

**After School Care Program  
Parent Information Guide and  
Policies and Procedures – 2011/2012**

**BBBSPG After School Care Program**  
operated at Quinson Elementary in Room 117  
**Program Telephone: 250-961-6895**  
license number: LZEK-87KS48

operated by



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## Introduction

Big Brothers Big Sisters of Prince George (BBBSPG) After School Care Program is a fee for service program of Big Brothers Big Sisters of Prince George.

The program is intended to serve families needing full time, part time or occasional after-school child care for their school aged children. The program is located at Quinson Elementary School (251 South Ogilvie Street) in Room 117 and is licensed to provide services for up to 24 school aged children.

Big Brothers Big Sisters of Prince George and the BBBSPG After School Care program is governed by a volunteer Board of Directors made up of community leaders. The Board of Directors and staff of the Big Brothers Big Sisters of Prince George have assumed the moral and legal responsibility for the safety of the children in our care. To this end we have adopted the policies outlined in this manual.

## Goals and Objectives

The Centre's aim is to provide quality child care and has adopted the following goals and objectives:

1. Provide a setting in which a child may make friends and be challenged through new experiences.
2. Develop the child's respect for self and others.
3. Develop the social, cognitive, creative and physical skills and abilities of a child.
4. Develop the child's sense of well-being.
5. Provide positive role-models and form a quality mentoring relationship with the child.

Our centre is committed to responding to the continuing changes in our community, meeting the needs of the children and their families, and continues to be the leader in children and youth mentoring programs.

### A. Hours of Operation and Program Closures

The program is open from Monday – Friday from 2:30p.m. – 6:00p.m. with the first day of care being Tuesday September 6<sup>th</sup>, 2011 and last day of care for the school year being Thursday June 28<sup>th</sup>, 2012. The program will be closed to observe the following holidays.

- **Thanksgiving** (Monday October 10<sup>th</sup>, 2011)
- **Remembrance Day** (Friday November 11<sup>th</sup>, 2011)
- **New Years Day** (closed Monday January 2<sup>nd</sup> in lieu)
- **Good Friday** (Friday April 6<sup>th</sup>, 2012)
- **Easter Monday** (Monday April 9<sup>th</sup>, 2012)
- **Victoria Day** (Monday May 21<sup>st</sup>, 2012)

The program will be **closed** during the **School District 57 Winter Break** starting on Monday December 19<sup>th</sup>, 2011 through to Friday December 30<sup>th</sup>, 2011. Parents will be responsible for finding alternative care for these two weeks. Parents will pay a discounted fee for the month of December as the program will be closed for a portion of the month.

The program will be open from 8:00 a.m. – 6:00 p.m. during the **School District 57 Spring Break**. An additional rate will be charged to parents of children attending the camps during Spring Break. A portion of monthly fees will not be refunded if a child does not attend our Spring Break programming.

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The program will be open daily from 8:00 a.m. – 6:00 p.m. during **School District 57 Non Instructional / Pro-D Days** and **individual school report card writing days**. An additional rate will be charged for children requiring full day care.

The program will open to accommodate early **dismissal days**. As these days vary from school to school, it is the parent's responsibility to inform BBBSPG After School Program staff of any early dismissal days and times. There will be a minimal charge for children needing early care.

The program will not be operating at Quinson Elementary during the **summer break**; however the program will be operating its summer programming throughout July and August from an alternate community location. Information about this will be made available to parents in Spring 2012.

In the event of severe weather conditions, such as a heavy snowfall, our child care programs will be closed if public transportation cannot operate and or if Quinson Elementary is closed.

In the event of a power failure or water main break our programs may be unable to open or may be required to close early. When possible, parents will be notified of a potential closure or called if the program must close earlier than the scheduled program ending/closing time.

### **B. Types of Care**

Big Brothers Big Sisters After School Care program offers three different types of child care.

- **Full Time** when he / she is in care daily from Monday to Friday.
- **Part time** child is one who is requiring care for a maximum of three days per week and maintains a regular schedule (i.e. Tuesday – Thursday).
- **Casual Child Care** (or drop-in) is for those children who require care for a limited duration (i.e. two weeks), one day per week or have an irregular schedule. Casual child care **must** be pre-paid and is only available if space is available.

