



Boys & Girls Club of Niagara
A good place to be

Licensed Child Care Parent Handbook



2015

**Boys and Girls Club of Niagara
2015 Licensed Child Care Parent Handbook**

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1.0 Welcome to the Boys and Girls Club of Niagara

The Boys and Girls Club of Niagara is part of a national movement with over seven hundred community locations throughout Canada. Together the movement provides innovative and effective programs to assist in the healthy educational, social and physical development of Canadian children and youth. For over one-hundred years, professionally trained staff and dedicated community volunteers have helped hundreds of thousands of children and youth in safe supportive environments.

The Boys & Girls Club Model is more comprehensive than prevention, recreation or educational programs alone. The development approach offers children what research says is the most needed, relationships with positive role models (adults and peers), structure and safety, access to a diverse range of programs that include recreation, play and expression, opportunity for acquiring positive behaviours, self-esteem and hope for the future.

The broad spectrum of programs and services provides children and youth 0 – 24 years of age, with food, shelter, transportation, childcare, recreation, leadership and life skill programs and services. The Club utilizes a developmental approach in every program focusing on increasing a young person's exposure to positive and constructive activities, supporting them to become healthy, responsible compassionate and competent.

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”

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Core 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, respected 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 centre 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.

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2.0 Meet the Team

At the Boys and Girls Club we insist on hiring child focused professionals who have experience caring for children, a post-secondary education in the field of either Early Childhood Education, or Child and Youth support and/or education or equivalent and who demonstrate an intuitive ability to interact with children in a respectful, loving and friendly manner. We hire staff that genuinely enjoy working with children and who strive to build strong relationships with families. Our team members are encouraged to continually upgrade their skills by attending courses, seminars, workshops and conferences. All staff have provided vulnerable police reference checks and proof of certification in first aid, CPR, Defibrillator, Emergency Response, Health and Safety, Food Handlers, High Five, and QCCN.

The Boys and Girls Club of Niagara was one of the first to achieve the HIGH FIVE Accreditation Organization designation in June 2006. HIGH FIVE is a quality assurance standard of Parks and Recreation Ontario, designed to support the safety, well-being and healthy development of children ages 6-12, in recreation and sports programs. HIGH FIVE Accreditation establishes benchmarks for excellence in children's recreation and sport programming, based upon a child focused, research based quality framework.

3.0 Licensed Child Care Programs

The Boys and Girls Club of Niagara offers a wide variety of child care options, licensed through the Ministry of Education. Sponsors are, Boys and Girls Clubs of Canada, Regional Municipality of Niagara, Sears Foundation, Giant Tiger (Homework Club), and RBC. We employ professional, qualified, caring staff that strive to provide a safe, nurturing environment to further children's personal growth and development.

The program provides experiences that enrich and enhance each child's development. Meal programs provide nutritious snacks, breakfasts, lunches, and dinners. Transportation is provided to and from specific school in Niagara Falls, Fort Erie, and St. Catharines centers and satellites.

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Families have the options of enrolling in 3 day, 4 day and 5 day programs weekly.

3.1 Toddler Program (18ths – 2.5 yrs) and Pre-School Programs (2.5 yrs to 4 yrs) Offered year around; Full Day; 7:00 am – 6:00 pm

The early years of a child's life are crucial for cognitive, social and emotional development. Curriculum is designed to promote literacy and early reading and writing, art and music, numeracy, language and imagination, and social interaction.

A daily schedule is established to provide a framework for planning play based learning activities that enrich and enhance each child's development.

3.2 Before-School and After-School Program (4yrs to 12 yrs) Offered; September to June 7am to 9 am and 3:00 pm to 6:00 pm As an added support for families: Full Day Professional Development and School Holiday Programs is offered 7:00 am – 6:00 pm

The Before-School and After-School programs provide children with opportunities to interact with peers and positive role models, experience new opportunities, overcome barriers, build positive relationships and develop confidence and skills for life.

The curriculum, designed for "Kinders" 4 - 5 years of age is an extension of preschool programming with opportunities to promote physical activity, health and wellness, educational development, arts and culture, leadership and character.

