



FAIRFIELD GONZALES
COMMUNITY ASSOCIATION
the place to connect

Parent/Guardian Handbook
Youth Programs

Fairfield Gonzales Community Association



Our neighbourhood of Fairfield Gonzales is located on the traditional, unceded (never surrendered) territories of the Lkwungen (Songhees) peoples. Recognizing the violence of this colonialism is a first step toward healing individuals & communities and is a critical part of demonstrating respect for the Indigenous peoples of British Columbia, the traditional stewards of this land. Our Centre acknowledges this is a current, active state requiring thought, respect and participation, rather than a token note of past history.

WELCOME

Welcome to the Fairfield Gonzales Community Association (FGCA) Youth Programs. The FGCA is a charitable society that is governed by a board of directors. Our vision is to create foster a connected, collaborative, inclusive, welcoming and sustainable community and our work is guided by our core values: inclusion, integrity, equity, connection, collaboration and diversity. We look forward to creating positive and lasting relationships with you and your child(ren).

EXECUTIVE TEAM'S NOTE

On behalf of the Board of Directors and Youth Programs Manager, we warmly welcome your family to our Youth Programs. We look forward to building healthy relationships, building strong community and creating happy memories.

CONTACT INFORMATION

YOUTH PROGRAMS

Adam Rayburn

TEL: 250-661-5112

Email: youth@fairfieldcommunity.ca

CHILD CARE COORDINATOR

Evan Pepper

Tel: 250-382-4604 ext. 101

Email: childcare@fairfieldcommunity.ca

CO-EXECUTIVE DIRECTOR

Kristina Wilcox

Tel: 250-382-4604 ext. 105

Email: kwilcox@fairfieldcommunity.ca

FAIRFIELD COMMUNITY PLACE

Youth Space location

1330 Fairfield Road, Victoria BC V8S5J1

Tel: 250-382-4604

Email: place@fairfieldcommunity.ca

Web: www.fairfieldcommunity.ca

YOUTH PROGRAMS PHILOSOPHY

Our staff view youth as capable individuals with their own ideas, cultural beliefs, interests and abilities and strive to provide a safe environment physically, intellectually, mentally and emotionally. The FGCA believes that youth grow, play and learn, as well as explore and construct knowledge about the world around them through peer and play based experiences. While recognizing family diversity and structure, our program encourages the development of positive relationships as well as respectful communication between youth, staff, and families.

OUR STAFF

FGCA employees possess a range of skills and educational backgrounds. All childcare employees must meet specific FGCA guidelines, including: standard first aid/CPR C, a criminal record check clearance, and three work-related references.

As a large employer, the FGCA is fortunate to be well-resourced for backfilling absent regular staff. We make attempts to ensure the same faces are appearing in program; however, it is important to note that this is not always feasible and sometimes there will be new faces in program.

PROGRAM HOURS

The FGCA operates several Youth programs from September to June and programs run congruent to the [SD61 School Calendar](#). This means that unless specified, program does not run when school is closed. Specified school closure camps include Pro-D Days, Early Dismissal Days, Spring Break Camp and/or Summer Camp.

Program Closures

The FGCA is closed for all STAT holidays

New Year's Day	Canada Day	Remembrance Day
Good Friday	BC Day	Christmas Day
Easter Monday	Labour Day	Boxing Day
Victoria Day	Thanksgiving Day	Family Day
National Day Truth & Reconciliation Day		

As well, youth programs do not operate during School District 61's winter break, one week of Spring Break and during the summer.

YOUTH PROGRAMS & FEE STRUCTURE

PROGRAM	DAYS	AGES	LOCATION	HOURS	FEES
YOUTH ZONE (Registered program)	Monday-Friday	Grade 5-6	Youth Space @ 1330 Fairfield Road	School Dismissal – 5:30pm	\$350/month
PRO-D Camp (Registered)	School Closure Days	Grade 5-6	Youth Space @ 1330 Fairfield Road	9:00am-5:00pm	\$45/day
Drop-In Youth care	Monday-Friday. Check	Grade 5-6	Youth Space @ 1330	School Dismissal – 5:30pm	\$30/Day

	with Manager for availability		Fairfield Road		
JUMP N' START (By referral only)	Thursday & Friday		George Jay Elementary & Central Middle School	School Dismissal- 5:30	N/A

PROGRAM OVERVIEWS

Spring Camp and Summer Camp

- Spring and summer camps, if offered, will be held at the Fairfield Community Place (1330 Fairfield Road) from 9:00am-5:00pm. Our Spring and Summer Camps program are offered to Youth in Grades 5-7. The group will take advantage of the many amenities in the city to create a fun and engaging atmosphere within our Youth space.

