

# Boys and Girls Clubs of the Foothills

## Club Program Policies and Procedures



**Boys and Girls Clubs of the Foothills**  
**“Great futures start here”**

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**1) Mission & Values:**

In accordance with the Boys and Girls Clubs of Canada, the Boys and Girls Clubs of the Foothills adopted the following Mission and Values Statements:

**Mission:** To provide a safe supportive place where children and youth can experience new opportunities, overcome barriers, build positive relationships and develop confidences and skills for life.

**Values:** 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, treated with respect 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 center 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.

**2. Communication:**

*Policy*

Given that the Programs are aimed to meet the needs of our community, we believe that participants and their parents/guardians have the right to offer suggestions/improvements regarding the programs and have those suggestions taken seriously.

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*Procedure*

Any program that runs for a period of one consecutive week or more will be evaluated at the conclusion of the program. For example, Preschool and school term Club programs will be evaluated in June; summer camps will be evaluated weekly. Parents and participants will be provided with the evaluation form which will allow them the opportunity to provide feedback on the program and make any suggestions or recommendations to improve the program.

All parents will be informed of the Communication Policy and encouraged to provide feedback throughout the year regarding the delivery of our programs.

*Policy*

The BGCF believes in keeping the lines of communication open, as well as taking proper safety precautions.

*Procedure*

The supervising Coordinator will carry a cell phone during Club activities and have the number available to parents or youth. Any incidents will be recorded on the incident report and parents will receive a verbal report and a written copy of the incident report form within two business days.

**3) Supervision:**

*Policy* - Preschool (3-4 years); Children (5-12 years); and Youth (13-18 years). We believe we have the responsibility to meet the needs and ensure the safety of children and youth who attend the Club.

*Procedure*

The BGCF will enforce a staff to child ratio of one to ten preschool participants.  
The BGCF will enforce a staff to child/youth ratio of one adult to twelve child/youth participants.  
All staff will hold valid First Aid and CPR Certification.  
No child/youth will be left unattended during Club programs other than with distal supervision for members 9 years of age and older. "Distal supervision" for 9 -17 year olds is defined as "intermittent, direct supervision by a primary staff member where there is a planned, location specific, time limited program activity."

All program volunteers will have current police checks.

**4) Waiver:**

*Policy*

Parents or legal guardian have the right to be aware of the level of risk which is involved in Club programs or off-site activities.

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*Procedure*

Each parent/guardian will complete, sign and submit a Waiver Form *before* their child/youth will be permitted to attend the program and when the program activity is held off-site of the one the Club facilities.

**5) Health Forms:**

*Policy* – It is the Clubs' responsibility to ensure proper care and contact in the event of an emergency.

*Procedure*

The parent or legal guardian will complete and submit a Health Form before their child/youth will be permitted to attend a Club program. The Coordinator will carry each participant Health Forms during any off-site activity.

**6) Complaints:**

*Policy*

The BGCF will follow through on any complaints made against a child/youth, staff member, and volunteer or a third party, with which the client has come in contact with during a Club activity.

*Procedure*

1. All complaints will be forwarded to the Executive Director.
2. The ED will request the client to complete a Complaint Form.
3. The ED will confer with the coordinator and staff member involved.
4. The coordinator and /or staff member will complete an Incident Report Form and submit it to the ED.
5. The ED will contact all parties involved and document what transpires.
6. The ED will take appropriate action which could include but not limit to:
  - Mediation
  - Dismissal
  - Suspension
  - Notice in employee's file
  - Verbal Reprimand
  - Suspension/expulsion from DVDBG Program
  - New or Revised Policy and/or Procedure
  - Transfer of responsibilities
  - Police intervention
  - Boycott organization involved
7. The Ed will inform all parties involved of the action taken.

**7) Illness:**

*Policy* - To ensure the health and well-being of the Children/Youth in the Child/Youth Program, no child/youth, coordinator or volunteer will be permitted to attend the Club if they have the following symptoms:

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- a) Diarrhea
- b) Severe Coughing
- c) Difficult or rapid Breathing
- d) Yellowish skin or eyes
- e) Pinkeye
- f) Unusual spots or rashes
- g) Sore Throat or trouble swallowing
- h) Infected skin patch (es)
- i) Unusually dark, tea-coloured urine
- j) Grey or white stool
- k) Severe itching of body or scalp or scratching of the scalp
- l) Appears feverish
- m) Has a contagious disease

*Procedure*

If an individual arrives for a club program with one of the above symptoms the staff member will point it out to the parent and explain our policy. They will be asked to leave.

If child/youth symptoms appear during Club program, the staff will:

1. Separate chills/youth from the others, while still maintaining proper supervision.
2. Call parent/legal guardian to pick child/youth up.
3. If the parent/legal guardian cannot be reached, their emergency contact will be called.
4. Inform other parents of possible infection, but withholding the child/youth's name.