The curriculum, designed for children 6 – 12 years of age, promotes physical activity, health and wellness, educational development, arts and culture, leadership and character. Daily program plans are available to provide a template which can be reviewed and revised by program staff weekly and if appropriate approved by childcare supervisors. Special programs, clubs and events that take place throughout the year encourage the exploration of a variety of interests and disciplines. Snacks and transportation to and from specific school are provided at all centers and satellites.

3.3 Evening Care (18ths to 12 yrs) Offered Year Round 6:00 pm to 8:00 pm

The Evening Care Program is for children 18 months – 12 years of age whose families require after school care beyond 6:00 pm. A daily schedule is established to provide an evening meal, activities of choice and a cozy place to rest until parent arrival.

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4.0 Developmental Approach

The Boys and Girls Club will provide and allow for a balance of activities:

- Structured / Independent;
- Indoor / Outdoor;
- Observing / Participating;
- Informative / Creative;
- Active / Passive;
- Individual / Group.

Our caregivers plan and facilitate meaningful learning experiences based on sound knowledge of children's development and on daily observations of the child's interests, needs and abilities. All programming strives for positive developmental growth in a variety of areas:

4.1 Outcomes

Social Aims:

- Positive social interactions that include cooperation, sharing, and respect of peers and adults;
- Offering alternatives to undesirable behaviour and fostering an understanding of how our behaviour impacts others;
- Providing choices instead of rules;
- Model empathy and concern for others, and praise children's attempts to do the same;
- Respect and support the uniqueness and diversity of each child.

Physical Aims:

- Provide for the development of large muscle control through games, rhythmic action songs, dramatics and free movement;
- Provide for the development of small muscle control through arts and crafts, block building, and use of modeling materials;
- Establish desirable health habits such as cleanliness, good toilet habits, proper hand washing, good nutrition, proper hydration and adequate rest.

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Cognitive Aims:

- Encourage individual progressive pace while providing ample opportunities to explore cause and effect;
- Increase global and community awareness;
- Set-up problem solving situations and guide children to find their own solutions.

Emotional Aims:

- Assist children to express their thoughts and feelings without ridicule or disrespect;
- Help develop a strong, positive sense of self;
- Promote independence and self-reliance in terms of making choices and showing initiative;
- Develop positive relationships with peers.

Language and Creativity:

- Promote interest in reading, writing, music, art and dramatic play;
- Encourage language skills development through verbal and non-verbal communication.

5.0 Facility Cancellation Policy

5.1 Severe Weather Policy

In cases of severe weather, programs may be cancelled or the facility closed all together. If area schools are closed, the Boys and Girls Club will also be closed. If area school buses are not running, the Boys and Girls Club buses will also not be running. Please tune in to the following radio stations to be alerted to these changes:

- CJRN 710
- EZROCK 105.7
- CKTB 610
- Posted on our Website

If children are at the Club with severe weather pending that would warrant closing the facility; Parents will be notified of our imminent closure and

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advised to make arrangements to have their child(ren) picked up as soon as possible.

If your child is at school being sent home due to severe weather; the Boys and Girls Club of Niagara is not responsible for your child(ren). We are unable to provide transportation or care in this circumstance.

5.2 Statutory Holidays

The childcare center will be closed on the public holidays. (New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, Labour Day, Thanksgiving, Christmas Day, Boxing Day) Regular child care fees will be charged on these days: Note: The Club may designate other days in place of the holidays when it falls on a weekend.

6.0 Security Policy

The Boys and Girls Club of Niagara believes that safety and security are paramount. In order to assist us, please observe the following:

Up-to-date Contact Information

Please alert us immediately to any changes to your contact information including home address, phone numbers, and emergency contacts and authorized pick-ups.

Authorized Pick-Ups

Parent/Guardians are asked to provide the names and contact information of anyone who has their permission to remove their child(ren) from the center. These names will be recorded as emergency contacts on their child(ren)'s personal file(s). Please advise your authorized pick-up's to have their government issued photo identification with them.