Youth Zone

Youth Zone is a registered program that runs Monday to Friday throughout the school year. Program is operated out of the Youth Space located at 1330 Fairfield Road.

Children who attend Margaret Jenkins Elementary school utilize public transit to access the program. Leaders facilitate transport until the group is comfortable.

Our Youth program offers activities that encourage the physical development of youth, which encourage the development of large and small muscle skills appropriate to each child's level of development. Activities include, but are not limited to:

- Field games
- Organized group games
- Self-directed active games
- Playground play
- Independent play

Jump N' Start

Jump N' Start is a program that is delivered in partnership between the Fairfield Community Association, George Jay Elementary School, and Central Middle School with assistance from the Ministry of Children and Family Development. We provide an opportunity for youth to spend time after school with a small group of peers and supportive staff. The program includes trips to local attractions, recreational activities, arts and crafts, games and cooking.

The group is relaxed, voluntary, and combines both planned activities and informal social interaction. It is a weekly meeting to provide youth with the opportunity to have a lot of fun and enjoy a safe environment.

The group has four goals:

- Build a community of kids
- Expose children to community activities where they have the opportunity to try new things
- Promote self-esteem, social interaction and become a place for kids to develop their voice
- Identify community resources that kids can access themselves or with their families

G.O.A.T. Zone Friday Night Drop-In

G.O.A.T. Zone is a by-donation drop-in program exclusively for middle school-aged Youth, in grades 6-8, from 6:30pm-9:00pm.

Youth might find themselves playing pool, air hockey, instruments or on the computer provided by the program. They might relax with some conversation or a good book, depending on what they feel like doing, in this safe and open-ended program hosted by experienced leaders. Snacks will be served nightly for participants.

G.O.A.T. Zone does not operate on Statutory Holidays, SD 61 closures: Spring Break, Summer Break, and Pro-D Days.

REGISTRATION REQUIREMENTS

Registration forms

- Children registered in Youth Programs at Sir James Douglas or Margaret Jenkins Elementary have priority registration; however, registration is also available for surrounding schools.
- Completed registration packages include:
 - Registration forms
 - PAD form
 - Child's photo (colour)
 - Custody agreement and care plan; if applicable.

PAYMENT REQUIREMENTS

Program financials are managed by the Child Care Coordinator. We use e-mail communication and will use the e-mail you have provided on the registration form. Important information is sent out via e-mail; therefore, please ensure the e-mail provided is accessible at all times, even during holiday breaks. If this is not possible, please provide your preferred method of communication.

- Fees are due on the **1st business day** of each month and are paid via direct withdrawal.
 - Withdrawals will appear on your statement as '*Fairfield Community Association*' or '*FCA*'.
- A completed Pre-Authorized Debit (PAD) authorization form must be provided prior to your first day of care.
 - For families wishing to have more than one benefactor (payee) please complete two separate PAD forms.
 - A VOID cheque must be attached to the PAD agreement. If you are unable to attach a VOID cheque please ensure the financial information is entered correctly. Failure to provide correct information will result in a charge of \$25.00.

Spring and Summer Camp

- Camp payments will be processed on the 15th day of the month. If the 15th day is a weekend or holiday fees will be processed on the next business day.
- If payment is not received by the 1st day of camp your child may not attend until the account has been paid in full.
 - Refer to the refund section for a description of refund policy.
- If your child requires the support of a Support Leader (SL) please discuss care needs with the Youth Manager. While all attempts will be made to provide care for your child, if a SL worker is unavailable the FGCA is unable to guarantee a space.

Here at the FGCA we recognize that there are a number of situations that can cause financial strain, if you need to arrange alternate payment arrangements, please contact your onsite manager.

Late Fee Payment Penalty Procedure

If your payment is not received by the first of the month, a late fee of \$5.00 per day will be charged. If payment is not received in full by the fifth of the month your child(ren) may not return until the account is paid in full.

