



South Coast BC

# **Welcome to BGC's Club Services**

2023



## About BGC South Coast BC

Welcome to BGC South Coast BC (BGC)! We are thrilled to have you join our organization – if your child is a Club member, then you belong here, too! We hope that the following information will answer any questions you might have.

BGC is a community-based, multi-service organization that supports the healthy physical, educational, and social development of children, youth, and families. BGC opened its first Vancouver Club in 1936, and since then has provided safe, supportive environments and quality programs for children and youth to help them become contributing adults, citizens, and leaders.

## Commitment to Children and Families

BGC's mission is 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. In all our work, we are guided by the core values of belonging, respect, encouragement, and support, working together, and speaking out. BGC values diversity and strives to reflect the cultures and backgrounds of the community in our programming, participant profiles, Board of Directors, volunteers, and employees.

## Our Clubs

BGC has 11 neighbourhood-based Clubs, where professional employees and trained volunteers offer programs for children and youth during the critical out-of-school hours. Through a wide range of activities, including physical and social recreation, arts- based programs, academic support, and leadership development, the Clubs provide participants with a place to belong, a sense of success, and positive relationships with adults and their peers.

## Overview

Club programs are offered for children 6-12 and youth 13-18. All Clubs are grounded in common BGC policy, practices, and work towards common evidence-based outcomes for each participant through the programs and services that build developmental assets. All physical spaces are designed to support that, through a wide variety of social/recreational and educational activities in areas such as gyms, kitchens, games rooms, youth lounges, and art rooms. BGC's model prioritizes self-directed engagement in the Club, through a variety of structured and free play programs are offered to engage children and youth of all ages. Programming focuses on promoting personal development, positive social interaction, and enhancing life skills.

BGC recognizes the value of providing supervised, self-directed programs across age groups that promote healthy social and community development, and therefore is committed to, with parental permission, cultivating youth engagement by providing supervised opportunities for pre-teens to participate safely in non-licensed programs with youth 13+ at the Club.

Children's Drop-In for Ages 6-12 (**Licensed**) – Children's drop-in programs are offered after school on weekdays, and during school breaks and closure days. The program philosophy of the Clubs is to provide settings where members may drop in any time after school and take part in activities. Clubs open when the local school is dismissed. Children can choose to participate in a variety of programs offered daily, including such as cooking classes, sports, and art to enhance skill building. Open areas (the games room, multi-purpose room, and/or and homework area) allow for supervised free play/self-directed activities. A healthy snack is available each day.

Pre-teen/Youth Drop-In for Ages 10-13 (**not Licensed**; participation requires parental permission secured during Membership Registration for 10-, 11-, and 12-year-olds) – Pre-teen/Youth drop-in programs are available after school and in the evenings, and during school breaks and closure days, with schedules varying at each Club. These programs are targeted specifically for this age group, as they transition out of elementary school and into high school. Programs are varied, and include recreational activities, skill building, leadership opportunities, and academic support.

Youth Drop-In for Ages 13-18 (**not Licensed**) – Youth drop-in programs are available after school and in the evenings, and during school breaks and closure days, with schedules varying at each Club. Youth programs include learning opportunities such as workshops and discussion groups. Also included are recreational activities such as basketball, dinner programs, and movie nights.

## **BGC Outcomes**

BGC's Club social recreation programs are intended to develop essential life skills for Club members. Targeted outcomes for our Club members through their participation in Club programs are:

- **Positive Social Skills/Relationships** – Children and youth interact effectively with peers and adults.
- **Healthy Behaviour** – Children and youth make positive choices contributing to healthier lifestyles.
- **Leadership** – Children and youth have the opportunity to gain leadership skills.
- **Learning Engagement** – Children and youth experience enthusiasm for learning.

## Program Design

Children and youth belong to our Clubs as members, ideally, over their entire school career. It becomes a place they know that they can rely on for safety, trusted relationships, and access to opportunities they may not otherwise have.