**8) Activity Cancellation:**

*Policy*

An activity will be cancelled under at least one of the following conditions:

- a) The number of participants is less than the minimum number of people needed to achieve the organizations group rate/price.
- b) The number of participants signed up for the activity is insufficient.
- c) Weather conditions are not favourable to the particular activity (blizzard, raining etc.)
- d) Unforeseen illness/emergency of coordinating staff member.
- e) Insufficient supervision available.

*Procedure*

1. If there are an insufficient number of paid participants the staff will have the option to cancel the program or call unpaid participants with a new deadline to pay.
2. If there is insufficient numbers to host an activity, the staff will call each participant to inform them of the cancellation.
3. The paid participants will be informed of their choice between receiving a full refund of receiving a credit towards another activity.
4. The organization should be informed of the cancellation before the prearranged deadline.
5. Request refund of deposit when applicable.

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## 9) Refund

*Policy* – A refund will be issued under the following circumstances:

- a) The activity is cancelled for any of the reasons listed in the Activity Cancellation Policy.
- b) The Club is informed of the participants' withdrawal before the posted deadline.
- c) The cost to the Club is not impacted by the participants' withdrawal.

### *Procedure*

- 1) When a client requests a refund, the staff member will verify if the client is eligible for the refund.
- 2) A cheque requisition form will be completed and submitted to the Admin staff.
- 3) The Admin staff will verify the information, issue a cheque.

## 10) Discipline:

### *Policy*

To ensure the safety and well being of our children/youth, BGCF paid staff will be the only personnel to have authority to discipline the participants of the child/youth programs.

### *Procedure*

The coordinator of the BGCF will not use physical or emotional (yelling, etc.) punishment to discipline the participants of the child/youth program.

Acceptable approaches to discipline include:

- Setting limits
- Setting standards of behaviour
- Providing explanations
- Providing choices
- Ensuring that the child/youth understands
- Being firm but flexible
- Anticipating the child/youth needs
- Recognizing differences in age, temperament and experience
- Ignoring, where appropriate
- Distracting and removing the child/youth from the situation
- Providing logical consequences
- Developing a behaviour contract with the child/youth which is signed by the staff member and their parent or guardian. The contract will include the inappropriate behaviour, the expected behaviour, the consequences of breaching the contract and a contract end date. Example: removal from an activity/program for a predetermined time frame.

## 11) Abuse:

### *Policy*

If a coordinator or volunteer *suspects* a child/youth is being abused or neglected then under the Child Welfare Act, they are obliged to report it to a child protection service.

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*Procedure*

1. Do not confront the child/youth, or parent/guardian about the *suspected* abuse.
2. Discuss the *suspected* abuse with the ED.
3. Write a report on your suspicions.
4. Report the *suspected* abuse to the Child Protection Line within 3 working days of discussion with the ED.
5. Keep ED informed of progress.
6. If the Ed *suspects* abuse or neglect, they will follow procedure and report to their supervisor.

*Policy*

If a child/youth *confides* in a staff member or volunteer of the BGCF, that they have been abused, then that staff member or volunteer under the Child Welfare Act is obligated to report the allegations to a child protection service immediately.

*Procedure*

1. Talk to the child/youth in private.
2. Listen to the child/youth.
3. Remain calm and don't overreact.
4. Reassure the child/youth.
5. Call for assistance immediately after, to proper authorities (child protection line).
6. Document and date everything.
7. Discuss privately with ED and keep the ED informed.
8. If a member confides in the coordinator or ED they will follow procedure and report to their supervisor.

**12) Accidents - Injuries**

*Policy*

If an accident occurs during a Club activity, which results in an injury, the Club will take appropriate steps to treat the injury, inform parents or legal guardian, and document the incident using the Incident Report Form.

*Procedure*

**a) Life Threatening Injury:**

1. Perform First Aid and direct someone to call an Ambulance.
2. Give ambulance attendants Health Forms.
3. Inform parents/legal guardian.
4. If they cannot be reached, inform emergency contact.
5. Contact BGCF staff and have a staff member go to the hospital.
6. BGCF staff will stay at the hospital for as long as family members require.
7. Inform ED of incident.
8. Complete as Incident Report Form.
9. Submit to ED.
10. ED notifies Insurance Company of Incident.
11. ED files Incident Report for 7 years.
12. Coordinator will do a follow-up with the family.



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*Procedure*

**b) Non-life Threatening injury requiring professional medical attention:**

1. Perform First Aid.
2. Inform parents/ legal guardian. If they cannot be reached inform emergency contact person.
3. Arrange for child/youth to be picked up and taken to doctor/hospital, by parents/guardian/emergency contact person. If they cannot be reached or is unable to come immediately, the BGCF staff member will take child/youth to hospital.
4. Follow steps 7 to 12 of procedure a).