### **C. Fees**

Fees are due on the first day of each month. Invoices will be issued to parents a minimum of 5 days before payment is due. Failure to make payment may result in suspension or termination of care. If you encounter any difficulty with payment of fees, please speak with the Program Coordinator. Your monthly fees can be paid by Pre-authorized payment through Visa, MasterCard Pre-authorized payment forms may be obtained from a BBBSPG staff member or the Big Brothers Big Sisters office located in the Kinsmen Community Complex.

The program does not have free vacation / illness time. If your child is enrolled in the program, monthly fees must be paid in full.

A \$50.00 deposit per child will be required from all parents entering the program. The deposit will be deducted from the final month's fees upon leaving the program, if all fees are paid and one month's written notice is given. In June 2012 parents will have the option of having the deposited credited off their June fees or carry the deposit forward for care again in September 2012.

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<b>BBBSPG After School Care Program Fees – 2011/ 2012 School Year</b>	
Deposit (payable at registration)	\$50.00
<b>Full Time Care</b>	
Monthly Child Care Fees (excludes December)	\$245.00 / month
Monthly Transportation Fees (if applicable)	\$85.00 / month
December Child Care Fees	\$175.00 / month
Non-Instructional Day (additional fee if attending)	\$17.00
Weekly Skill Development Activities	Included in Monthly Fee
<b>Part Time Care</b>	
Monthly Child Care Fees (excludes December)	\$180.00 / month
Monthly Transportation Fees (if applicable)	\$85.00 / month
December Child Care Fees	\$90.00
Non-Instructional Day (additional fee if attending)	\$17.00
Weekly Skill Development Activities	Fall Swimming: \$50
<b>Casual Care (Drop In)</b>	
Daily Child Care Fee (including N.I.D.)	\$29.00 / day
Daily Transportation Fee	\$7.00 /day
Registration in 8 week skill development activity (in addition to daily fee)	\$50.00
<b>Additional Fees</b>	
Late Pick-up Fee (after 6:00p.m.)	\$0.75 / minute
NSF Charge	\$20.00
Early Dismissal Charge	\$5.00

### **D. Policy for Fees in Arrears**

When fees are in arrears thirty (30) to sixty (60) days the Program Coordinator is authorized to work out a payment plan with parent(s).

When fees are in arrears and

- a. The parent(s) refuse to meet with the Program Supervisor or Interim Executive Director to make a payment plan
- b. The parents fail to comply with the accepted payment plan

Child care services may be terminated for that child at the given notice of 3 days at the discretion of the Program Coordinator after consultation with the Interim Executive Director.

If account is not up to date your child(ren) may not have the opportunity to participate in weekly skill development activities (i.e. Red Cross Swimming Lessons). Children are able to re-enter activities once account is up to date.

Parents whose account is not up to date in June 2012 will have their deposit credited to the amount past due. This means that a spot will not be held for your child and would need to register your child for September once registration is open to the public and a new deposit would be required.

## E. Child Care Subsidy

The Child Care Subsidy Program is offered to families by the Government of British Columbia through the Ministry of Children and Family Development. The program pays a percentage of your monthly child care fees based on your income. Our After School Program accepts Government Subsidy payments. If you need assistance in applying please contact the Program Coordinator. If approved for subsidy you will be responsible for any monthly fees above your authorized amount. The program will report your child's attendance each month and submit your subsidy claim on your behalf.

Parents are responsible for ensuring that their subsidy authorization remains up to date. If subsidy is not in place prior to your child starting with the program parents will be responsible for paying for child care fees in full. Once subsidy has been authorized then your payment would be credited to future care fees.

## F. Staffing

All of our staff members meet the criteria outlined in the Community Care and Assisted Living Act and the Child Care Licensing Regulations. All of our staff members

- Are 19 years of age or older
- Have completed and cleared an RCMP criminal record search and MCFD Criminal Record Background check
- Have current First Aid and CPR certificates
- Adhere to the Provincial Immunization Program
- Have received a minimum of 20 hours of education in child development, guidance, health and safety and / or nutrition.

