

Parent/Guardian Guidebook: BGC Daycare – High River Early Learning & Child Care Centre (ELCC)

Welcome to the BGC Foothills Clubs: BGC Daycare – High River. BGC Daycare – High River is an Early Learning & Child Care Centre (ELCC). We are pleased you decided to enroll your child in our ELCC. We are looking forward to getting to know you and your child and meeting your childcare needs and are so pleased to have your child/ren join our Club!

The ELCC Centre provides care for children ages 12 months to five years. Our staff members hold qualifications and training in early childhood development, first aid and food safety. At our ELCC we have an open-door policy; if you have any questions, concerns, or feedback you are welcome to speak with the Centre Director.

Children should expect to make friends, play games, do fun arts and crafts, and learn through exciting new experiences. Like all BGC Foothills Clubs programs, this program is based on the cornerstones of child development: Physical Activity, Health & Safety; Learning Development; Leadership, Personal Growth & Empowerment; and Community Service. These cornerstones are the basis of all BGC Foothills Clubs activities.

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.

Hours of Operation:

- **BGC Daycare – High River:** from 6:30 am – 6:00 pm

Enrolment Requirements:

Children aged 12 months – 5 years (excluding children that are currently enrolled in Kindergarten. KinderCare programming is available at our High River Out of School Care (OSC) program) may attend BGCF ELCC centres. For site-specific information, please speak to your Centre Director.

Registration forms must be filled out in full. It is the parent/guardian's responsibility to ensure that information on the forms is updated as it changes.

Club Closures:

BGCF locations are closed on all Statutory Holidays including:

New Year's Day	Victoria Day	Truth & Reconciliation Day (Staff Training Day)
Family Day	Canada Day	Thanksgiving Day
Good Friday	Heritage Day	Remembrance Day
Easter Monday	Labour Day	Christmas Day & Boxing Day

In addition, all BGCF locations are closed over the week of Christmas. For specific location closures, please speak to your Centre Director.

Website: (www.bgcfoothills.com)

Registration Forms and Club information can be found on our website.

Keep up to date on our activities through our BGC Foothills Clubs Facebook page (@BGCFCanada) or Instagram page (BGCfoothills)

<u>ELCC – Program Fees</u>	<u>Full-time (100+ hrs/mth)</u>	<u>Part-time (50-100 hrs/mth)</u>
12 to 18 months	\$954/month	\$477/month
19 months to 2 years 11 months	\$901/month	\$450.50/month
3 to 4 years 11 months	\$848/month	\$424/month
5 years + (NOT KinderCare)	\$795/month	\$397.50/month
Membership Fee	\$35/year/child	\$35/year/child

Please Note:

Full-time:

Full-time care is considered 100 or more hours per month.

Part-time:

Part-time care is considered 50 -100 hours or less.

(Anyone registering 50 hours or less is not eligible for the Affordability Grant.)

Please Note: Preference will be given to those families who register for full-time care.

Alberta Childcare Subsidy

Subsidy is available. Please ask the Centre Director for more information and/or you can check online at: <https://www.alberta.ca/child-care-subsidy.aspx>

Attendance and Payment for Services:

PLEASE NOTE: Childcare payments are based on the days that are pre-booked and agreed to use the childcare, not on actual attendance. Payment is due whether the child is present or not. This includes sick time and vacation time.

PLEASE NOTE: Parents/guardians are paying for a childcare spot for their child and the childcare spot must be secured by the on-time payment.

Parents/guardians accessing childcare subsidy will have to pay above and beyond subsidy coverage. Parents/Guardians are required to confirm with the Program Supervisor the Program name and Program ID of the Club location for their subsidy application.