*Procedure*

**c) Injuries not requiring professional medical attention:**

1. Apply First Aid.
2. Coordinator has the option of allowing the child/youth to continue with the activity or contact the child/youth's parents/guardian for pick up.
3. Inform Parent/guardian and ED of incident.
4. Depending on extent of injury and Incident Report Form will be completed.
5. If an Incident Report Form is filed, follow steps 7 to 12 of procedure a).

**13) Suspension from Child/Youth Program:**

*Policy*

To ensure the safety and well being of our child/youth and to keep the integrity of the BGCF, we reserve the right to suspend the participation of a child/youth in any Club program for at least one activity if at least one of the following occurs:

- a) The child/youth breaches the "Code of Conduct".
- b) The child/youth repeatedly does not follow instruction or direction of coordinator, volunteer or activity supervisor.
- c) The child/youth continuously does not stay with the group on the field trips.
- d) The child is in breach of a behaviour contract.

*Procedure*

1. Discuss with the child/youth about appropriate and inappropriate behaviour.
2. Depending of degree of infraction, separate child/youth from the rest of the group, while still ensuring proper supervision.
3. After incident occurs, both coordinator and volunteer, document what transpired and what was said.
4. Discuss with ED.
5. Give parents a copy of the Policy and written report on what transpired, as well as a letter indicating suspension of child/youth from at least one Child/Youth activity.
6. Keep the copies of the letter/report in a file for 3 years.

**14) Expulsion from Child/Youth Activity**

*Policy*

To ensure the safety and well being of our child/youth and to keep the integrity of the BGCF, we reserve the right to **expel** a child/youth from any Program if at least one of the following has occurred:

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- a) The child/youth assaults another child/youth.
  - b) The child/youth assaults a volunteer or coordinator.
  - c) The child/youth uses inappropriate language or gestures (swearing, slurs, racial jokes or comments, sexual or discriminatory in nature, etc.)
  - d) The child/youth has been suspended from the child/youth Program two times in the last twelve months.

*Procedure*

1. Depending on degree of infraction, either wait until the end of the day to inform parents or call the parent or guardian to pick up the child/youth from the activity.
2. If parent/guardian is not able to pick up child/youth from the activity, separate child/youth from the rest of the group, while still ensuring proper supervision.
3. Discuss with the child/youth appropriate and inappropriate behaviour.
4. After incident occurs, both coordinator and volunteer document what transpired, and what was said.
5. Discuss with ED.
6. Give parents a copy of the Policy and written report on what transpired, as well as a letter indicating expulsion of child/youth from future child/youth Programs.
7. Keep the copies of the letter/report in a file for 2 years.

**15) Transportation:**

*Policy*

To ensure the safety and enjoyment of participants being transported to a BGCF activity.

*Procedure*

The BGCF staff will adhere to the following:

*Bus:*

- Use only quality transportation companies.
- Ensure participants follow Bus Procedures (such as sit forward, keep hands /objects inside the bus).
- Maximum two participants per seat.
- Ensure video movies (if available) are appropriate to the youngest attending age group.

*Personal Vehicle:*

Participants will not be transported in a staff vehicle unless they provide proof of third party insurance or in the event of an emergency.

**16) Evaluations:**

*Policy*

In order to ensure BGCF provides quality programs and activities.

*Procedure*

The staff will request that each participant involved in a child/youth activity/program complete an Evaluation Form and submit it to the club. If children are too young, parents may be asked to be asked to provide feedback. (Forms may be sent in anonymously).

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## Child/Youth Code of Conduct

I, \_\_\_\_\_, hereby agree to the following rules and guidelines.

I, \_\_\_\_\_, as the parent/guardian of \_\_\_\_\_,

hereby agree that I understand and accept the rules and guidelines of the Club and understand and accept the consequences for my child/ren if they breach the Code of Conduct.

- Listen and show respect to the coordinators, volunteers and my peers
- Be responsible enough to stay with the group
- Participate in all the planned activities
- Use appropriate language: swearing, racial or sexual slurs/joke/comments will not be tolerated
- Refrain from gossiping, as I realize that it hurts others
- Respect property
- Feel free to express to the coordinators any concerns or problems I have
- Treat others the way I would like to be treated
- Think before I act or react
- Be responsible for my own belongings
- Use your manners: please and thank you go a long way
- Behave in a manner that will reflect favourably on you and the group, as you are the ambassadors of the Boys and Girls Club.

I understand that failure to comply with the Code of Conduct may result in a behavioural contract, suspension or expulsion from the Club.

\_\_\_\_\_  
Signature of Participant

\_\_\_\_\_  
Signature of Parent/Guardian

\_\_\_\_\_  
Date