



Boys & Girls Clubs
of Calgary



**Boys & Girls Clubs
of Calgary**

Community Clubs Youth Welcome Package

www.boysandgirlsclubsofcalgary.ca



Boys and Girls Clubs of Calgary

How We Roll.....

Our 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.

Our Vision

Our vision is that all children and youth discover and achieve their dreams and are 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.

Community Club Programs

Welcome to Community Clubs! This guide is designed to familiarize you and your family/guardian with our program so you can better understand the services that we provide. You will also find organizational information, program expectations and other guidelines that will be helpful during your time in Clubs. Please speak to one of our team members if you have any questions after reading this manual.

Community Clubs are funded by Calgary Family and Community Support Services (FCSS), United Way, and private donors. Community Clubs provide services in safe, supportive and supervised environments. Services emphasize age-appropriate growth and development through positive interactions between you and staff. Services focus on engaging you in positive pursuits during critical hours, during school breaks, and on evenings and weekends. Community Clubs foster positive social and emotional development through recreation, creative arts, health and well-being, intentional learning and leadership development opportunities as well as family support and community engagement.



What's in it for You?

We make sure there is always enough staff to meet the needs of whoever is in a program and we always make sure we have at least 1 staff for every 15 members. We provide the following services:

Creative Arts and Recreation: Community Clubs offers structured, registered and drop-in programming that focuses on creative expression through the arts, as well as positive recreation activities and sports.

Learning and Discovery: Community Clubs offers programs and opportunities for you to develop an affinity for learning and a sense of curiosity. You can get support with homework and numeracy and literacy development.

Health and Well-Being: We provide information on physical and emotional health, and nutrition and basic needs. Some programs model healthy stress management and self-regulation.

Leadership Development: There are leadership development opportunities in both the Agency and in community settings.

Family Support: The program provides opportunities for families to be together, and to develop social capital and community connections. Clubs may also provide referrals to community-based programs that can benefit families by addressing basic needs, relationships, crisis, growth, and empowerment.

Advocacy and One-on-One Support: We can provide referrals to other programs and services to support youth and their families with basic needs assistance, community referrals and other areas as needed.

Community Clubs believe in providing you and your family with the individual supports you require to be successful and in doing so, you and your family may be referred to other Boys and Girls Clubs of Calgary programs such as: Aboriginal Services, Youth Housing and Shelters, Family Supports, Camp Adventure and Beltline Youth Centre. If you or your family requires additional supports not offered within BGCC then external referrals can be made.



Support Team!

At Boys and Girls Clubs of Calgary all employees are trained professionals who adhere to agency wide mandatory trainings and professional development. Every staff member will receive the following trainings to ensure you and your family receive quality care and services:

- First Aid and CPR level C
- Non Violent Crisis Intervention (NVCi)
- Applied Suicide Intervention Skills Training (ASIST)
- Aboriginal Awareness
- Diversity
- Universal Precautions and Medication Administration
- Food Safety
- High Five
- Social and Emotional Learning

Community Club employees also receive numerous other trainings as deemed necessary to ensure you and your family receive consistent and meaningful services through Boys and Girls Clubs of Calgary.

Check out your local club for a list of current staff.



Who You Can Call for Support

The staff at Community Clubs consist of qualified and talented Program Leaders who are dedicated to providing you with a safe and healthy environment in which you can be exposed to a variety of positive opportunities and experiences. Each Program Leader is responsible for running specific program sessions throughout the week for our members. Youth programming is offered at several of our Club locations. Contact individual Clubs to see what's going on.