### **Our drop-in model enables us to be available for our Club members when they need us.**

We offer programming for kids aged 6 through 18, with each day's participants choosing from a range of activities designed to enhance resiliency, offer new experiences, and strengthen life skills. Examples include cooking and nutrition programs, arts and crafts, physical activities, and academic enhancement. We also offer sports programs such as ice hockey, intra-Club floor hockey, and baseball, and run or participate in special events such as Pink Shirt Day, community volunteerism projects, and holiday hampers, all designed to expose participants to new activities they may not have the opportunity to try. Each Club also runs targeted programming aimed at addressing the most pressing needs of children and youth. Examples include one-to-one mentoring, preteen programs, teen programs, leadership, and work experience.

**The long-term relationship we build with each participant is a key component of our service delivery model and enables us to provide support for our Club members into their teen years.** While our Clubs offer specific youth services concurrently with programming for 6 to 12-year-olds, our programs intentionally and by design involve a complete mix of ages. It is ***not*** our practice to phase participants out of our programs once they reach their teens, as it is our belief that segregating teens and limiting their access to programs to specific times or days would compromise BGC's commitment to accessibility and "being there" for teens when they need us.

## Transporting Participants

For Clubs transporting participants from their school to the Club (via walking school bus or BGC vehicle), leaders will meet participants on the school grounds at the designated meeting spot, when the bell rings. Leaders will depart the school grounds at a designated time and will transport participants back to the Club. Sign-in occurs upon arrival at the Club.

Transporting participants to/from the Club may be required. It is the responsibility of all staff and volunteers to ensure the safety of all participants, regardless of the method of transportation.



## **Access and Membership**

### **Access to Club Services**

Anyone can access BGC's Club programs directly without a referral. Yearly membership is required by all members/participants in order to access Club Services, to ensure collection of parental consent, and all required information (including emergency contacts, pick up list permissions, relevant health information, photo, immunization status, etc.).

### **Club Membership**

Any child or youth participating in any BGC program must be a Club member. The membership year runs from September 1<sup>st</sup> to August 31<sup>st</sup>.

Ineligibility for Membership - BGC strives to deliver services without barriers. However, there may be instances where Club services may not be appropriate for some individuals, including the following examples:

- When the child/youth's behaviours, social development level, or circumstances create a danger to the physical and emotional safety of themselves or other program participants, and where adequate supports are not possible to mitigate and/or prevent these behaviours from occurring – for example, when support is required for participation in the program (i.e., a child who requires a one-to-one worker at school will likely require one at the Club). Clubs do not provide one-to-one workers but in some cases can work with families to support them in this process.
- When the child or youth is younger or older than BGC's approved age group.

With the support of a Club Manager, Club Coordinators determine eligibility, and in the case of ineligibility, will communicate with the child's family and refer them to other relevant services that may be available.

Internal and External Referrals - BGC works closely with school districts, neighbourhood associations, and other local agencies to help participants access the continuum of services available in their community. This is a fundamental component of all BGC programs. Referrals may be made to other agencies even if the participant is currently accessing BGC Club programs. A directory of community services is available at all sites (either hard copy or online) to support program referrals.

### **Fees**

Club Membership gives a child aged 6-12 unlimited access to drop-in Club programs every regular school day. The cost of a Club Membership is \$1,200/year. At BGC, we believe that every child and youth who wants to go to the Club should get to. So, if families need help with fees, they are referred to the Registrar's Office for fee negotiation.

Fees are fully negotiable based on what families are able to contribute/pay (not based on means testing, or requiring proof, documentation) and payment plans are available to meet the needs of the family. Payments can be made by credit card (on-line), cash, cheque, or via e-transfer.

### **Refunds**

**Club Membership Fee:** If a child will no longer be attending the Club, a refund for the pro-rated (unused) portion of the annual membership fee (or negotiated fee, as applicable) is available on request within 4 weeks of the final day of attendance.

**Full Day Program Fees:** The cost of full day programs (offered on pro-D days, and during school breaks) is \$10/day for Club Members, and \$25/day for Day Camp Only. BGC requires that full fees be paid at the time of registration. Full Day Program fees are negotiable and payment plans are available to meet the needs of families. To cancel a registration for a day camp, a minimum of 10 business days advance notice is required to obtain a refund. There are no refunds for cancellations made less than 10 business days before the start of the day(s) the child is registered for.