Prior written authorization/notification to the Front Desk is essential if someone who is not on your regular authorized pick-ups list will be removing your child from the center. Without this authorization the child(ren) will not be released into their custody

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ALL persons picking up a child from our Licensed Care program may be asked to present government issued photo identification – including parents/guardians if they are not recognized by the staff. Please always enter the center prepared for this possibility.

PLEASE NOTE: If attempts to reach the parents and/or emergency people listed on the membership form fails within a reasonable time, Police and or Family and Children Services will be contacted. Continued failure to pick up your child during regular operating hours, could result in loss of space.

For the safety of our members, parents and guardians are not permitted to enter program space without express permission/accompaniment by a staff member.

Transportation:

The Boys and Girls Club provides limited transportation services to and from specific schools. The list of schools to be serviced for each location is at the discretion of the Boys and Girls Club based on resources and travel time. The list of schools is subject to change.

Parents of children that utilize the Club’s transportation system need to follow the following procedures:

The Club must know your child’s schedule for the school year.

If your child is not going to be attending the Boys and Girls Club of on a scheduled day, you **MUST CALL YOUR CHILD IN ABSENT**. Please see Absenteeism Policy.

The Club has made arrangements with each school with respect to safe transition. The Club is only responsible for children “handed off” from school officials. In the event that the Club staff arrive and your child is not at the school pick up while not obligated to do so the Club will attempt to contact the parent.

Emergency Evacuation:

In the event of a fire or other incident that requires evacuation of the building, the children will be removed according to our emergency

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procedures. They will be taken to a secure location until the situation is remedied and it is safe to return. All parents will be notified and asked to pick up their children as soon as possible. The children will be supervised at the evacuation location until all children are picked up.

Lockdown:

In the event of a perceived internal or external threat to the safety of our members, the Club will go into lockdown in accordance with our emergency procedures. It may not be possible to remove your child from the premises until the lockdown has concluded.

7.0 Privacy Policy

Purpose:

The purpose of this policy statement is to outline the framework within which the Club can provide services to our members, staff and volunteers, paying particular attention to their right to privacy.

Definition:

Confidentiality is the safeguarding of information by the Club and by everyone involved in its operation.

Confidentiality is a basic right of the individual, and an ethical obligation of the Club. When information is shared with other professional or persons within the Club, this obligation binds them equally.

PRACTICES AND PROCEDURES IN REGARDS TO CONFIDENTIALITY

The policy statement on confidentiality gives all people who come in contact with the Club the right to be respected by all persons associated with the organization. All information about an individual within the confines of our Club programs must be treated as confidential.

All staff and volunteers shall sign a declaration of confidentiality at the time of becoming involved with the Club ensuring that they have a clear understanding of the professional manner in which confidentiality is handled within the Boys and Girls Club of Niagara.

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It is expected that volunteers and staff outside the Boys and Girls Club of Niagara keep agency issues and internal conflicts confidential.

Meetings and conversations concerning any person involved in the Club shall be held in an office, not in program rooms or hallways.

All files and records are the property of the Boys and Girls Club of Niagara and must be maintained in a secure place at all times: resumes and staff files will remain locked up in the H.R office; children's files are locked in the daycare and in the Finance office.

All open files regarding members assigned to a staff remain in that person's possession in a secure place at all times.

The file on any member is primarily the responsibility of the staff person assigned. However, because teamwork often improves the quality of our work, it will at times be appropriate that designated volunteers have access to the files and information.

When requesting reports or information from other agencies, they should be aware of the use to which the information will be put. If the information is to be used for any other purpose, the consent of those parties is required again.

Information concerning members may only be given to other community agencies and professionals with written consent or a signed Form 14. Information concerning volunteers or staff will be given only if a reference check is being made by another source of information.

There shall be, at all times, a special respect in regard to the sensitivity of information and materials when dealing with members who are relatives or friends of employees, Board Members or volunteers associated with the Boys and Girls Club of Niagara.

Release of liability must be received before a picture is taken for publication or advertisement, check the membership application.

The Executive Director or his/her designate shall be the spokesperson on behalf of the Club in any matter regarding the Club, members, staff or volunteers.