NSF Penalty Procedure

Should your direct debit payment or cheque be returned to our organization as NSF, we require re-payment. Charges will be applied to your account unless payment by cheque or cash is requested. Re-payment must be in the amount of the original fee plus the \$15.00 NSF penalty charge. Upon the FGCA receiving notification from our financial institution regarding NSF we will send a notification to you via email.

Withdrawal and Refund

- Families must provide the FGCA's Youth Manager with **one month's written notice, received by the 1st day of the preceding month**, to de-register.
In lieu of notice families will be charged one month's fees.
- The withdrawal policy for **Seasonal Camps** requires notice **20 business days** prior to the first of day of camp for a 100% refund, after which, there will be no refunds issued.

PROGRAM EXPECTATIONS

The Youth Zone is a fun and safe space for youth to hang out with friends and develop your confidence and independence.

Outdoor active play

Unless extreme weather is a factor, we go outside every day so please dress your child appropriately for all kinds of weather.

Items required throughout the year

Rain and winter coat with a hood, rain and winter boots, hat and gloves.

Care Plan

If your child requires extra support, or has special medical or behavioural needs, a care plan outlining instructions for specialized care must be created. This will be created by the caregiver, parent and possibly outside resources and will be updated yearly. Your manager may request a care plan and will guide you through the creation of a care plan.

Screen Use

Personal electronic devices are not permitted in the Youth Zone for games and activities. During program time youths will be asked to leave their phone in their own backpack. Exceptions may be granted for special circumstances (e.g., medical conditions, special needs, specific occasions). These requests will be evaluated by the manager on a case-by-case basis.

Youth Zone allows limited access to an in-program computer as well as movie days. Staff will monitor appropriate screen use during these times.

Food and Drink

We promote healthy eating and nutritional habits. Each day we provide a healthy afternoon snack in conjunction with Canada's Food Guide. If your child has specific nutritional requirements, please inform FGCA management and please send extra food in your child's lunch kit to meet their need. If a youth has specific nutritional requirements, we will ensure that all staff at the site understands and complies with these requirements. Safe drinking water is available for all children at all times and we encourage them to drink as much as they would like.

Sunscreen Policy

FGCA Youth Programs staff will supervise and provide direction for the application of sunscreen. The FGCA is not able to supply sunscreen; therefore, families must provide their child with a labelled bottle of sunscreen. We ask that if your child has allergies to sunscreen to provide a reasonable safety plan to ensure that your child will not be at risk of sunburn or sunstroke.

Communication

Along with the program leaders, you will be primarily communicating with the Youth Programs Manager. The Youth Manager is responsible for the programming and registration for Youth Zone, Jump N Start, and Youth Camps

For seasonal camps (spring and summer) and Pro-D days your onsite manager will be the Youth Programs Manager.

We assume that you have received and read our e-mail unless it bounces back as undeliverable. If this occurs we will notify you by phone.

- E-mails include: monthly newsletters, billing notifications and relevant program information. It is the parent's responsibility to:
 - provide accurate contact information
 - read monthly newsletters
 - collect tax receipts
 - inform themselves of out-trips, registration and Pro-D/ED Days
 - notify the FGCA if your personal contact information changes during the year

PROGRAM SIGN-IN

Youth Program

Youth are to sign themselves into program.

Unless parents have previously requested to be notified, if a child does not arrive to program parents WILL NOT be called. If you do wish for us to follow-up with you if your child is not in attendance the following steps will be taken:

- Check message line for parent communication
- Ask teacher and/or school staff (if available) of child's whereabouts
- Call the parents and contact numbers indicated on your registration form
- If by thirty minutes, your child has not been located we will call the police and report your child missing

Absentees (when your child will not be attending our program)

Please inform the manager by phone or email at your earliest convenience so that we can mark it on the attendance.

PROGRAM PICK-UP ~ Youth Program & All-day camps ONLY

There are two options guardians can chose one of two options for program pick-up.

1. Parents can specify that they themselves and/or an authorized pick-up person (as listed on the registration form) will pick-up their child each day by 5:30pm or 5:00pm on Camp Days. If a parent has chosen this option and a child is not picked up by the end of the program, the FGCA will take every measure to ensure a safe release of care. This may involve keeping them at the centre until you are able to get there.
2. Parents can choose to let their child release themselves from the program at or before its scheduled end time. As such, whenever a child desires, they can sign themselves out of the program and make their way home. Access to a phone will always be provided if you wish for your child to call before they exit.

