Renfrew County

PARENT HANDBOOK

revised January 2026

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/bgcrenfrewcounty

OUR MISSION

BGC Renfrew County provides 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 CORE VALUES

Inclusion & Opportunity: We welcome everyone in an accepting environment based on belonging and positive relationships.
Respect & Belonging: We ensure that everyone – children, youth, families, volunteers, staff – is heard, respected, value and treated fairly.
Encourage and Support: We encourage and support every child and youth to play, learn and grow to achieve their dreams.
Work Together: We work together with young people, families, volunteers, our communities and government to find solutions.
Speaking Out: We speak out with children, youth and families so that we can make our world better.

OUR PHILOSOPHY

To provide an educational and recreational experience in which members can express themselves, learn to cooperatively play with others and function within a group.

OUR GOALS

To provide each child with the opportunity for fun and adventure in a safe and supervised program; encouraging the development of each child's physical, mental and emotional skills which contribute to a positive leisure attitude; and, aspiring a sense of social understanding and responsibility.

STAFF, STUDENTS, VOLUNTEERS

Our Staff is committed to the provision of high-quality care. All program staff are trained to work with children and youth and have received HIGH FIVE Healthy Child Development Training. All staff are certified in Standard First Aid and CPR/AED. All staff, students, and volunteers are interviewed and must present an approved Police Records Check including Vulnerable Sector screening prior to joining the program.

HIGH FIVE ...Because Quality Matters

BGC Renfrew County is registered with HIGH FIVE, Canada's only quality assurance standard. High Five is a program of Parks & Recreation Ontario, and is supported by the Ministry of Tourism, Culture and Recreation, and the Ontario Trillium Foundation. HIGH FIVE is a quality assurance program designed to support the safety, well-being and healthy development of children in recreation and sport programs through safe and developmentally appropriate programs. HIGH FIVE is based on five principles:

1- A Caring Adult - Leaders will engage with children and foster positive relationships
2- Friends - Leaders will use strategies to help children make friends by planning activities that build on partnership and cooperation
3- Play - Leaders will provide the opportunity for structured and unstructured play, creating environments where the children are free to explore and use their imagination
4- Mastery - Leaders will provide the children with opportunity to practice skills over and over and will provide positive reinforcement and encouragement.
5- Participation - Leaders will provide equal opportunity for all children to express their ideas and input them into their activities.

SECTION A - GENERAL INFORMATION

We are very pleased to welcome you and your child(ren) to BGC Renfrew County. We feel privileged to share in the responsibilities and joy of seeing your child develop socially, emotionally, intellectually and physically. Safe reliable care is provided by our staff to children in a warm, stimulating and positive environment. There are a variety of activities offered to enable each child to further themselves during their time spent with us. The purpose of this handbook is to make you aware of our policies and procedures and all other pertinent information about the programs. Please keep it for future reference. If you have any questions, please feel free to contact the office.
Please follow us on Facebook where we will post all important announcements and information.

AGES
Children ages 4-18 years may be members of BGC Renfrew County.
Children ages 4-13 may be enrolled in our Afterschool Child Care Programs and Camps.
Children ages 4-18 may be enrolled in our various Recreation Programs.

RATIOS/GROUP SIZE
We follow the Child Care and Early Years Act.
Ages 4-5 is 1:13, Ages 6-8 is 1:15, Ages 9-13 is 1:20

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HOURS OF OPERATION
Office Hours: 8:30am to 4:00pm, weekdays; closed weekends and statutory holidays.
Before School Child Care starts at 7:00am. After School Child Care ends at 5:30pm.
Camps: 8:30-4:30 with extended care starting at 7:30am and ending at 5:30pm.
Recreation Programs: varies daily by program and can run anytime from 4:30pm-7:30pm.

PERSONAL BELONGINGS
BGC Renfrew County is not responsible for any lost items or belongings. It is recommended that your child/ren leave any valuable items at home, especially electronics and toys, as they will not be permitted to use them during program hours.
DO BRING: - extra clothing - indoor shoes - refillable water bottle - hat
FOR CAMPS: also bring sunscreen and/or bug spray & 2 peanut free snacks and a peanut free lunch

ALLERGY ALERT
Due to participants in the program who may have allergic reactions, we will not allow snacks from home to be shared with other members. We also request that you take special care when preparing your child's lunch/snack and provide items that do not have peanuts/nuts in them. We cannot guarantee a peanut/nut free facility, but we will do our best to make it a safe place and will not allow peanut/nut items to be consumed during program hours.

WEATHER
Parents are encouraged to decide what is best for their child and make appropriate decisions in inclement weather conditions. In the event we need to cancel a program due to extreme inclement weather we will email parents and put a notice on Facebook. Please follow us on Facebook for important updates.

SECTION B - FINANCE/ADMINISTRATION

MEMBERSHIP FEES
Membership - $50 per year, per child, January - December. There are no refunds on memberships.

CHILD CARE FEES
All children in the Before and After School program must have a current membership. Fees will be billed bi-weekly. Fees must be paid by the due date in order to attend.
Before School - $65/week, starting at 7:00am, After School - $65/week, ending at 5:30pm.