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Employee's and Board Member's phone numbers will not be released outside this agency, without their authorization. A phone message should be taken and passed along, if someone should call requesting a home phone number. The same consideration should be taken about cell phones. Families are welcome to speak with coordinators and Managers, but are required to set up a meeting in advance. Concerns cannot be discussed in the rooms with the staff while they are attending to the children.

8.0 Registration and Fee Payment Policy

Families may enroll children in 3, 4 or 5 day programs. (A minimum of three days is required). Upon enrollment parents must provide completed registration forms, provide applicable immunization records and sign a Financial Agreement and Acknowledgement of Rules and Regulations.

The Board of Directors sets the program fees annually. Childcare fee Subsidy may available for qualified families through the Regional Municipality of Niagara. Parent contributions for subsidized families are set by the Region. All interested families should speak to the Unit Manager. Parents are responsible for applicable fees until subsidy forms are granted and confirmed by the Centre Manager. Program Fees are subject to change; and additional fees may apply.

Licensed Care fees are due two weeks in advance prior to rendering of services.

Payments can be made during administration hours. All families are required to complete a Financial Agreement and Acknowledgement of Rules and Regulations and make payment for two weeks care before services are rendered.

Non Attendance: Parents will be charged for the days booked. There are no credits given for day's children are booked but do not attend. : Parents/Guardians will be charged for all days booked, regardless of attendance.

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Participants in Boys and Girls Club Licensed Care programs will be required to register as members on an annual basis. The annual membership fee entitles children to attend open public swims and **Club Kid's Zone programs** for children 6-12 years of age.

Times and locations of Kid's Zone programs vary throughout the Region. Details can be found in the Club program guide and on the Club website. It is important to note that in order for a child registered in licensed childcare to "stay" for a Kid's Zone Program, **the parent must still come to the center and sign their child out of the licensed childcare program.**

Failure to make full payment will result in the following:

1. Upon failure to pay as per schedule, parents will receive an invoice and indication that if payment is not received by the end of the week continuation of care is not guaranteed.
2. If payment is not received at the end of the week parents will receive notification that care will be discontinued in two weeks' time and that the arrears will be sent to a collections agency.
3. Payment plans for arrears may be considered by the corporate office only. Failure to honour payment plan commitments will result in termination of care and arrears will be forwarded to a collection agency.
4. A \$20.00 administration fee will be charged for each non-sufficient funds (NSF) cheque. Parents who have given two NSF will be required to pay fees by cash or money order at the start of the week – cheques will no longer be accepted.
5. Parents are required to maintain a current membership for each child. Memberships are \$20.00/year and are non-refundable.
6. If you do not pick up your child(ren) by programs end a flat fee of \$5.00 will be applied for the first fifteen minutes past time. After fifteen minutes an additional charge of \$1.00/minute will be applied. This fee will apply even if you do call to inform us that you're running late; though the courtesy would be appreciated. Parents who are

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late will sign a slip acknowledging the time of arrival. The amount owing will be presented to the parent in writing, and payment is due within two (2) days.

Attendance Safety:

In order to ensure your child's safety, please notify the center when your child will not be attending program.

Before, Toddler and Preschool Care	(before 8:00am, day of)
Evening Care and After School Program	(before 1:00pm, day of)

Childcare Location

Niagara Falls Center, 8800 McLeod Rd.	905-357-2444
St. Gabriel Lalemont School, 6121 Vine St.	905-354-0333
Queen Elizabeth Center, 2 Facer St.	905-937-1072
Prince of Wales School, 95 Facer St.	905-937-1072
Fort Erie Center, 20 Lewis St.	905-871-2592

In the event that a child is not at their scheduled pick-up site from school and the Club has not been notified that they will not be attending, phone calls will be made to parent(s)/guardian(s) using all available numbers to confirm the location of the child. If a parent/guardian is not reached, secondary contacts on the membership form will be contacted in attempts to confirm the child's whereabouts. Police will be called as last attempts to ensure all safety of our children.