Please indicate your preference on the Youth Registration Form.

Authorized Pick-up

Children may only be released to persons named on the child's registration and emergency form. Authorized pick-up contacts must be responsible adults who are of the legal age of 19. If the staff do not recognize an individual picking up a child, they will ask for photo ID. Three emergency contacts/authorized pick-ups are required on the registration form; however, if you wish to have more than three authorized pick-up persons please complete the '*additional contacts*' form.

Authorizing additional pick-ups

If you wish to have an individual who is not listed on your registration package pick up your child, we require advanced **written** authorization by either completing '*additional contacts*' form, by sending an email or leaving a note with the manager. Pick-up contacts must be responsible adults who are of the legal age 19. If a staff member does not recognize a pick-up person they will ask for photo ID.

- If you wish to have more than three permanent pick-up persons please complete an '*additional contacts*' form. Forms are available through your onsite manager.

Release of Care

Youth are able to sign themselves out of care unless otherwise noted on the registration package. For children who must be signed out by a parent, staff members are not permitted to release children for play-dates or special extra-curricular after school activities without prior authorization.

Alleged Impaired Pick-up

The FGCA will take reasonable steps to prevent suspected impaired persons from gaining access to a child. If a staff member believes the child to be at risk, they will offer to call a taxi, relative or friend to pick up the person and child. As required by law, the FGCA staff may call MCFD and/or the police in the event that a child is taken off premises by an allegedly impaired person.

Non-Notified Absence Penalty Procedure

If we expect your child to attend daily and you plan on your child being absent from program, you must communicate that to the Youth Programs manager prior to **2:30 p.m.** You must state your child(ren) name(s), the date they will be absent from program and the current time. Phone numbers for calling in absences can be found within your programs' contact information.

Late Pick-up

If you are late and your child does not have permission to sign themselves out, after 5:30pm on regular Youth Zone days or after 5:00 pm on Pro-D/Camp days and we have not heard from you, we will take the following steps:

1. We will call you
2. We will call the emergency contacts and authorized pick-up persons
3. If we are unable to reach a contact within half an hour, we will call the Ministry of Children and Family Development (MCFD)
4. The MCFD will take the child into their custody until a parent is located
5. A note will be left at the centre stating where your child may be picked up

Late Pick-Up Penalty Procedure

Should you arrive late to pick up your child(ren) and they do not have permission to sign themselves out, there will be a \$25/per quarter hour charge applied to your account. Verbal or written notification will be given by the onsite manager who will follow-up with you regarding payment. This fee covers the wage of two employees who are required to remain after their working shift to supervise your child. If you choose to pay by cheque or cash, we require the payment prior to your child(ren) attending their next scheduled program day.

HEALTH & SAFETY

Missing Child Onsite & Off-Site

If a child has been accounted for and then goes missing, we will complete a five-minute search of the area, after which, 911 will be called.

Guidance and Discipline Policy

The FGCA will ensure that behavioural guidance is age-appropriate, applies logical consequences and will take into consideration the cultural and individual needs of the child. The FGCA views children as individuals deserving of respect. Our staff support and encourage children to express their feelings, make positive choices and work towards solving their own problems. Our guidance policy is based on the below:

1. Role Modeling
2. Discipline is based on safety, respect and cooperation.
3. A child is not allowed to hurt themselves or others.
4. Children will be given clear, simple and consistent limits regarding appropriate behaviour.
5. Choices will be offered whenever possible
6. Verbal direction and re-direction will be the main means of guidance and discipline.

If it is necessary for the child to have time away from the group, the child will be supervised. Under no circumstances will physical, emotional or verbal punishments be used. The FGCA does not tolerate inappropriate behaviour such as, but not limited to: rude and disrespectful behaviour towards staff, offensive and coarse language, bullying behaviour, verbal and physical aggression or abuse, emotional abuse, malicious behaviour, teasing, cliques, peer pressure, physical discrimination, inappropriate discussion and touching, sexual abuse,

theft, unauthorized absence or departure from program, disrespect of others' belongings and FGCA property. Religious, racist or socio-economic discrimination will not be permitted.