Our Community Clubs are located in several communities in Calgary:

Bowness Club: #36, 7930 Bowness Rd. NW, Calgary, Ab, T3B 0H3 (P) 403-571-0517

Falconridge Club: 95 Falshire Dr. NE, Calgary, Ab, T3J 1P7 (P) 403-543-9672

Forest Lawn Club: 4105 16 Avenue SE, Calgary, Ab, T2A 1L2 (P) 403-543-9669

Hangar Club: 731 13 Avenue NE, Calgary, Ab, T2E 3Z5 (P) 403-717-2696

Penbrooke Club: 6098, Penbrooke Dr. NE, Calgary, Ab, T2A 6M7 (P) 403-543-9675

Pineridge Club: 6012 Rundlehorn Dr. NE, Calgary, Ab, T1Y 2X1 (P) 403-543-9678

Thornclyffe Club: 6625, 4 Street NE, Calgary, Ab, T2K 5C7 (P) 403-543-9681

If you have any questions or concerns, if you would like a schedule or if you would like to know the hours of operation please give us a call and one of our staff will be able to assist you.

You can also connect with our Keystone or YEAR programs on Facebook... follow us, or send us a message!

For after-hours assistance or support, please call one of the following:

- The Distress Centre 403-266-1605
- Non-emergency Police Service 403-266-1234



What We Believe

You should have access to opportunities for participating in activities in areas like creative arts and recreation, health and wellbeing, leadership development, family and community, learning and discovery. These opportunities should be affordable, high quality and culturally appropriate. We believe every youth should be able to grow up healthy in positive places with supportive people.

What Support Looks Like

Community Clubs are open for you to drop in at certain times and participate in different activities or just to find a supportive person to talk to. There are lots of opportunities for registered programs throughout the year as well, these include cooking, theatrical arts, sports, educational supports, and leadership. Programs are offered in a welcoming environment where you can meet friends and feel safe. To learn more about what programs are offered each day check out the schedule at the Club or online.

At Community Clubs we want to support and encourage you to achieve your best whether that means becoming a leader, getting involved in your community, getting a job, planning for your future, improving your grades, or exploring an interest or hobby.

We encourage you to share your goals with a staff member so we can help you reach them!

Your Input is Important to Us

At Community Clubs it is very important to us that we provide quality care and service to you; the best way to ensure we are doing this is to hear from you! Gathering this information can be done in a couple different ways:

- Pre and Post Surveys- we may ask you to complete a survey during your first visit to the Community Club and then another one with the same questions after you have been a member for a while to find out how the Community Club has helped you.
- Satisfaction Surveys- we will ask you periodically, what programs you find helpful at the Community Club and if you have any ideas on what else we could offer to you.
- You are always welcome to share your thoughts to any staff member at any time.

What's Next for You?

Youth between the ages of 12 to 17 (or still attending High School) are welcome at Community Clubs. When you turn 18 or graduate from High School (whichever comes later) you will age out of the program and will no longer be eligible to receive services. However, we do want to stay connected with you!

When you transition out of the program, please ask us about volunteer opportunities and ways to be involved in Community Clubs and other BGCC programs. We can also make a referral to other BGCC programs such as the Beltline Youth Centre



Our Way of Being

Treat all members, staff, and property at the Community Club with respect; this includes speaking with respect to everyone in the club, treating others with kindness, cleaning up after ourselves, keeping feet off of furniture, taking proper care of the technology and furniture, and returning things when you are finished.

We use respectful language in our spaces. Rude, offensive and aggressive language will not be tolerated.

The office is for staff, please ask permission if you would like in.

You may use the office phone (ask staff) only to call parents/workers/guardians, and for emergencies

If you eat or drink anything, make sure to throw your garbage out

We use appropriate physical contact in our spaces. Inappropriate physical contact or fighting will not be tolerated.

We are a drug and alcohol free space and expect sobriety. Cigarettes must be out of sight in the building; our no smoking policy includes E-cigarettes and vape devices.

Computer use is primarily for education and employment purposes. On occasion, you may be permitted to use Community Club technology for other things. This will be determined by staff.

Anything that is watched on the TV or a computer must be rated PG 13 or less. Any shows, movies, photos, or music videos that contain violence, drug/alcohol promotion, crime, discriminatory images or language, or disrespectful language cannot be viewed at Community Clubs unless they are part of an intentional, staff-led, program.