## G. Transportation

Our agency has partnered with *From Here to There Shuttle Service* to provide transportation for children attending our program. "From Here to There" is a licensed shuttle service currently picking up students at the following schools

- St. Marys Catholic School
- Edgewood Elementary
- Spruceland Traditional School
- Ecole Lac Des Bois
- Harwin Elementary
- Highglen Montessori
- Heritage Elementary
- Ron Brent Elementary

From Here to There Shuttle Service is also the company who will be transporting children to and from our skill development activities and for field trips where public transportation is not used.

## **H. Registration and Withdrawal**

All registration forms must be completed and returned before your child's first day of care at our program. If you withdraw your child from the program we require one month's written notice. This applies to all parents. If one (1) month's notice is given your deposit will be credited to the registration fees for the last month your child is registered. If one month is not given you will forfeit your deposit and any child care fees already paid.

Please report any changes in address, phone numbers, emergency contacts and employers at once. An up to date file must be kept for each child including a written authorization of who can pick your child up. It is important that you keep us informed of any changes in case we have to get in contact with you.

The program can accommodate children on a part-time and casual basis when spots are available. Priority will be given to parents requesting full time care. If you currently have a part time spot and there is a full time request you will be given the option to pay the full time fee to retain the spot or the program will issue one month's notice and the space will be filled by a full time child.

## **I. Child Guidance Policy**

Punishment of any kind including physical, emotional, exclusion, and humiliation, is strictly forbidden. Appropriate child guidance methods include:

1. Discussion of problem and/or re-direction
2. Opportunity for the child to make his/her own choice with the emphasis on positive reinforcement
3. This policy is discussed verbally between the Program Coordinator and the parent/guardian upon the child's registration.
4. If a parent/guardian has a concern about the care of his/her child, follow the steps outlined on "Parent Concerns" (section AB of this document)

Staff recognizes each child as an individual in regards to age, stage of development, temperament and culture. Staff guides children's behavior by using prevention and intervention strategies. Staff uses their knowledge and skills to ensure that a child's self-esteem is enhanced. All staff of the program is aware of this policy. The Program Coordinator and Executive Director discuss it with staff before they are hired. A written copy is given to staff as part of the personnel manual.

## **J. Releasing Children**

Children will be released only to parent(s) or persons designated by the parent/guardian, upon authentication, if required. The parent(s) upon registration to the program completed a release form. Only those listed on the release form may pick up the child. Emergency contact persons listed on the registration form still require verbal or written consent to pick up the child.

In special circumstances parent(s) may require a person other than those listed on this form to pick up a child. Authorization must be made verbally in person or over the phone. The delegate must have identification before the child is released.

All persons whether pre-authorized or special pick-up WILL BE required to show picture ID if they are unknown to the staff on duty. Taxi cab drivers are not classified as authorized or special pick-up persons. Therefore, unless prior

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arrangements have been made to authorize pick up by a specific driver, a child will not under any circumstances be released.

### **K. Custody Agreements**

In the case of custody disputes, each parent will be granted access to the children except when a copy of a court order indicated limited access is on the child's file. Such information will be included on the child's emergency contact sheet. It is the responsibility of the parent(s) to produce a copy of a court order indicating limited access.

### **L. Drop Off and Pick-up**

Sometimes when you arrive to drop off or pick-up your child we may be outside, at the park or in the gymnasium. If we are not in the classroom there will be a sign on the door saying where the group can be found. If we are on a field trip, our location, arrival and departure times will be on the most recent newsletter sent home. If your child will not be attending please notify the Program as soon as possible. Your child will need to be picked up no later than 6:00 p.m. If there is a delay please contact a staff member as soon as possible. Please note late pick up charges.

Some of our parents like to spend time in the classroom with their child when they come and pick them up. Please feel free to do so. If you take out toys please put them away when you are through playing with them. We ask that you do not go into other classrooms or rooms that have been closed for the day.

There are general guiding rules of behaviour for all the children who attend the After School Centre. We would appreciate it if you would help to enforce these rules when picking up or dropping off your child.

- a) Walk in the school especially the hallways. For the child's safety and the safety of others please DO NOT allow them to run.
- b) Talk soft - use an indoor voice.
- c) Physical or verbal aggression should not be used against other children.
- d) Wait your turn to join a game.
- e) Toys must be tidied up and put away before going to another activity.

