



Boys & Girls Clubs  
of Calgary

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# PARENT HANDBOOK

## Community Clubs

Boys and Girls Clubs of Calgary

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info@bgcc.ab.ca

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

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Boys & Girls Clubs  
of Calgary

Dear Parents/Guardians:

We wish to welcome you and your family to the Boys and Girls Clubs of Calgary (BGCC) Community Club.

This parent handbook has been designed to introduce you to the policies and procedures of the Club in which you have registered your child. Our Club programs are designed to provide a safe, supportive and fun environment where children ages 6 and up can build positive relationships, overcome barriers, experience new opportunities, and develop confidence and skills for life.

The majority of our programs operate in the afterschool and evening periods. Program staff can provide you with a detailed program schedule and dates for the current school year. We invite you to seek information, clarification or more details regarding the programs and opportunities your child is involved in and the environment in which they are participating.

If you have any comments or questions regarding this manual or the Club programs, please contact the Community Coordinator at your Club.

We look forward to serving you and your family.

Sincerely,

Boys and Girls Clubs of Calgary Community Clubs Team

## Program and Agency Philosophy

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### **Mission**

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.

### **Vision**

All children and youth discover and achieve their dreams and grow up to be healthy, successful and active participants in society.

### **Our Core Values**

#### *Belonging*

We welcome everyone in a safe, accepting environment based on belonging and positive relationships.

#### *Respect*

We ensure that everyone – children, youth, families, volunteers, staff – is heard, respected, valued and treated fairly.

#### *Encouragement and Support*

We encourage and support every child and youth to play, learn and grow to achieve their dreams.

#### *Working Together*

We work together with young people, families, volunteers, our communities and government.

#### *Speaking Out*

We speak out with children, youth and families so that we can make our world better.

### **Code of Ethics**

The Boys and Girls Clubs of Calgary staff and programs are guided by a code of ethics that helps us to make good decisions in the best interests of you and your family. If you ever want to read the code or know what it says please ask a staff person, they can get you a copy.

## **Program Locations and Contact information**

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Boys and Girls Clubs of Calgary Community Club locations are as follows:

### **Bowness Boys and Girls Club of Calgary**

36, 7930 Bowness Rd NW  
Calgary, Alberta T3B 0H3  
Phone: 403-571-0517 Fax: 403-571-0519

### **Falconridge Boys and Girls Club of Calgary**

95 Falshire Drive NE  
Calgary, AB T3J 1P7  
Phone: 403-543-9672 Fax: 403-543-9674

### **Forest Lawn Boys and Girls Club of Calgary**

4105 16 Ave SE  
Calgary, Alberta T2A 1L2  
Phone: 403-543-9669 Fax: 403-543-9671

### **Penbrooke Meadows Boys and Girls Club of Calgary**

6098 Penbrooke Dr SE  
Calgary, Alberta T2A 6M7  
Phone: 403-543-9675 Fax: 403-543-9677

### **Pineridge Boys and Girls Club of Calgary**

6012 Rundlehorn Drive NE  
Calgary, Alberta T1Y 2X1  
Phone: 403-543-9678 Fax: 403-543-9680

### **Thornccliffe Boys and Girls Club of Calgary**

6625 - 4 Street NE  
Calgary, Alberta T2K 5C7  
Phone: 403-543-9681 Fax: 403-543-9683

### **Boys and Girls Clubs of Calgary South Programs**

South program takes place at various locations in the South of Calgary. Please contact the program to inquire about these programs and locations.

731 13 Avenue NE  
Calgary, Alberta T2E1C8  
Phone: 403-520-1604 Fax: 403-276-9988

## **Community Clubs Program Information**

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### **Hours of Operation**

Boys and Girls Clubs of Calgary's Community Club hours of operation vary depending on the specific location and programs offered. Please contact your local Community Club for a current schedule.

We are closed on all statutory holidays, please see your Club calendar for additional closures.

### **Program Fees**

**Membership Fee:** At the time of registration you will be asked to pay a Boys and Girls Clubs of Calgary membership fee. This goes toward the cost of registration and administration fees. This membership fee is *non-refundable* and gives your child the opportunity to participate in Community Club programs. In the circumstance that you are not able to afford our membership fee, please speak with the Club Coordinator as we have payment plans.

**Program Fees:** There are additional fees for some of our programs and services. Contact your local Club for more information.