If your child is able to sign themselves out, they will be asked to leave program should issues persist.

Behaviour Management

If a child is having difficulty co-operating in a program the following steps will be taken:

1. Encourage the child to make a positive choice.
2. Using age-appropriate language to explain the importance of appropriate behaviour and redirect the child
3. If child is still non-compliant, offer the choice to (a) follow the expectation or (b) have time away until child is ready to problem solve.
4. If undesirable behaviour continues, the manager and leaders will discuss, and problem solve with the child.
5. If the manager deems it necessary, a phone call to parent/guardian will be made. The parent/guardian may be asked to pick up the child immediately or the child may be asked to leave.
6. A meeting with the manager will be scheduled to discuss concerns and solutions.
7. If the above steps are unsuccessful, a meeting with the Child Care Coordinator or Co-Executive Director will be scheduled and a care plan will be discussed.

All of our staff members are trained to document notable behaviour. The FGCA reserves the right to inform parents that alternate childcare arrangements will need to be made if we feel our safety and behaviour expectations are not being met.

Out-trip Protocol

We follow these out-trip procedures when taking part in activities offsite:

- The FGCA will ensure that parents have reasonable access to their child at all times.
- Out trip information will be available in your program space, in monthly calendars (in the program binder and posted in the room) as well as sent via email prior to your child's out trip.
- We will endeavor to return to the program space between 5:00pm and 5:30pm or between 3:30pm – 4:00pm on Pro D Days.

If you wish to pick your child(ren) up from the out-trip location, or on route, please speak to the manager in advance to arrange pick-up from the out-trip location. If your child is unable or unwilling to attend the out-trip please make arrangements for alternate care. Additionally, please send your child prepared for the out-trip with appropriate attire and food.

Injury and accident procedures

- Should your child sustain an injury that requires medical attention, we will contact you immediately. If we are unable to reach you, we will call the emergency contact person for direction.
- All injuries are documented. Minor injuries such as bumps, bruises, small scrapes or surface cuts will be tended to by staff, documented and brought to the parent's attention at pick-up time.

- Injuries requiring medical attention will be reported to the parent, Manager, Co-Executive Director (Vanya McDonnel) and VIHA licensing.
- If the injury requires immediate medical care we will call 9-1-1.

Outside Play

We carry first aid kits with us at all times, as well as the attendance sheet and the child's emergency forms. It is very important for parents to keep the emergency forms and their registration papers up to date throughout the school year. For additional safety, our playground areas are checked daily by staff as well as inspected monthly by our facility staff.

Emergency Situations

The FGCA staff are trained to follow the FGCA Emergency Procedures. Procedures are posted in program spaces. Programs are equipped with cell phones and staff will make every attempt to contact parents during/after an emergency.

Emergency Closure and Weather Closures

In the event of an emergency (including but not limited to: unforeseen weather, lack of human resources, natural disasters, health emergencies (includes Island Health mandated closures), power failure, renovations or teachers strike), the FGCA will close. If emergency closure is necessary during operating hours we will attempt to contact you by phone to promptly pick up your child. There will be no refunds issued for emergency closures; however, in the event of a closure lasting more than one month, we will assess our feasibility to provide fee credits. Should the region be experiencing dangerous weather conditions, and SD61 closes, the FGCA will also close. Follow the steps below to obtain the most up to date information:

- Check the SD61 website at <http://sd61.bc.ca>.
- Check the FGCA website at www.fairfieldcommunity.ca.
- Call your onsite manager (refer to numbers provided at the beginning of manual)
- Check your e-mail as your onsite manager will endeavor to provide written notification

Custody

We require all legal documentation regarding custody. The FGCA is a neutral body and cannot withhold a child from a parent and will not intervene in custody issues. In the case that we have a copy of a custody order that is not being abided by we will contact all concerned parties. This may include phoning the police and/or MCFD.

FGCA Custody Arrangement Document

We require written paperwork indicating the agreement plan outlined by separated or split families. Both parents/guardians are required to fill out the documentation and paperwork to ensure that information is shared. If you have **joint custody** of your child(ren), payments, pick-up persons and penalty fees will be the responsibility of the first person listed on the registration form. Split payment arrangements must be identified on the registration form. It is the responsibility of all parties involved to create financial arrangements. The FGCA will not mediate nor create split payment arrangements. It is important to note that in the event that notice is given to withdraw your child(ren) from program, we require confirmation from all legal guardians.