Tracking down the whereabouts of a child who is not at their scheduled location prevents the center from operating at its peak efficiency. If this becomes a reoccurring concern, the following actions will be taken:

- Letter of warning that services/programs may no longer be available;
- Program termination.

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Withdrawal due to non-payment:

The Boys and Girls Club requires two weeks advance written notification if your child(ren) will be away on vacation. There will be two week vacation from September through June. Summer camp schedules are to be filled out for the summer vacation

A two (2) week written notice must be given to the front desk for any child being withdrawn from the program. Parents/Guardians not giving two (2) weeks' notice are financially responsible for those two weeks of fees.

9.0 Behaviour Management Policy

In accordance with the Day Nurseries Act (DNA) all staff, students and volunteers must read and sign the Behaviour Management Policy when they begin their employment/placement and annually thereafter.

Child Guidance Techniques

- Children will be guided in a positive manner that is appropriate to their age and developmental level;
- Guidance will assist the children to learn self-discipline and appropriate behaviours;
- Limits or rules of any activity or play area will be clearly outlined to all children. They will be repeated if necessary;
- Regular staff intervention will be in the form of praise, encouraging comments and reminders to children of acceptable behaviour. Where possible, intervention will permit logical consequences;
- All staff will use soft, supportive voices, model acceptable behaviour and will not discuss children's behaviours in front of them;
- All staff will have visual contact of all children at all times and be within proximity to intervene for safety purposes;
- Children in attendance will be supervised by an adult at all times. Student and Volunteer participants in the program are never allowed to be alone with a child or group of children;

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- Snacks and meals – Children will be encouraged to feed themselves and to at least taste all foods. Force feeding or the withholding of any food or drink is not allowed;
- Children in attendance over six hours will rest each day after the noon meal. Anyone unable to sleep after one hour will be allowed to play quietly under supervision;
- Children will be assisted through the washroom routine according to the amount of adult help they require. Hands must be washed after going to the washroom and before handling food;
- Children will be streamed in small groups to the washroom, cloak room, and sleep room and will not be made to wait without teacher directed activities. (ie: Holding circle) Lining up should be discouraged.

Dismissal Policy

When undesirable behaviours have been occurring with a particular child, the following steps are taken:

- Intervention Strategy
- Withdrawal of Privileges
- Quiet Time
- Discussion with Parent

We will contact our Resource Teacher to make every effort to find strategies that will assist your child to be successful in our programs.

If all strategies and options have been exhausted and the behaviour still continues the center has the authority to have a child dismissed from the center for the safety of that child, the other program participants, our staff and/or equipment.

10.0 Health and Wellness Policies

10.1 Illness

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In order to safeguard the health of all children at Boys and Girls Club, we require that children who are ill not be brought to the center. If staff sees that a child shows any symptoms as outlined in Boys and Girls Club Illness Exclusion Policy (see below), the parents will be notified and asked to pick up the child. An ill or contagious child will be isolated from the other children until the parent arrives. Children on antibiotics must be excluded from the Boys and Girls Club for at least the first 24 hours that they are on the antibiotics. A contagious child must remain home for the period as outlined in our Illness Exclusion Policy. At the Unit Manager's discretion, a doctor's certificate may be requested to accompany a child returning to the center who appears to have a highly contagious condition.

Symptoms for exclusion include (but are not limited to):

- Fever higher than 100°F or 37.8°C
- Diarrhea (two or more watery stools within 24 hours)
- Vomiting on two or more occasions during past 24 hours
- A draining rash
- Eye discharge or "Pink-Eye"
- Lice or nits
- Too tired or ill to participate in normal activities

Each illness will be recorded on a monthly health report. Serious illnesses will be reported to the Regional Department of Health Services. We are required to report communicable diseases to the local health department.

10.2 Medication Policy

All participants are required to complete registration forms including a Special Requirement Form if applicable. Special Requirement Forms will alert staff to allergies and special requirements with respect to medicines in order to ensure appropriate care.