### **Payment Procedure and Policy**

In addition to our annual, non-refundable membership fee there are fees associated with our PD days, summer camps, and other specialty programs. In order to secure your child's place in these programs, payment must be made in full or a payment arrangement must be worked out with the Club upon registration. In the circumstance that you are not able to afford our fees, please speak with the Club Coordinator as we have payment plans and/or subsidies available.

In order to register for upcoming programs please ensure that any outstanding fees have been addressed.

One of our core values is belonging and we will do all we can to ensure that your child has access to the programs and opportunities that we offer.

### **Cancellation or Withdrawal Policy**

If the Boys and Girls Club of Calgary cancels a Club or camp program, a full reimbursement will be issued.

Cancellations made for any BGCC programs by parent/guardian/member less than 14 days before the program start date are non-refundable unless the cancellation is due to medical concerns and accompanied by a doctor's note.

Cancellations made for any BGCC programs by parent/guardian/member more than 14 days before program start date will be refunded minus a \$25 administration fee. Programs with a total cost less than or equal to our administration fee (\$25) are not eligible for a refund (unless for medical reasons, accompanied by a note).

Memberships are non-refundable.

### **Registration and Enrolment Procedures**

Along with this Parent Handbook, you will be required to fill out a membership package for your child. Please ensure that the emergency information provided on the membership form is kept current, informing staff of any changes to phone numbers, addresses, names of emergency contacts etc.

Enrolment is considered complete when the membership and consent forms are filled out in full, signed and the membership fee has been received. Once enrolment is complete you are eligible to register your child in our regular programs. Registration opportunities occur periodically throughout the year. You will need to contact your specific Club location to receive the registration information and program schedule.

If you have any questions or need help understanding the membership form, a Club staff would be happy to assist you. Please contact your local club to schedule an appointment.

### **Attendance/Absences**

For the safety of your child and out of respect for the other children in the program and staff working with the children, we ask that you do not email any specific staff member, please phone the Club to report your child's absences. If a staff cannot be reached, please leave the information on the answering machine. If your child is absent without notice for more than two sessions of a program with a wait list we will be removing your child from the program to make room for another participant.

## **Release of Information**

If you or the program staff feel there would be benefit to sharing information regarding your child/youth between a school, case worker, extended family, doctors, etc. you may fill out a “Consent for Release of Information” form. These are available through your Community Club.

We will not share information about your child with anyone who you have not permitted. The only exception to this is if your child or youth discloses any information that may be putting themselves, their family or the community at risk, our staff have an ethical obligation to ensure the information is passed onto their Coordinator, legal guardian or authorities.

## ***Program Duration***

All of our programs are registered and run between 5-11 weeks. Our regular programs run for an hour and a half to three hours in length.

## ***Program Ratio***

Our programs operate in a maximum 1:15 ratio; meaning there is one adult program leader supervising or running a program for up to fifteen participants. Many programs may operate at a lesser ratio due to safety, capacity, and intentionality.

## ***Program Safety***

Regular inspections are completed by Club staff and coordinator to ensure the physical space both inside and outside the Club is safe for children’s play. We strive to ensure that all toys and play equipment are in good condition and are appropriate for the developmental needs of the children served.

Our Club staff ensure that children’s safety is foremost. Staff complete regular head counts while in program. This includes when entering and exiting vehicles. If parents would like children to check in to confirm their arrival at the Club, children are given access to a Club phone upon arrival.

## ***Your Role***

Parents and guardians are provided with this Parent Handbook upon registration with their Community Club. This handbook provides information specific to the program services, policy and procedures as well as our supervision of children in the program. Throughout the year we ask for open communication, that you ask us any questions or provide us feedback, so that we can improve our services.

We want our families and all of our kids to feel engaged in the Club and to have a sense of ownership in the work that we do. If you are interested in being involved, such as volunteering or helping out, please ask your Community Coordinator how to get involved.





## Support Team

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### ***Club Staff***

All of our Community Clubs have part time and full time staff who are trained and qualified to work with your child/ren. Our Community Clubs have a Club Coordinator and Program Leaders. All of our staff are High Five certified and also receive training in First Aid, Non Violent Crisis Intervention, Applied Suicide Intervention Skills Training (ASIST), Food Safety, Universal Precautions and Medication Administration, Diversity, Social and Emotional Learning, Indigenous Awareness, and more. We hire staff who are passionate about working with children and youth in intentional ways. We invite you to get to know your Club staff so they can better support you and your family.