ALL CHILDREN MUST BE SIGNED IN AND OUT EVERY DAY BY THE PARENT(S).

### **O. Late Pick-up Policy**

Children must be picked up by the closing time of 6:00 p.m. or parents will be charged a late fee of \$0.75 per minute for each additional minute. Late payment charges will show up on the next month's invoice. The late fee is established by Program Coordinator and Executive Director and will be reviewed annually. Repeated failure to comply with the late pick-up policy could result in termination.

If the child has not been picked-up by 6:00p.m. and the Centre has not been advised of the parent(s) tardiness, the following procedure will be employed:

- a) Parent will be phoned at home, at work or on cell phone. In the event that the parent(s) cannot be located, the emergency contacts named on registration form will be phoned and asked to pick up the child.

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b) If neither the parent(s) nor the emergency contacts can be reached by 6:30p.m. Emergency Social Services (Child Protection Services) will be phoned and asked to take custody of the child. Should it be necessary to contact Emergency Social Services parent(s) will be informed that their child can be located through Emergency Social Services and or the RCMP.

### **IMPAIRED PICK UP PERSON**

The following guidelines have been recommended by the RCMP. If a staff member has reason to believe that a parent or pick up person has had anything to drink and cannot safely operate a motor vehicle they will:

1. Request that the individual leave their vehicle and arrange alternate transportation and/or
2. Ask the individual to leave and phone alternate/emergency contact to pick up the child and/or
3. If the child is removed by the pick-up person, immediately call the police with a description of the vehicle, the individual's name, license plate number and home address.
4. Report this incident to the Ministry of Children and Family Development

### **P. CLOTHING AND SUPPLIES**

Your child must be suitably clothed for the time of the year upon arrival at the Program. We do spend a lot of time outside and when inside we often do activities that clothes may get dirty. We discourage the children from wearing "good" clothing; as it may get dirty. Please ensure that your child has a spare set of clothes (underwear, socks, pants, shirt etc.). Clothes should be stored in a plastic bag labeled clearly with the child's first and last name. Program staff will keep clothes in case needed. Indoor running shoes need to be worn at all times.

### **Q. ABSENCE/ILLNESS**

If your child will be absent from the Centre, please notify us as early as possible. If your child is not well enough to play please keep your child home until they are feeling better. Please remember that our facility does not refund monthly fees due to illness.

### **R. MEDICAL POLICY**

Policy:

1. Medication is to be administered properly to the correct child.
2. Medication will be stored in an appropriate environment in the fridge or at room temperature.
3. Medication will be stored inaccessible to children. No medication will be stored in the children's cubbies or back packs.
4. Emergency medication that needs to be with the child at all times will be easily accessible to all staff. All emergency medication will be stored in the backpack that goes everywhere that the group goes.

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## Procedures:

1. All medication must be accompanied by a medication form that will be signed by the parent/guardian. The medication forms must be completed with the following information: Child's name, medication name, dosage, time, date and parent's signature. The staff who administers the medication shall complete the medication form. The staff member must include the date, actual time the medication was administered, the name of the medication and signature each time the medication is administered.
2. Only staff having a valid first aid certificate will administer medication.
3. Staff can refuse to give medications or do a procedure for which clear instructions have not been provide or for which they are not trained.
4. All prescription medication must come in its original container, with the label intact containing the following information: child's name, name of physician, date of issue, instructions and time period.
5. Over the counter medication will only be administered according to the labelled direction.
6. No over the counter medication will be administered for more than three consecutive days without a physician's order.
7. Emergency Medication: All children requiring emergency medication (ventolin, allergy medication, epi-pens, etc.) will have action plans completed and put in the room and put into the emergency binders.