If you have **sole custody** of your child(ren) we expect payments, pick up persons and penalty fees to be your sole responsibility. In the event that your child is unable to attend the program due to your account being in arrears, we will notify both guardians.

Alleged Child Abuse

We are **required by law** to call the Ministry of Children and Family Development (MCFD) if we suspect any form of child abuse or if a child discloses concerning information to a staff member. The FGCA staff members are not able to discuss details of legal investigations with families.

Medication and Administering Medication

- Parents must fill out a permission to administer medication form as directed by the manager.
- Medication will be given to the child in the amount and at the time specified by the care plan/parent.
- We will ensure that a child's medication is not accessible to any child, except for children who require access to their own medication (e.g. Epi-pens/insulin).
- Our staff will assist/supervise and document the administration of a child's medication.

Illness and Communicable Disease

Do not send your child to Youth programs if they are sick (e.g. runny nose, cough, fever, stomachache, toothache, infections and earache). If you drop off your child and they are ill we reserve the right to decline care or send them home as we notice the symptoms. If your child becomes ill, immediate arrangements must be made to pick up your child. In the interim, your child will be able to quietly rest in a supervised area. It is the parents' responsibility to inform the onsite manager if their child has contracted a communicable disease (chicken pox, impetigo, etc). This will enable us to alert others as to the health risk. Your child will not be permitted to attend program during this time. Upon returning, the FGCA reserves the right to ask for a physician's note stating health status.

Head Lice

If your child contracts head lice, please inform the onsite manager immediately. As a large childcare provider operating out of a community space, it is important that we control the spread of lice. Therefore, we ask that you do not send your child(ren) back to program until they have been lice free for a minimum of 24hrs and proper treatment has been given. This will also ensure we are able to disinfect all affected areas in a timely manner. For more information please visit Health Link BC at:

<http://www.healthlinkbc.ca/healthfiles/hfile06.stm>

CODE OF CONDUCT

Discharge

The FGCA reserves the right to discharge based on:

- Inability of the child or family to follow FGCA expectations and policies
- Inability of the child or family to adhere to the FGCA's Code of Conduct
- Inability of the program to meet the needs of the child or family
- Refusal to meet with management and failure to communicate regarding the care of your child
- Three late payments, non-payments or NSF cheques
- Three late pick-ups
- Three non-notified absences

In the event that an issue arises, a mandatory meeting will be set with the onsite manager and either the Child Care Coordinator and/or Co-Executive Director. All written warnings will go on file.

In the case that your child is discharged from the program we will provide a pro-rated reimbursement.

Conflict Resolution

At the FGCA we aim to be positive and welcoming to ideas, taking time for people with open listening and being a sounding board. The FGCA believes that a successful program intrinsically relies on the cooperation and cohesiveness of children, their families, staff, the community and various integral outside resources. Our mission is to create a positive space from a basis of supporting families and community.

In the event of a conflict, the FGCA takes a problem solving and family-centered approach. We value open communication, mediation, and encourage parents to discuss any concerns regarding their child(ren) and their child(ren)'s experience in our programs. Managers have an open door policy and will address a parent's/guardian's concerns in a respectful environment. Whenever possible please make an appointment with the onsite manager to assist in discussing the matter in a timely fashion.

In the event that an issue is unresolved between the manager and parent please make an appointment with the Child Care Coordinator. If a resolution is not achieved, please bring the matter to one of the Co-Executive Directors. If, after meeting all of the above, concerns remain, parents may contact the Board of Directors.

Fairfield Gonzales Community Association Code of Conduct

As an association dedicated to enhancing the quality of life in the Fairfield and Gonzales area, we have developed a code of conduct by which we hope to foster positive relations among all. It is understood that all board members, staff, volunteers, participants and users adhere to the following to guide all behaviour and activities related to the FGCA:

- We will interact with respect, courtesy, objectivity and inclusiveness
- We will work towards the good of all community members and not for personal benefit
- We will promote collaboration, cooperation and partnership with each other and with other groups
- We will promote health, wellness and safety for the entire community

We warmly welcome you to the FGCA and hope you and your family make long lasting connections here.