### **Sign In/Sign Out**

**Sign In:** Club members attending drop-in must sign in and sign out each day they attend. Upon arrival at the Club, each member is signed in, indicating the time of arrival at the Club. There are no in and out privileges in our Club drop-in programs – participants cannot leave and come back unless they have explicit, advance approval from the Club Coordinator/Club staff in charge.

**Sign Out:** Club Leaders assigned to the main area are responsible for monitoring the exit and ensuring that each member is signed out upon departure. Signing out includes indicating the time that the Club member left the facility. A Club member may sign themselves out, a guardian may sign them out, or the Club Leader may sign them out. Prior to a Club member leaving the facility, Club Leaders are responsible for ensuring that the child is leaving as per the method/pick up person indicated on their registration form.

Parents/guardians are required to inform the Club in advance if an alternate person not already indicated in the registration information will be picking up the Club member. Parents/guardians are encouraged to update this information in advance if there are any changes to the approved methods or pick up arrangements, but children will not be released to an unknown adult arriving for pick up until their identity is confirmed by a parent/guardian. If a child has not been picked up as arranged when the Club closes, and emergency contacts cannot be reached, the Ministry of Children and Family Development will be contacted to arrange for pick-up.



## Club Staff and Volunteers

Club staff and volunteers are dedicated to the safety and well-being of all participants. BGC hires professional, qualified staff and enlists volunteers who are thoroughly screened and trained to work with children and youth.

## Code of Conduct

BGC is committed to providing a friendly, respectful environment and does not tolerate abusive behaviour. Employees, volunteers, and participants are expected to abide by BGC's Code of Conduct and to treat others with courtesy and respect and to:

- be responsible and respectful.
- play fair and share.
- say "no" to abuse.
- be positive and encouraging.
- expect the best.

## Guidance

BGC plays a role in helping children learn self-discipline and in developing socially acceptable and appropriate behaviours.

When approaching a problem or challenge, staff provide children with alternative choices to help them change their attitude and behaviour. Children are encouraged to take responsibility for their actions and to help determine the consequences for their inappropriate behaviour.

## Participant Rights

BGC participants are guaranteed the right to:

- be protected from abuse, financial exploitation, humiliation, and neglect.
- be treated fairly, honestly, and respectfully by all employees, and without regard to race, national or ethnic origin, language, spiritual beliefs, age, gender, sexual orientation, marital status, family structure, political beliefs, mental or physical ability, or socioeconomic status.
- be informed of their right to, and the limitations of, confidentiality.
- have information about community resources.
- file a complaint about a program or an employee.
- have input into program development.
- consent, refuse, or express a choice regarding service delivery, release of information, and involvement in research projects.



## **Emergencies**

Policies and procedures are in place to ensure that staff are able to respond to the best of their ability in the event of an accident or other emergency.

In the case of an emergency or natural disaster, participants stay with BGC staff at the Club (or designated meeting place) until they are reunited with their families. Staff attempt to contact parents as soon as possible. It is essential that current phone numbers are provided so that parents and/or emergency contacts can be reached if necessary.

## **Illness**

Staff and participants are asked to stay home when displaying symptoms, to prevent the spread of illness at the Club. Parents/guardians are also asked to inform staff if their child has a communicable illness.

If a child becomes sick while at the Club, they will be separated from the rest of the group, and the parent/guardian will be contacted to pick up their child. If staff cannot contact a parent/guardian, the emergency contacts will be called.

## **Nutrition and Food**

Nutrition is very important to the well being and growth of each child in our care. We strive to promote a healthy lifestyle, thus promoting a healthy attitude towards food. Good nutrition means enjoying a variety of foods from Canada's food guide. Food is important in achieving optimum growth and development and important to achieving future healthy dietary habits. BGC is committed to providing each child with healthy food and drink according to the Canada's Food Guide and promote healthy eating and nutritional habits.