## **S. ACCIDENT/ILLNESS POLICY**

1. If your child is seriously injured we will contact you immediately. This includes possible broken bones, bleeding lasting more than 10 minutes, injuries requiring stitches or injuries to the head or back. In some instances the children may be taken to the hospital by the After School Care Centre staff by the way of taxi. If a serious injury/illness occurs an ambulance will be called and the parent will be responsible for the cost of the taxi or ambulance.
2. If the parent/guardian(s) or emergency contacts are not able to be contacted and your child required immediate medical attention the staff member responsible for seeing that they receive the appropriate care until a parent can be contacted are as follows:
  - a. Program Coordinator
  - b. Program Staff Member
  - c. Executive Director
3. All serious injuries must be reported to our Licensing Officer at Public Health Protection within 24 hours of the occurrence of the accident. This includes all injuries to the head (with the exception of small bruises, scrapes, loss of tooth not resulting from blow to the head and cut lips)
4. All minor injuries must be documented on an Accident Report Form. Include date, time, child's name, description, how the accident occurred, any first aid preformed, and the staff member reporting it. This will be signed by the parent and will be kept in the child's file.

5. If the child becomes ill at the Centre. Parents will be contacted and asked to come and pick up the child or make arrangements for another family member to come and pick up the child. Until the parent is able to do so, the child will be able to lie down in a quiet corner of the classroom.

### **T. TOYS FROM HOME**

Our Centre discourages children from bring toys from home as they could get broken or stolen. If toys are brought to the Centre children will be asked to leave them in their backpacks or cubbies.

### **U. SPECIAL DAYS**

If you would like to bring a treat for a special occasion (i.e. birthday, parties) please check with a staff member first to ensure that all children would be able to enjoy the treat.

### **V. FIELD TRIPS**

For children to get the maximum benefit from our program we often will be spending time outside of the Centre. This could include going to the school gymnasium, going outside to the playground or nearby park. If we are away from the program then a sign will be on the door letting parents know where to find us.

There will be times throughout the year where we are going to be going to bigger fieldtrips away from the school. A field trip form will be sent home with the parents at least two weeks prior to the field trip and must be signed and returned in order for the child to participate. This includes all skill development activities such as the weekly swimming lesson program.

Larger field trips may require the parent to pay all or a portion of the cost for your child to participate. Parents will be given plenty of notice of the field trip and costs will be kept as low as possible. However we do not want to deny any child an opportunity because of financial situation, please speak to a staff member if payment arrangements need to be made.

### **W. NUTRITION**

The program recognizes the importance of nutrition for proper growth, energy and health. That is why a healthy snack will be provided to children each day. On days that the children are in full day care a snack will be provided in the morning and the afternoon while the parent/guardian will be responsible for providing a lunch for the child. A refrigerator and microwave will be available if needed. A menu can be made available to you upon request.

Efforts will be made to accommodate special dietary requirements for allergies and religious reasons. When severe allergies warrant it, the allergenic food will be totally banned from the centre; all parents from the centre will be informed of the ban, which will be enforced.

### **X. CHILD ABUSE**

1. All staff members will have completed the Big Brothers Big Sisters of Prince George Child Safety Training.
2. Child Abuse is anything that endangers the development, security or survival of the child, and consists of physical abuse, emotional abuse, sexual abuse, and neglect.
3. We have a legal responsibility to report all suspected child abuse to the RCMP and/or the Ministry of Children and Family Development. This includes past, present or possible future abuse.

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4. All staff members are required to let the Program Coordinator and Executive Director know of any suspected cases of child abuse.

### **Y. EVACUATION PROCEDURE**

Fire drills are held once per month at the Centre. If the building needs to be evacuated the group will meet inside the tennis courts located on Ogilvie.

1. Staff Responsibilities during an emergency evacuation

i. Program Coordinator

- Take Sign-out binder containing information on each child
- Check bathrooms, mudroom and other open classrooms for children
- Assist with lining up children and evacuating with group
- Call out the attendance when the children are outside
- Contact Executive Director to inform that you have been evacuated from the building.
- Liaison with Emergency personnel when they arrive on scene.

ii. Facility Staff Member

- Grab backpack containing all emergency meds.
- Gather students to have them line up at the door. Visual check of room to ensure that all children are in line.
- Evacuate group to pre-determined meeting area.

2. In the event that the group needs to be evacuated from the school grounds the group will walk to the Big Brothers Big Sisters of Prince George office located at 777 Kinsmen Place. The telephone number is 250.563.7410.