## What We Believe

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### ***Our Framework***

Our Community Clubs and staff are High Five certified and we operate from the respective framework. High Five is Canada's quality standard for children's recreation and sport programs. High Five holds true to the five principles of healthy child development that research indicates are essential for quality programs:

- A caring adult
- The opportunity to make friends
- The opportunity to play
- The opportunity to master skills
- The opportunity to participate

Our Clubs also operate under the three design guidelines:

- Safe
- Developmentally appropriate
- Welcoming of diversity and uniqueness

If you'd like to know more about High Five, talk to your Community Club or feel free to access their website: [www.highfive.org](http://www.highfive.org)

### ***Our Content***

Boys and Girls Clubs of Calgary Community Clubs offer programs in the critical out of school hour. Each program is focused in one of the following areas:

- Creative Arts
  - Leadership Development
  - Learning and Discovery
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- Positive Connection to Community
- Health and Well Being

Boys and Girls Clubs of Calgary recognize that children and youth forming relationships with caring adults is the most important aspect of healthy development. We work to foster caring relationships with each and every child that we work with. We take all necessary steps to ensure your child will feel emotionally and physically safe while in our Club environment. Participants in our Clubs will feel welcomed, accepted, valued and respected. Members will be able to explore new opportunities and build relevant life skills while attending.

### ***Child Development***

In everything we do, we strive to give your child/ren the opportunity to develop social and emotional skills. We embed opportunities to learn the following skills into our regular program content:

- **Self-awareness:** The ability to accurately recognize one's emotions and thoughts and their influence on behavior. This includes accurately assessing one's strengths and limitations and possessing a well-grounded sense of confidence and optimism.
- **Self-management:** The ability to regulate one's emotions, thoughts, and behaviors effectively in different situations. This includes managing stress, controlling impulses, motivating one self, and setting and working toward achieving personal and academic goals.
- **Social awareness:** The ability to take the perspective of and empathize with others from diverse backgrounds and cultures, to understand social and ethical norms for behavior, and to recognize family, school, and community resources and supports.
- **Relationship skills:** The ability to establish and maintain healthy and rewarding relationships with diverse individuals and groups. This includes communicating clearly, listening actively, cooperating, resisting inappropriate social pressure, negotiating conflict constructively, and seeking and offering help when needed.
- **Responsible decision-making:** The ability to make constructive and respectful choices about personal behavior and social interactions based on consideration of ethical standards, safety concerns, social norms, the realistic evaluation of consequences of various actions, and the well-being of self and others.

If you'd like to hear more about how we are helping your child/ren learn social and emotional skills, feel free to ask a staff member from your Community Club.

## **Our Way of Being**

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### **Child Guidance Policy and Behaviour Expectations**

Boys and Girls Clubs of Calgary are designed so that children and families experience an environment where they are safe, secure, respected and their dignity is protected. The staff/volunteers do not use withholding of basic necessities (food) as a discipline tool or use any form of physical, mental or emotional punishment. Staff/volunteers will use respectful language and encourage children to solve problems in a positive respectful manner. The children will be encouraged to understand the consequence of their actions. Problem solving will be part of many activities, not just situations where there are consequences required.

The Club expectations that are delivered and reviewed on a regular basis with our participants are the following:

- Respect yourself
- Respect others
- Respect the space
- Take Responsibility for your actions

Throughout the year staff and volunteers will continue to work with the children attending the program to understand behavior expectations within the club. Staff will encourage children to behave appropriately by having a positive approach in interactions and by providing a stimulating program. At no time will punitive discipline be used. Consequences will be reasonable under the circumstances.

If a child is having behavior difficulty within the program the following steps will be taken:

1. Staff will use the member's name to gain their attention.
2. Staff will acknowledge the behaviour and state the expectation that is not being met.
3. If the behavior continues, the staff member will discuss expectations with the child a second time.
4. If the behavior continues, the staff member will discuss expectations with the child a third time.
5. If the behavior continues, the child will cease to participate in the activity for a short period of time. A staff member will address the child one-on-one to discuss ways to ensure he/she will succeed in the program.
6. If the child continues to not meet the Club expectations despite the above

measures, the program leader will contact the child's parent/guardian and ask that the child leave the program. (Staff can get permission for the child to walk home or will have the child wait at the Club until a safe adult can pick the child up). The child will be welcome back at program once an individual plan is in place with the parent/guardian.

If the behaviour challenges continue to present in a way that is detrimental to program quality or the safety of other participants, staff and parents will set up a meeting. Staff, parents/guardians, and in some cases the child will meet together to discuss the behavior and a behavior management plan before the child returns to the program.