Invoicing & Receiving of Payments Procedure:

Step 1: Fee Invoicing

- Families are invoiced one month ahead for the next month's childcare fees.
- Breakdown of fees is done by room category and per Club location.
- An invoice for fees owing is generated through the TimeSaver system.
- Fee invoices are sent directly to the email address provided by the family. (This is typically the email address that the family used at the time of registration. It is the family's responsibility to ensure updated records are provided to the BGC Foothills Clubs. To change an email address, please email our Finance Department at FinanceBGCF@gmail.com)

Step 2: Collection of Fees (Method of Payments)

Payment for services can be made via the following options:

- E-transfer (bgcfetransfer@gmail.com)
- Cheque (made out to Boys and Girls Clubs of the Foothills)
- Credit card @ Option Pay (<https://www.optionpay.ca/payment/boys-girls-clubs-of-the-foothills/index.php> - 3% handling fee applies)

Step 3: Receiving Payments for Fees

- Receiving payment to all methods of payment mentioned.
- All fee payments should have the following information:
 - Club location (for example, BGC Daycare – High River)
 - Parent/Guardian's name,
 - Child's name,
 - Email address,
 - Invoice number
- Payments are received and recorded in the TimeSver system.
- Receipts are issued once payment is received through the TimeSver system.
- All payments received are recorded to our SAGE system for Bookkeeping and Financial accountabilities.

Any questions regarding invoices should be directed to our Finance Department at FinanceBGCF@gmail.com

NSF Cheques

NSF cheques will be charged an additional \$25.00 on top of the program fee to be paid in cash or a certified cheque.

Missed Payments:

If a parent/guardian is unable to pay childcare fees, they are required to contact Shirley Puttock, CEO as soon as possible to arrange a payment schedule. Shirley can be reached via email at exdirect@telus.net or by phone at 403-470-0521.

If payment for childcare fees is 30 days late without a payment arrangement made, childcare services will be suspended until payment is received and a payment plan is in place.

At 60 days past due, the amount owing will be sent to a collection agency, along with an additional month's fee in lieu of one calendar month termination notice. Should an overdue account be sent to the collection agency, the parent/guardian will also be responsible for covering any additional fees or commissions charged for their services.

Termination of Care

To end your childcare services with BGC Foothills Clubs, we require one calendar month. This means the client's family must provide the program notice, in writing on the last business of the month prior. For example, to end care for February 1 notice must be received on the last day of business of December. Contracts are NOT able to be cancelled with 30 days' notice, or from a specific day of the month. Should a family cease care before the one calendar month required notice, they will be

charged for a full month of care.

Personal Information Changes:

It is the parent/guardian's responsibility to promptly notify the program in writing of any changes in address, telephone numbers, health information, and emergency contacts. For your child's sake, we ask that all information in your file be kept current. Further, it is a licensing requirement that parents/guardians provide specific pertinent up-to-date information. It is important to the care of all children that parents/guardians agree to discuss any information about their child that will be beneficial to the smooth and safe operation of the program. We hold any such information in strict confidence.

Fundraising:

BGC Foothills Clubs is a charitable organization dedicated to the personal growth and development of children and youth. We are committed to providing the highest quality programs and services for parents/guardians and their children.

Since 1994, the BGC Foothills Clubs (BGCF) programs have expanded substantially. Growing from a single location in Black Diamond to multiple locations across southern Alberta, the BGC Foothills Clubs continues to provide support to local children and youth living in Calgary, Eden Valley Reserve, Longview, Diamond Valley (formerly the Towns of Black Diamond and Turner Valley), High River, Blackie, Cayley, Foothills County, Nanton, MD of Willow Creek, Vulcan and Vulcan County.

BGCF currently provides programs and services for hundreds of children and youth, 12 months -18 years of age. Programs include but are not limited to licensed Early Learning & Childcare Centres (previously known as Daycare), KinderCare, licensed Out of School Programs (including both before and after school programming), School Professional Development (PD Days), Summer Day Camps, breakfast programs, Food Security Programs, Recreational and Social Development Programs for Youth, Family Outreach Services and Youth Resource Centres.

We rely not only on parent fees but also on grants and fundraising to ensure we can continue to offer these programs, services and activities for staffing, and to buy materials and equipment. To maintain these vital programs, we ask that you support our fundraising efforts. We have regular raffles, bottle drives and meat sales to name a few, your support is greatly appreciated!

Volunteering

BGC Foothills Clubs takes pride in its strong relationships with families and our community and in that we hope that our families will volunteer to support their Club.

There are numerous opportunities throughout the year, playground clean-ups, bottle drives, basic maintenance, painting, and décor. Your help and support go a long way to maintaining our outdoor play areas, building and grounds. If you are interested in volunteering in our Club classrooms, please speak to your Centre Director.