CAMP FEES
We run camps for PA days, March Break, Christmas/Winter Break and Summer Break. Children can attend camps as a member or a non-member. Regular hours are 8:30-4:30, $225/week. Early care starts at 7:30 for $5/day and late care ends at 5:30 for $5/day. Non-member fees are $10/day extra. Camps are offered by the week, whereas early and late care are offered by the day. PA Days, March Break Camp and Winter Break Camp must be paid in full when registering to secure your spot. Fees for PA days are $45 per child. Summer camp will require a $50 deposit per week when registering to secure your spot. You will then receive an invoice and the deposit will be deducted from your final summer payment. The deposit is not refundable.

PAYMENTS
Payment will only be accepted at the office or by e-transfer. A $50 fee will be charged on all NSF cheques. The address for e-transfers is: payments@bgcrenfrewcounty.ca

RECEIPTS
Income Tax Receipts will be issued in February for Child Care and Camp Fees. The membership fee cannot be used as a child care expense. If you need a replacement Income Tax Receipt, there will be a $25 admin fee. If paying by cash, a non-income tax cash receipt will be issued at the time of payment for proof of payment.

OUTSTANDING ACCOUNTS
If an invoice is not paid when due, or arrangements for payment have not been made, we will not be able to accept your child/ren into the program until payment is resolved.

LATE FEES
Late fees are $15 for the first 15 minutes, and $10 for each additional 15 minutes. Please arrive a few minutes early to ensure enough time to pick up your child by the program end.

REFUNDS
There are no refunds unless we have 14 days notice. There will be a $50/child/session cancellation fee deducted from all refunds. In extreme circumstances, refunds will be considered without 14 days notice at the discretion of the Executive Director. Should a child be asked to leave a program due to behavioural and/or safety concerns, a refund will not be issued.

ABSENT/ILLNESS
Parents must notify the staff as soon as possible regarding the reason for their child's absence. In order to protect all the children in the program, children with a fever or communicable diseases will not be permitted to attend programs and will be sent home. If your child(ren) will be absent from the Before/After School program, we require you let us know by one of the following methods:
Email - programs@bgcrenfrewcounty.ca
Call/Text - 613-559-0584

SECTION C - HEALTH & SAFETY

ARRIVAL AND DEPARTURE

It is the parent's responsibility to sign the children in and out of all programs and camps. Children will not to be released to any person other than those who are specified on the child's membership form. If someone not on the list will be picking up your child, you must notify the staff by written or verbal request. Please note, staff will ask for photo ID if they do not recognize the person picking up your child. If there is no photo ID available, or another staff to verify their identity, the child will not be released. If your child is using the After School child care program, and does not show up when scheduled, we will call the parents/guardian to confirm their whereabouts. It is very important to notify us when a child will be absent.

BEHAVIOUR MANAGEMENT

All children are treated in a positive and respectful manner that supports healthy child development and HIGH FIVE's commitment to children policy. Staff will use a variety of behavioural guidance and techniques and focus on positive reinforcement. If a conflict arises between children we will use a child-centred approach to resolve the situation. Behaviours that are unacceptable will be documented and discussed with the parent at pickup time. If the behaviour is serious or puts other children at risk parents will be called immediately to pick up the child. If the behaviour is continuous there will be a meeting with the Executive Director to determine the program is meeting the child's needs. Your cooperation is much appreciated in these circumstances. Examples of unacceptable behaviour include but are not limited to:

- Bullying, name calling, taunting, or mocking others.
- Hitting, kicking, spitting, etc., or any other type of "hands on."
- Stealing or vandalizing BGC property of the property of other participants.
- Yelling, swearing, or making inappropriate cultural or sexual comments design to upset others.
- Refusing to be fair, to take turns or share materials/equipment.

MEDICATION AND ADMINISTRATION OF DRUGS

A medication authorization form must be completed by the child's parent/guardian before any drugs can be administered to a child. All medication must be brought to the program by the parent/teacher in the original container with the prescription label containing the medication name, child's name and dosage. Medication will be administered as directed on the label. All medication will be kept in a locked box with the exception of life threatening medication such as Epi-pens and Asthma Inhalers, which may be kept on the child.

ANAPHYLAXIS (Allergies)

Ensuring the safety of anaphylactic children or youth within the programs is a shared responsibility that requires the cooperation of all. The Club strives to provide a safe environment for children and youth, but it is not possible to reduce the risk to zero. The Club will take reasonable efforts to restrict the presence of known life-threatening allergens in our programs when participant's lives may be threatened by the presence of those allergens. You must inform the program in writing of the child's allergies by methods of an Anaphylaxis Emergency Form. You must send your child to the program each day wearing an Epi-pen (if one is prescribed). You must provide the staff with any updated information, as it becomes available.

ONLINE PROGRAMS & VIDEO RECORDINGS

BGC Renfrew County is now providing some programming and services Virtually through a Third Party platform called Zoom. Our commitment to keeping the people we serve safe is always our number one priority. We will actively monitor participant activity on the online platform and will make every effort to protect their personal information. BGCP will be using security settings including, but not limited to, using passwords for each meeting, never posting links publicly, ensuring youth are using their first name only for the meeting, disabling screen sharing, requiring permission to enter the meeting, ensuring there are correct ratios for supervision and moderation, and recording meetings. By signing up for virtual programs you are giving your child(ren) permission to use Zoom for the program and be recorded for safety precautions, the recording will never be shared with anyone.