At all times, staff will maintain a fair, consistent and positive approach to children's behavior.

When children are in conflict with each other, staff will encourage the children to resolve the situation themselves, but assist as necessary. If staff need to speak with you regarding this type of incident, only information related to your child will be discussed.

## **Behaviour Management**

Boys and Girls Clubs of Calgary support and encourage positive behavior management strategies which focus on children and youth's ability to change their own behavior.

### ***The following behavior management strategies may be used:***

- Natural and logical consequences: EXAMPLE: *if a child/youth punches a hole in the wall, the child may hurt their hand and will be involved to pay for and fix the damages that have been caused.*
- Staff or child/youth can ask for time on their own to process situations. Staff will check on you during this time depending on the situation.
- The child/youth may complete restitution for damages as a result of theft, vandalism or property damage
- Police may be involved if a criminal act has been committed.
- If there is a safety issue, authorities may be contacted to ensure the safety of other children/youth and anyone else in the household.
- Staff are trained in Non-violent Crisis Intervention to prevent the child/youth from hurting themselves or others.
- If any privileges have been removed for any reason, an individual plan will be developed with yourself and a staff person to reinstate those privileges.

Boys and Girls Clubs of Calgary prohibit the following forms of behavior management:

- Corporal punishment
- Humiliation
- Degrading Punishment
- Mechanical restraints
- Group punishment for one individual's/youth's behavior;
- Medication for punishment
- Intentionally harmful or abusive practices
- Locked confinement
- Sleep deprivation
- Withholding of meals
- Withholding allowances; unless for restitution or temporarily as a consequence
- Withholding spiritual observances
- Withholding visits and phone contact; with family, Caseworker/guardian, the Children's Advocate or lawyer



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## GRIEVANCE PROCEDURES

All children/youth being served by the Boys and Girls Clubs of Calgary are encouraged to express to a third party any concern or disagreement they have in regards to treatment by any of the Program Leaders. In their role as advocate, Program Leaders will act promptly to ensure that children/youths are assisted through the process to expedite resolution of the situation.

### **The procedure for voicing your concerns through a grievance is as follows:**

1. You can take your grievance to one of your Community Club Program Leaders. Your Program Leader will act promptly when they receive any complaint. All grievances will receive a response within 24 hours.
2. If you are not able to resolve the grievance with a Program Leader you can then take your grievance to the Community Club Program Coordinator. A meeting will be arranged within (1) working day of the request.
3. If you are not able to resolve the grievance with the Coordinator's involvement, the grievance will be brought to the Community Club Program Manager and Agency administrators to be reviewed. The grievance must be in written form at this point and the staff has the responsibility to assist you in writing the grievance and assuring you that the grievance has been taken to administration.
4. The Agency administrators will respond in writing within ten (10) working days of when they receive it. If you are not satisfied with the response, you can take your grievance to the Community Club Director. If you are still unsatisfied with the response, you may take your grievance further to the Senior Director of Services/CEO of Boys and Girls Clubs of Calgary. A copy of your grievance, the Agency's response, and any action taken will be included in your program file. Program Leaders will be informed in writing of your grievance.

Upon registration you will receive a list of contact information for Program Leaders, Club Coordinator and Manager relevant to your Community Club.

**Director of Community Clubs and Experiential Learning: Sarah Knopp Phone: 403-276-9981**

**Senior Director of Services: Kat Main Phone: 403-276-9981**

**Chief Executive Officer: Jeff Dyer Phone: 403-276-9981**

**At any stage during the grievance process the youth and/or his/her guardian has a right to request to have a third party review of the grievance. If the youth is not satisfied with the outcome, he/she can appeal it.**



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## CONFIRMATION OF RIGHTS

My child has the right to access information about Aboriginal Cultural Resources. If I do not know how to do this, staff will assist me.

My child has the right to access information about Cultural Resources. If I do not know how to do this, staff will assist me.

My child has the right to access information about LGBTQ2S+ resources. If I do not know how to do this, staff will assist me.

I have the right to lodge a grievance on behalf of my child and have been informed of the grievance procedure and understand what I need to do if I have concerns and/or issues.

My child has the right to spiritual observances.

I have the right to review my child's Consent to Release Information(s) every 3 months.

At any point during your time with us you have the right to review any information that is in your file. If you would like to do so, please put your request in writing to the Program Coordinator.

I have the right to consent to my child's file being reviewed during accreditation.