Before volunteering, a complete application including Criminal Record with a Vulnerable Sector Check will be required.

Child/Staff Ratio

Child/Staff Ratios are mandated by the Government of Alberta and are based on the ages of

children attending the program.

For specific details of ratios, please speak to your Centre Director.

Child Pick-Up:

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/guardian can give permission, written (via email or text) for a third party to pick up their child(ren). Staff will ask the person for photographic identification if they are unfamiliar with the pick-up person.

Parents/guardians are expected to be punctual when picking children up from the program. Notice of late pick-up is expected from parents/guardians. Late fees may apply at the rate of \$1.00/minute/child after the regularly scheduled closing of the program.

First Aid:

All staff members are required to have a current first aid certificate.

What to bring to Club:

Children **must** have indoor shoes and socks on at all times when in Club. Also please note that BGC Foothills Clubs spends an enormous amount of time outdoors it is important that your child dress appropriately for the weather conditions. Our policy is that children will go outside until it reaches temperatures below -22 C or above 28 degrees Celsius. (Situation Dependent on wind and other factors) Children who do not have proper outerwear may be refused care if their safety is at risk this includes both winter and summer months.

Meals and Snacks:

At this time, parents/guardians are responsible to provide meals and snacks for their children. **It is the parent/guardian's responsibility to keep staff updated on all food allergies and special diets.** If a child has an allergy or a restriction to any food, please advise the Centre Director.

Medication:

A staff member may administer or allow the administration of patent or prescribed medication to a child only where:

- The written consent of a parent/guardian has been obtained.
- The medication is in the original labelled container.
- The medication is administered according to labelled directions.
- There is written parental authorization on file that allows a child to self-medicate under the observation of staff.

Illness:

BGC Foothills Clubs has an Illness Policy in place. We ask that you do not send your child to Club if they have:

- A fever (38 °C)
- Have a continuous cough
- Have thick mucus (green or yellow) from their nose
- Have loose watery bowel movements -diarrhea
- Are vomiting

- Unexplained rash
- Eye redness or weeping discharge from the eye

Children should be kept home for a minimum of twenty-four (24) hours if they have any of the above symptoms. Likewise, should your child be sent home with illness, your child should not return for a minimum of twenty-four (24) hours.

If the Club has an outbreak of contagious sickness (determined by AHS) of two or more cases of illness your child should be kept home for a minimum of 48 hours.

Accident or Incident:

BGC Foothills Clubs wants to ensure open communication with all families.

Parents/guardians will be promptly notified if your child has a misadventure and appropriate Incident Intake Procedures will be taken.

If a child requires medical attention, an ambulance may be called. Parents/guardians will be notified as to the hospital for which the ambulance is destined.

Discipline:

This program will ensure a safe, happy and secure environment for all children through reasonable disciplinary practices which include:

- Setting limits
- Setting standards for behaviour
- Providing explanations
- Providing choices
- Being firm but flexible
- Anticipating the child's needs
- Recognizing child differences in age, temperament and experience
- Ignoring inappropriate behaviour where appropriate
- Distracting and removing the child from the situation

*Behaviour contracts will be implemented for continuing problems.

If we cannot resolve the conflict, we will ask for your advice and help in solving the problem. If your child is having difficulties with anyone or anything at the program, please let us know.

The Right to Refuse:

The safety of all children in the program is our first priority. If we cannot cooperatively work out a solution for inappropriate behaviour that jeopardizes the safety of the children and/or BGC Foothills Clubs staff or causes constant disruption of the program, that child may be asked to leave the program.

Parent/Guardian Code of Conduct:

All parents/guardians will be required to sign a Code of Conduct before the finalization of their child(ren)'s registration for childcare services.

Confidentiality:

This program is regulated under The *Personal Information Protection Act* (PIPA) is Alberta's private sector privacy law. A copy can be found at https://kings-printer.alberta.ca/570.cfm?frm_isbn=9780779843312&search_by=link

All staff and volunteers must treat student and family information as confidential.

Contact Information:

Shirley Puttock (CEO)

Cell: 403-470-0521

Nicole Van Langen (Director of Operations)

Cell: 403-625-8841