



**Boys & Girls Club  
of Spryfield**

A good place to be

## Parent Manual

The Boys and Girls Club of Spryfield (formerly Chebucto Boys and Girls Club) started because of a need for more programs for children and youth in the community of Spryfield. At a community meeting in April of 1996, residents and community members met to gauge the level of interest in starting a Boy and Girls Club. In December of 1996 the Boys and Girls Club was formally constituted with an elected Board of Directors and was officially opened on July 6, 1997.

Our club is a non-profit, community-based organization. We are a registered charity that provides social, recreational and educational programming for children and youth. The services we provide are based on needs identified from within the community.

Every program or service that the Boys and Girls Club of Spryfield offers flows from the Boys and Girls Club Movement's Mission Statement and Core Values, which have undergone changes this past year with the national movement adopting a new mission statement, core values, tag line and logo. These values are used as a guiding light – a source of reference and a measure of success.

### **PROGRAMS**

The Boys & Girls Club of Spryfield is very proud to offer:

- After School Program
- Walk-Home Program
- Drop-In
- Youth Nights
- Summer Day Camps
- In-service Camps
- Torch Club
- Keystone Club
- Recreational Programs
- Sports Programs
- Fine Arts
- Healthy Eating and Body Image
- Music Instruction
- Homework Zone

These Programs are offered at low or no cost and designed to fill a need in the community. Currently these programs are operating at the Open Door Community Church at 11 Aldergrove Drive.

Children are not necessarily admitted to the Club according to their position on the waiting list.

Children with special needs may not be admitted until the resources deemed necessary by the Program Director and/or Executive Director are in place for that child.

Any parent/guardian who has previously used the Club, and has: violated a contract; caused other administrative or legal problems; disturbed the peace of the Club; acted in a way which detracted from the sound operation of the Club or its programs may not be re-admitted, at the discretion of the Executive Director.

## **PROGRAM POLICY**

**Enrolment Procedures:** Those wishing to become members of the Boys & Girls Club of Spryfield must complete a Membership Form and pay a monthly fee. Those who wish to enrol in Registered Programs must fill out the required forms and pay the applicable fees in advance. Our membership year runs from September 1 to August 31.

**Fee Payment:** Membership fees are due before the first of each month. All accounts past 30 days will receive a Past Due Notice stating that the account must be either paid in full or payment arrangements made within 30 days of this notice. Please notify the ED immediately to make payment arrangements. Should the account still remain outstanding, the child may be suspended from the program until satisfactory arrangements can be made. All seriously past due accounts will be subject to further collection procedures including referral to a Collection Agency. Payment will be accepted by mail or in person at the Main Office

**Cancellations:** A two-week written notice is required to withdraw from all programs. Accounts will be charged accordingly if this procedure is not followed. Cancellations can be made by fax at 477-0436 or by email at [info@bgcspryfield.org](mailto:info@bgcspryfield.org).

**Refunds/Reimbursements:** The deposit paid upon registering is non-refundable. The initial two-week prepayment and membership fee will not be returned to a client upon receipt of cancellation. Please note: if a reimbursement is issued for any reason, please allow fourteen (14) business days to receive this refund by mail.

**Emergency Procedures:** Should a fire, flood, or any other emergency occur while the children are in our immediate care, all children will be taken by the staff through the emergency exits to the Playground at Central Spryfield School. Staff will make every effort to contact parents. Should any of the above emergencies occur while the children are not in our immediate care, but are still in school, the Club will not be open on that day nor until the Club is once again in its appropriate condition. Every effort will be made to contact guardians and to find an alternate location in such cases.

**Accident Procedures:** Boys and Girls Club staff have been trained in First Aid and CPR and will attend to minor injuries such as cuts, bruises, scratches, etc. In the case of a potentially serious injury (such as cuts requiring stitches, suspected broken bones, or head injuries), the staff will call the parent and arrange to meet them at the Emergency Room of the IWK Health Centre. Parents will be liable for any costs incurred (i.e. ambulance costs).

### **Snowstorm Days:**

When media broadcasts that the Halifax/Dartmouth Schools are closed then the Boys & Girls Club of Spryfield will not provide any programs or services for the day.

When schools are in session and inclement weather causes a mid-day closure of Halifax/Dartmouth schools then the Boys and Girls Club will conduct regular operations (i.e. pick-up of students who are registered in the after school program). Special Events or activities may be cancelled due to the weather (i.e. swim club).

In-service Days may be cancelled due to inclement weather and will be done at the discretion of club management. Announcements will be made via local radio stations by 6:00 a.m.

**Holidays:** The Boys & Girls Club of Spryfield will be closed:

New Year's Day	Canada Day	Remembrance Day
Good Friday	August Civic Holiday	Christmas Eve Day
Easter Monday	Labour Day	Christmas Day
Victoria Day	Thanksgiving Day	Boxing Day

**Closures:** The Boys & Girls Club of Spryfield may be closed periodically. Times will be announced in advance

**In-service Days:** The club will be open on In-service Days and March Break days according to the schedule of the Halifax Regional School Board. On these days, the Club will open from 8:30 a.m. to 5:00 p.m. based upon a mandatory pre-registration. A fee is charged for these days and children must bring their own lunch. Should a child arrive on a day for which the parent has not pre-registered, then staff will make every effort to contact parents, as well as, the emergency number if necessary in order to determine the whereabouts of the parent/guardians so the child can be picked up. If a minimum registration is not met, then the Boys and Girls Club of Spryfield reserves the right to cancel the day camp.