I have the right to consent to my child being interviewed during accreditation.

I acknowledge that in all cases that require consent my consent is given voluntarily, without coercion or undue influence and have been fully informed of all aspects of service delivery including, program goals, procedures, treatments, trainings or other intervention methods.

I understand that at any time I have the right to withhold, give and revoke consent on behalf of my child. This process will be reviewed with me every time I renew my membership or register for a program.



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## PRIVACY STATEMENT

Your privacy is important to us. The personal information on this form may be collected, used or disclosed by the Boys and Girls Club of Calgary for the purposes of ensuring the following: the health and safety of your child, appropriate notification for you and care for your child in emergency situations, safe arrival and departure for your child from our program(s), and managing our relationship with you and your child in the best way possible. In addition, we may use or disclose this information to do the following: access program(s) or individual sponsorship and donation opportunities, inform you or your child of our programs and services, maintain updated membership lists, compile anonymous statistics for various reports (annual, funder, program, agency, membership-Boys and Girls Clubs of Canada etc.), tell success stories about our members and programs, comply with our various legal obligations and/or for any other reasonable purpose. Moreover, the disclosure of any personal information to program staff that work with your child may be disclosed by that staff person to the Boys and Girls Club of Calgary for the purposes of guidance, consultation, debriefing, referrals or access to supports, or for the purpose of planning consistent approaches and routines for your child.

The personal information requested on these forms is collected under the authority of Section 33 (c) of the *Alberta Freedom of Information and Protection of Privacy Act* and will be protected under Part 2 of the Act, and of the Personal Information Protection Act, SA 2003 c. p. 6-5.

If you have any questions, please contact the Privacy Officer at 403-276-9981.



## **Safety First**

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### **Arrival and Departure Policy**

When enrolling a child in one of our Community Clubs, parent/guardians are asked to identify the 2 additional people (emergency contacts) who have approval to pick the child up from the program. Any adult not named by the parent/guardian on the registration form will not be allowed to remove the child from the program. In the event of an emergency, if a parent/guardian wishes to have additional people not identified on the form to pick up their child, the parent/guardians must indicate to staff through a phone call or signed note. Please note that Club staff reserve the right to ask to see identification if such person is not on the approved pick-up list.

When your child is picked up, please ensure Club staff are informed so they can document the departure of your child.

In the event that a parent/guardian is late picking up their child (and staff have not received a phone call) the club will begin contacting the parent/guardian. If after fifteen minutes the parent/guardian cannot be reached, staff will contact the emergency contacts that have been provided. If both the parents and the emergency contacts cannot be reached after 30 minutes, Child and Family Services, Southern Alberta Child Intervention Services (SACIS) will be contacted to pick up the child.

We ask that you arrive at the program on time to pick-up your child out of respect for the Club staff. If you are going to be late, please communicate with staff or make other arrangements.

### **Emergency Evacuation Policy and Procedures**

In the event of an emergency evacuation within the Community Clubs the following steps will be followed:

- Staff will have emergency contact information for all children when leaving the Club
- All children and staff are accounted for
- Staff will lead children to the designated location
- If need be parents/guardians will be contacted
- Under no circumstances will anyone re-enter the building unless otherwise instructed by the Supervisor, or the emergency authority (fire, police, EMS).
- Emergency protocols and evacuation plans will be posted in all rooms and by all exits

## **Emergency Drills**

Once every month we practice unannounced drills. At the time of the drill the children are led by staff to follow proper procedure as per the specific drill. For example, in the event of a fire drill, children/youth are escorted single file out of the Community Club to the specified club muster point. For more information on drills, speak with your Community Club Coordinator.

## **Nutrition Policy**

Boys and Girls Clubs of Calgary provide nutritious and balanced snacks to children in our Club.

1. Nutritional snacks will be provided on a regular basis in the after-school program period.
2. All meals and snacks will be prepared and stored as per Health and Safety regulations.
3. Our Clubs strive to be nut free environments.

If your child has specific dietary or allergy restrictions *please ensure you indicate this to staff on both the registration forms and in person.*

## **Off-Site Activity Information**

All off-site activities are planned in advance as per the Boys and Girls Club's trip procedures. You will receive a document informing you of any off-site activities that are planned. Should the off-site information change you will be informed.