3. Parents will be contacted by a Big Brothers Big Sisters Staff member to inform them of the situation and to ask them to come and pick-up their child. Staff members will stay with the child until a parent is able to come and pick them up.

### **Z. PROGRAM RESOURCES**

Big Brothers Big Sisters of Prince George shall obtain what resources it can to meet the needs of the children and their families while continuing to meet the goals and objectives of the society.

1. The Executive Director in conjunction with staff shall determine program needs.
2. The society shall continue to meet the needs of the children and families as long as resources permit.
3. The Board of Directors will discontinue programs when there are insufficient resources; but only after all other avenues have been explored.

In the event that no additional resources are available and the Centre will be closing the Centre will give a minimum of 30 days notice to the family that the Centre will be closing and alternative care will need to be secured.

### **AA. PARENT/GUARDIAN CODE OF CONDUCT**

Big Brothers Big Sisters After School Care works to maintain a positive, nurturing environment at all times. In effort to achieve this, a policy has been drafted to express the conduct expected from parents. Parents that do not follow the guidelines can have their care terminated without refund.

Parents are expected to follow a code of conduct when dealing with children, staff and other parents. This code of conduct includes but is not restricted to:

- Treating others with respect
- Being fair, honest and truthful
- Using tone, words and gestures that are respectful and inviting
- Finding a cooperative solution to identified problems
- Discuss concerns away from the child care area
- Informing the staff about changes in the child's life
- Following the illness guidelines

Behaviours that are inappropriate are:

- Shouting
- Swearing
- Talking in a negative, degrading manner about or to any child, family or staff member.

This code of conduct is in effect at the program, and at program functions.

Parents are encouraged to discuss problems with the Program Coordinator or to follow the procedures outlined in Parent Concerns (section AB). If a parent does not follow the code of conduct, or behaves in a manner that is perceived to be threatening to the child or other parents, the Program Coordinator after consulting with the Executive Director will take appropriate action to ensure that the "difficult" parent is aware of the code of conduct and the consequences of not abiding by the code of conduct.

Staff will record instances of difficult behaviour and report them to the Program Coordinator. Repeated incidents of difficult behavior will result in a phone call or meeting between the Facility Manager, and the parent and a parent plan documenting Centre expectations will be jointly agreed upon. Should the parent disagree with the parent plan, and wish to withdraw their child(ren) from the Centre immediately, the normal rules for the Centre would apply.

The consequences of not abiding by the code of conduct or parent plan will vary according to each situation. In the most extreme situation, the Facility Manger has the right to evict the family from the Centre. We will strive to minimize the negative impact of the consequences on the affected child and eviction would be used in only the most extreme situations.

### **AB. PARENT CONCERNS**

If you have a concern about the care of your child at the Centre we suggest that you follow the steps outlined below. We hope this will help you to communicate your concern and will give the staff an opportunity to work with you to ensure that solutions are found.

1. Talk with a staff member. Take a few minutes when you drop off or pick up your child. Or if the staff member is with children you can call the Centre and leave a message to talk or set-up an appointment.
2. Talk with the Program Coordinator can be reached at 250.961-6895 or you can find them at the Centre from 2:00 – 6:00 daily or prior to that at the Big Brothers Big Sisters of Prince George office located at 777 Kinsmen Place.
3. Contact the Executive Director, at the Big Brothers Big Sisters office at 250.563.7410.
4. Noncompliance to the Community Care and Assisted Living Act and the Child Care Licensing Regulation can be directed to Northern Health – Public Health Protection at 250.565.2150.
  - Identity of complainant is not divulged to the license holder
  - All complaints are investigated
  - Complaints can be anonymous
  - Noncompliance will be responded to in writing.
5. Recent monitoring and licensing inspections can be viewed on the Northern Health Public Health Protection website or can be produced upon request.

### **AC. POLICY AMENDMENTS**

The Big Brothers Big Sisters of Prince George After School Care Program Policy and Procedures including the fee structure, hours of operation and services will be reviewed annually by the Board of Directors.

All policies must be in accordance with the Community Care and Assisted Living Act and Child Care Licensing Regulation. All Policies and procedures are subject to change and parents will be given written notice of any changes.