## **DISCIPLINE POLICY**

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**Intentional Damage:** Committed against the Club or Club property by any member of the Club will result in suspension indefinitely until that member actively participates in repairs or offers some alternative duty as a means of repayment. Serious vandalism will be reported to the police.

**Physical Violence:** Any Club member, who intentionally inflicts serious physical harm upon another member, staff, or volunteer, will be suspended from the Club indefinitely at the discretion of existing management.

**Alcohol / Drugs:** Any member suspected of being under the influence of alcohol or drugs while on Club property or while participating in a Club activity shall have their parent or guardian notified immediately. If they cannot be reached or are unable to come to get their children, the police will be notified.

**Stealing:** Any member who is caught stealing from the Club or from another member will be suspended from the Club indefinitely.

**Suspensions:** When a disciplinary action results in a suspension from either school or the Boys & Girls Club of Spryfield, regular fees will be applied during the period of suspension for service that would have occurred. There will be no refund of fees during the period of suspension.

**Time outs:** A brief period for reflection or "time out" is sometimes required.

**Staff/Volunteers:** Under no circumstances are to use any of the following forms of discipline:

Shaking, shoving, spanking, slapping or other forms of aggressive physical contact. Shouting in a negative manner, screaming, belittling or degrading responses.

Staff members are expected to adopt a positive attitude towards the children, which includes enjoyment of, and respect for, the children as individuals. Discipline statements should be expressed positively whenever possible. Any marked changes in a child's behaviour will be discussed with the parent/guardian.

## **ARRIVAL/ DEPARTURE ROUTINE**

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**Drop-off of Children:** Children registered in our Programs are not to be dropped off prior to the start time. No supervised care will be available prior to the official start time.

**Attendance / Absenteeism:** Daily attendance will be taken; therefore, we will make contact with the parent/guardian if the child is absent upon expected arrival time. For this reason you must inform the Club by no later than one hour prior to program start time if your child will be absent.

**Pickup of Children:** Parents/Guardians must pick up their children at the scheduled completion time. If a child is not picked up at the appropriate time, a minimum charge of \$10.00 will be applied for the first half hour and an additional charge of \$5.00 every 15 minutes thereafter. Please notify staff immediately if you are going to be late.

An authorized caregiver, over 13 years of age, must accompany children they are departing from Club programs. Children will not be released to taxi drivers or unauthorized persons unless instructed by the parent/guardian.

At departure time, the person picking the child up is expected to:

Initial the Club's sign in/out sheet.

Help child get into outdoor clothing.

Gather up any of the child's belongings. Please check lost and found.

## **HEALTH POLICY**

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**Health:** All members must have completed the Health Section of the Membership form. Please report diet, allergies, or any other health problems when you register your child. Any developments at a later date should also be reported as they occur.

**Illness:** The Boys & Girls Club of Spryfield expects parents/guardians to keep children who are ill at home. If a child is ill with a communicable disease they will be allowed to re-enter the Club only when the disease has cleared and the child is no longer infectious.

If a child should become ill while attending the Club, the child will be isolated until the parent arrives or has arranged pick up. The Boys & Girls Club of Spryfield cannot arrange care in isolation for very long, therefore parents are requested to pick up their child within one hour of notification.

**Medication:** Should a child be on medication, both prescription and non-prescription, parents must sign the medication form confirming its usage. The parent/guardian should bring the medication to a staff member to place in the medical box at Unit 2. In case of emergency, verbal agreement from the parent will be considered binding. All medication must be supplied in its original prescription or over-the-counter packaging.

PLEASE label your child's belongings. We will **not** be responsible for any lost articles.

We encourage children not to bring toys from home. We will not be responsible for them if they become misplaced or broken.

We promote healthy eating. Please provide nutritional lunches, snacks and fluids for your children. **PLEASE NOTE:** Boys and Girls Club of Spryfield is a **peanut free** environment.

Please check and make any changes to your authorized persons for departure list and update phone numbers and addresses several times a year.

From time to time you may be asked to save items, fill out questionnaires, fund raise or volunteer your time. We would appreciate your help in these matters, as it keeps the program costs down.

It is our policy that staff is not to use physical or verbal abuse to discipline the children. They must also use appropriate language and behaviour while in the presence of children. We ask that parents also respect these limitations while at the program.

If you have questions or concerns about the program please speak to the staff in private, not in front of the children, so as not to undermine the authority of program staff.

Please ensure your child comes dressed for the appropriate weather conditions.

We encourage parents/guardians to talk with staff to find out how your child is doing in our programs.

Please direct any complaints or concerns to the Program Director. If, after taking your concerns to the appropriate channels, the parent is not satisfied with the resolution of the problem, he or she should address the Executive Director. If satisfaction is still not derived parents should state their concern in writing and direct it to the Chairperson of the Program Committee. The Chairperson will present the matter to the full Board of Directors at the next scheduled Board meeting.

Grievances against the behaviour of employees and volunteers by members of the Club or members of the public are to be resolved as openly, courteously and quickly as possible, as per the organization's guidelines.

**CONFIDENTIALITY**

Employees are obligated to safeguard information about the members. Any information shared is done only with others involved professionally with the members and is done in a manner consistent with ethical and professional practice and only when it serves the best interest of the participant or is required to protect the well being or safety of others.