In the event that there is an infraction of one or more of these guidelines, you may be asked to leave the centre immediately. In order to have privileges restored, you must meet with Club staff to discuss the issue. Any further action will be determined on a case by case basis.

We will do everything in our power to resolve any conflicts that arise, including tailored plans for youth who have repeatedly violated Community Club and BGCC guidelines. In the event of extreme or severe violent behaviour and/or illegal behaviour that puts our members and staff at risk, we reserve the right to revoke service privileges and youth will no longer be permitted on the property. In this event, all efforts to refer you to an appropriate resource for your continued needs, will be made.



Behaviour Management

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

The following behavior management strategies may be used:

- Natural and logical consequences: EXAMPLE: *if you punch a hole in the wall, you may hurt your hand and you may have to pay and fix the damages that have been caused.*
- Staff or youth can ask for time on their own to process situations. Staff will check on you during this time depending on the situation.
- The 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, Police may be contacted to ensure the safety of other youth and anyone else in the program.
- Staff are trained in Applied Suicide Intervention Skills Training and Non-violent Crisis Intervention to prevent the 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
- Physical or mechanical restraints
- Group punishment for one individual's/youth's behavior;
- Medication for punishment
- Intentionally harmful or abusive practices
- Locked confinement/seclusion
- 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



Confirmation of Youth's Rights

I would like information on Aboriginal Cultural Resources

I would like information on other Cultural Resources.

I would like information on LGBTQ2S+ Resources.

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

I have the right to spiritual observances

I have the right to review my Consent to Release Information.

I have the right to be involved in the creation of my goals for the next three month period.

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 and give it to the Program Coordinator.

I have the right to consent ¹to my file being reviewed during accreditation.

I have the right to consent to be 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. This process will be reviewed with me every time service plans are reviewed.



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 staff. In their role as advocate, program staff 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 he/she receives 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 Staff 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 Clubs and Experiential Learning: Dylan Oosterveld Phone: 403-520-1519

Senior Director of Services: Katie Davies 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.



Privacy Statement

Your privacy is important to us. The personal information may be collected, used or disclosed by the Boys and Girls Club of Calgary for the purposes of ensuring the following: your health and safety, appropriate notification and your care in emergency situations, safe arrival and departure from our program(s), and managing our relationship with you 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 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 you 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 you

Personal information is collected under the provisions 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.5-6.

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

Safety First...

At all our Community Clubs, safety is a priority, and in order to ensure the safety of our youth and staff we have policies and procedures that we follow to ensure everyone is prepared in the event of an emergency. Once per month youth and staff at all Community Clubs will participate in an emergency evacuation drill, the drills we will practice are:

- Fire
- Lock down/armed intruder
- Natural Disaster (tornado/lightning/flood)

We also ensure that all youth and staff know where to find the following:

- Fire extinguishers (well-marked in each Club)
- Emergency exits (posted next to the door in all rooms)
- Evacuation plans (posted next to the door in all rooms)
- Muster point (well-signed at each Club)
- First aid kits (located in Staff office and additional locations)
- Telephone (in the Staff office)
- In the event of an emergency, your emergency contact will be notified by a Club staff member.



Did You Know?

At Community Clubs we have a number of outcomes we work towards. These include:

- Helping you build a positive sense of self
- Helping you develop self-awareness and explore healthy relationship skills
- Supporting you to live a healthy, active lifestyle
- Supporting you to develop positive social skills
- Helping you identify and reach your unique goals
- Helping you discover your passions through creative arts, recreation, and leadership development opportunities.
- Supporting you to be more connected with your community and your family

How We Learn

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 programs better for everyone. All our services and programs are made possible by our generous funders so it is important they hear what you have to say too! The Community Clubs are funded by Family and Community Support Services (FCSS), the United Way of Calgary, and private donors. If you want to know more about this, just ask!

If you have any questions or concerns about why this information is required or how it will be used, do not hesitate to contact the Club Coordinator.