Medication may be administered to your child only when your child's physician has prescribed it. Non-prescription drugs will not be administered. All over the counter medications such as Tylenol and cough

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syrups must have a prescription label. Parents are asked to inform your child's caregiver and complete a medication authorization form (available at the front office). The medication must be in its original container and the prescription label must be on the container. The label must have the prescribing doctor's name, the date of issue, instructions for dosage and frequency. Only the supervisor will be responsible for administering the medication, unless absent, where the center designates will be responsible. Medication will be stored in designated locked boxes. No medication should be left in the child's bags.

10.3 Nutrition

All participants are required to complete registration forms including a Special Requirement Form if applicable. Special Requirement Forms will alert staff to allergies and special requirements with respect to medicines in order to ensure appropriate care.

For children participating in the Before and After School program, a nutritious morning and/or afternoon snack(s) will be provided.

For children participating in the Day Care, all lunches are to be provided by the center (Catered by an outside contractor). Please keep in mind that the menus are rotated on weekly schedules.

Children's allergies and special dietary needs will be posted in cooking and serving areas.

Weekly snack and lunch menus will be posted for the current and following week.

No food will be withheld from a child for any reason.

Children are encouraged to try the food, which has been prepared, but are not forced to eat.

After School Care children will be asked to keep any personal food items in their school bags

The Boys and Girls Club of Niagara is a Peanut/Nut aware facility.

10.4 Suspected Child Abuse

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CASES OF SUSPECTED CHILD ABUSE WILL BE DOCUMENTED AND REPORTED AS REQUIRED BY LAW. All records shall be kept in the strictest of confidence

10.5 Clothing and Belongings

At the Boys and Girls Club children are to come prepared to go outside for fresh air and play. Therefore, to ensure that your child can join the fun and have a comfortable day, please ensure they have weather appropriate clothing. Clothing worn by your child should be suitable for play and be easily laundered as they may get dirty (paint, glue, sand, etc.). As the children are encouraged to dress and undress themselves, clothing that is easy to remove is appreciated.

All children should have appropriate indoor/outdoor footwear. Running shoes are required to safely participate in the gymnasium.

ALL daycare participants should have at least two complete changes of clothing including: socks, pants/shorts, underwear, and shirt. A hairbrush or comb is also recommended. Please label all personal belongings with your child's name

Unless it is a special event, please do not send toys from home. This will prevent competition and disappointment.

In the event your child does not have clothing at the club, we will attempt to contact the guardian. We will then provide extra clothing we have on site. Please ensure you launder and return the clothes the following day.

11.0 Parent Concerns

Have a question or concerns?

The Boys and Girls Club takes pride ensuring your child is happy and well during their stay with us. If you have any questions or concerns regarding your child and their program, please call the numbers below and ask to talk to the Unit Manager.

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Niagara Falls: 905-357-2444
St. Catharines: 905-937-1072
Fort Erie: 905-871-2592

FINANCIAL AGREEMENT AND ACKNOWLEDGEMENT OF RULES AND REGULATIONS

After reading the Licensed Care Parent Handbook, please sign below. Your signature below indicates that you have fully read and understood the 2015 Licensed Care Parent Handbook and agree to all terms and conditions contained herein

Parent(s)/Guardian(s) Name: _____

Parent(s)/Guardian(s) Signature: _____

Date: _____

Child(ren) names: _____

I have provided the Boys and Girls Club with the most recent information with respect to my child including emergency contacts and special requirements.

Initial: _____

I agree to keep my child home or make other arrangements if s/he is not well enough to fully participate in daily activities and am prepared to pick up my child if ill within 45 minutes of Club contact.

Initial: _____

I will call the appropriate Boys and Girls Club Unit if my child will be absent for any reason understanding that I will still be charged the daily fee.

Initial: _____

I understand that fees are due for childcare two weeks prior to services rendered and agree to make payment according to the outlined fee schedule.

Initial: _____

I understand a guaranteed spot in licensed care must be paid for. A 2 week written notice must be given to the Club reception for any child being withdrawn. I understand that parents not giving 2 weeks' notice are financially responsible for those two weeks of fees.

Initial: _____

I have read the Parent Handbook and understand the policies and procedures as it pertains to my child's care at the Boys and Girls Club.

Initial: _____

Client _____

Children _____

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Signature _____ Date _____