## **Medical Conditions**

Parents are asked to inform BGC if their child has a medical condition or is taking any medication. BGC does not administer medication to participants.

## **Custody**

If a custody agreement is in place for a child, parents/guardians should provide BGC with a copy of the agreement so that staff can plan accordingly. If issues around custody exist and there are no legal documents, parents need to provide written direction about access.



## **Privacy**

BGC is committed to protecting personal information and has policies in place to ensure that personal information is kept confidential. Information is only shared with a participant's permission.

In some cases, BGC is required by law to share information:

- if a participant expresses an intention to harm themselves or others
- if there is a reason to believe such harm may occur
- if a criminal or abusive act is observed
- if a court order or subpoena is presented

Participants may access their own records. Contact any staff member and they will arrange for this process to occur.

For more information, please contact our Privacy Officer at 604-879-6554.

## **Reporting Suspicions of Child Abuse**

Club staff are required by law to report any suspected cases or disclosures of child abuse or neglect. Staff do not determine if abuse has occurred. Investigations are the responsibility of the Ministry for Children and Family Development and/or the police.

## **Feedback**

BGC encourages and welcomes your feedback!

BGC takes all concerns expressed by participants or parents very seriously. Anyone with a concern is encouraged to contact a staff member or the Club Coordinator, who will explain BGC's complaint procedures. Confidentiality will always be respected, and participants will be able to continue to participate in programs without any consequences.

BGC has an "open-door" philosophy and participants, and their parents are welcome to speak with any leader directly.

Participants and their parents/guardians are asked to participate in surveys, interviews, and/or discussions to help assess programs. BGC also works together with staff and community members to review programs. Suggestions for program improvements are encouraged from everyone.

## Club Locations

### **Fraserview Club**

604-325-9612 | 7595 Victoria Drive, Vancouver, BC V5P 3Z6

### **Hillside Club**

604-596-9595 | 11339 84<sup>th</sup> Avenue, North Delta, BC V4C 2L9

### **Kimount Club**

604-874-0117 | 395 East 6<sup>th</sup> Avenue, Vancouver, BC V5T 1K2

### **Kivan Club**

604-879-9118 | 2875 St. George Street, Vancouver, BC V5T 3R8

### **Langley Club**

604-533-8552 | 5409A 206th Street, Langley, BC V3A 2C5

### **North Burnaby Club**

604-299-7040 | 518 S. Howard Avenue, Burnaby, BC V5B 3R1

### **Norvan Club**

604-986-3449 | 800 Forsman Avenue, North Vancouver, BC V7J 2G6

### **Richmond Club**

604-828-9915 | 3800 No. 5 Road, Richmond BC V6X 2T7

### **Surrey Club**

604-495-1345 | 10135 132 Street, Surrey, BC V3T 3T6

### **Winskill Club**

604-943-9873 | 5555 9<sup>th</sup> Avenue, Tsawwassen, BC V4M 1W1

### **Wintemute Club**

604-946-2027 | 4727 Arthur Drive, Ladner, BC V4K 2X5

## Other BGC Programs and Services

### Camp Potlatch

Camp Potlatch is a summer camp for kids ages 7 to 17 located in a wilderness setting on northern Howe Sound. Activities include traditional camping experiences such as kayaking, canoeing, archery, rock climbing, hiking, swimming, crafts, and campfires, with an emphasis on leadership development and environmental education.

### Counselling & Support Services

BGC's Counselling services include a variety of programs such as youth and family counselling, parenting and early years programs through Family Resource Centres, substance abuse counselling programs for youth (Odyssey, Nexus), and parent support programs.

### Employment Services

BGC provides programs to help job seekers improve employment readiness and find and maintain employment. Services include job search resources, workshops and training, and specialized services. BGC employees work with each participant to determine the services and supports that will help them find success in their job search.

#### **BGC South Coast BC**

Central Office

2875 St. George Street, Vancouver, BC V5T 3R8

[www.bgcbc.ca](http://www.bgcbc.ca)

For additional information, please visit our website  
or give us a call at 604-879-6554.