## **Health Policy and Procedures**

For the health and safety of all the children and staff in the program, your child will not be admitted into clubs if he/she has the following symptoms:

- Fever
- Head lice
- Nausea, vomiting and diarrhea
- Yellow skin or eyes
- Eye infections, i.e. conjunctivitis (pink eye)
- Severe cold and/or cough
- New or unexplained rash with a fever
- Rapid or difficulty breathing
- Sore throat with fever or swollen glands
- Present ear infection
- Contagious illness such as measles, chicken pox, warts, mumps, etc.

- Having displaying any other illness or symptom the staff members know or believe may indicate that the client poses a health risk to other Club members

If your child shows up to the Club with any of the aforementioned symptoms, parent/guardian will be contacted and expected to arrange for child pick-up immediately.

### **Disease**

- If a child is exposed to or has a contagious disease (as per Schedule 1 of the Communicable Diseases Regulations, e.g. mumps, chicken pox), they must be immediately removed from the program by a parent/guardian and quarantined while awaiting pick-up.
- Staff is required to notify Alberta Health Services and all other parents of the children who have been exposed to the disease verbally and/or in written form.

### **Illness**

- If a child is suspected of becoming ill while in program, staff will assess the child, by assessing their activity level, general physical appearance, and asking them how they feel.
- If a child becomes ill while at the program, the parent/guardian will be informed immediately and asked to pick him/her up.
- Program staff will care for the child while ensuring that other children in the program have limited exposure to the ill child.
- If the parent/guardian is unable to arrange immediate removal of the child from program, staff will stay with that child until the parent/guardian arrives.
- Whenever possible or prudent all parent/guardians of the children who have been exposed to the sick child will be notified verbally and/or in writing.
- All children who become ill or exposed to disease must be symptom free for 24 hours or have a physicians note prior to returning to program.

### **Accidents**

- In case of emergency or serious accident, staff will contact CPS or EMS (911) and access medical attention as necessary.
- Staff will then inform the parents/guardian.
- If the parent/guardian cannot be reached, the emergency contact provided will be informed.
- All Clubs complete Critical Incident Reports on the individual children in the event of disease, illness and accidents. These reports are analyzed on an on-going basis to identify trends or issues.



### **Allergies and Medical Conditions**

- As part of the intake into the program, the parents/guardians will be asked to document any allergies or medical conditions that the child has. In the event that there is a child with an allergy or medical condition, program staff will be made aware and a list of allergies of each individual child will be posted on the child information form that staff have on their person for each program.
- All of our Club facilities are allergy aware and sensitive. We ask that no parent or guardian send their child with any food that contains nuts.

**If your child is feeling unwell, please keep him/her at home – it is the most comfortable place for a child who is ill!**

### **Administration of Medicine**

Prescription and Non-Prescription Medication can only be given to your child as you have outlined on the consent for medication administration in your child/ren's membership package. Please note that all personal prescriptions must be filled by a pharmacist and must have a complete label bearing the physician's name, the child's name and complete direction for administration.

### **How We Learn**

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In order for us to do a good job, we learn from your feedback. Every year we write a report that is sent to the people who give us money to run programs like our Community Clubs. So your feedback is really important to us. We use the information you tell us to make our Community Clubs better for everyone. All of our services and programs are also billed to the people who give us the money to run our programs, so it is important they hear what you have to say too! Our Community Clubs are billed to the United Way of Calgary and Area as well as Family and Community Support Services. If you want to know more about this, just ask!



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*Copy of Parent/Guardian Manual Agreement*

**Club:** \_\_\_\_\_

**Child:** \_\_\_\_\_

**Notices and Information:**

- I will notify the Club if I intend to withdraw my child from any of the programs they are registered in, in order to create room for another child in the program.
- I will notify the staff, either in writing or by phone, if someone other than those listed on the membership form will be picking up my child from the program; otherwise my child will not be permitted to leave the program with any persons not identified in the membership form.
- I will contact the program if my child will not be attending on a particular day, will be late or will be away for an extended period of time.
- I will notify the Community Club in writing of changes to address, work, phone numbers or emergency contact information.
- I will make myself available to discuss with the staff any challenges my child may have, so that we can work out a positive solution for my child while in program.

**Manual:**

*I, \_\_\_\_\_ (Your name), the legal parent/guardian of \_\_\_\_\_ have read, understood and agree to follow the policies and procedures laid out in the parent handbook to the best of my knowledge.*

*I am aware that I can ask for help and clarification at any time regarding any of the information in the handbook.*

*Signed:* \_\_\_\_\_

*Date:* \_\_\_\_\_

*Witness:* \_\_\_\_\_

