjacent to our parking lot, however, we are not responsible for providing bike locks and cannot be held liable for any theft or vandalism. Children are not permitted to bring their own toys into Club for a multitude of reasons. Toys may become lost or broken, and we cannot be held liable for such. Our staff reserves the right to remove these items from our Club if found on your child and the item will be held until pick up time. Children are welcome to bring their own books and/or blankets for quiet time and reading time. Please ensure that any items brought will fit inside your child's locker as we do not have the space to store additional items.

Lockers are available for your child while they are on site to store all their belongings. Each child will have a locker while here, however, only full-time children will be able to keep their items in their locker for the duration of summer. If you have registered your child as a part time participant, please be advised that lockers will become a shared space. If your child is not returning the following day, we ask that your child empty their locker and bring all items home. Lockers are sanitized in between children. Locks are not permitted on our lockers.

Harassment/Abuse

BGC Whitecourt & District is committed to an inclusive workplace and ensuring that all employees, volunteers, parents/guardians, and children are treated with respect and dignity. BGC Whitecourt & District will not tolerate any form of discrimination, harassment, or bullying. This policy applies to anyone participating in the program in any capacity.

Conflict Resolution and Grievance

BGC Whitecourt & District will follow a process to receive, investigate, respond to, and document grievances and conflicts. Staff, volunteers, and participants will be informed that they have the right to lodge a grievance or disclose a conflict if they feel they have been treated unfairly and/or inappropriately by anyone. When an individual believes that any condition affecting them is unjust, inequitable, or hindrance to effective job performance, that individual may initiate a grievance. To lodge a formal complaint:

1. Draft a formal complaint in the form of a letter describing the situation and your desired outcome, if applicable
2. Email the letter to executivedirector@bgcwhitecourt.com
3. The Executive Director will forward your letter to our Board of Directors. Once the Board of Directors receives your complaint, please allow 72 hours for a response from our Board of Directors.

4. The Board of Directors will self-report the complaint within 24 hours of receiving the complaint to the Government of Alberta if it falls within their “12 Critical Incidents”.

5. The Board will then have a meeting between the Executive Committee to determine what the outcome will be.

Alternatively, if you do not wish to lodge a formal complaint with BGC Whitecourt & District and would prefer to do so with our governing body, the Government of Alberta, you can do so via email or phone number. The Northern Alberta Childcare Licensing branch can be reached at cs.childcarelicensingintake@gov.ab.ca or at 1-888-558-0544.

Checklist of Items to Send with Your Child:

You child will have a locker while attending our Summer Camp program. We strongly encourage you to pack more than needed on their first day so that they will always be prepared. All items that are not needed daily can be stored in their locker or backpack.

- Non-marking indoor shoes
- Water bottle
- Appropriate clothing based on weather.
- Change of clothes to be kept in their locker in case of an accident or mess.
- Sunscreen
- Bug spray

*****all items should be labeled with your child’s name to ensure they are returned to the correct child if the item becomes misplaced*****



We look forward to having an amazing summer with your child and cannot wait to meet them!

