
THE NELSON &
DISTRICT YOUTH CENTRE

**OUT-OF-SCHOOL
PROGRAMS
POLICIES AND
PROCEDURES**

**WEEKDAY WARRIORS AFTER SCHOOL
PROGRAM, PRO-D DAYS, HOLIDAY
CAMPS, SPRING BREAK & SUMMER
CAMPS**

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City of
NELSON

NDYC
Nelson & District Youth Centre

THE NELSON & DISTRICT YOUTH CENTRE

Creating a safe, accepting & empowering community where all children and youth can interact and access a variety of programs, services & activities.

The Nelson & District Youth Centre offers a range of after school programs for families of school age children in Nelson and the surrounding area.



We recognize that each child is an individual and that each family has different needs and expectations. Our goal is to build partnerships, and work with families to help children to grow to be happy, healthy and successful adults. We strive to be part of the community that helps raise the next generation of thinkers and doers.

Welcome to the Nelson and District Youth Centre Out-of-School Programs. Families are asked to familiarize themselves with our registration policies before completing their child's registration. Upon submitting their child's registration, families must acknowledge having reviewed these policies.

Any questions or inquiries about our registration policies can be directed to the Youth Centre Manager, at 250-352-8100.

PROGRAM POLICY

Nelson and District Youth Centre staff may modify, add or delete activities from the program based on camper interests, facility space or other requirements.

FAILURE TO ARRIVE:

If a registered child does not arrive to the program, and staff have not been notified that the child will not be attending the pre-registered program, staff will contact the parent or guardian. If the staff are unable to contact the parent or guardian, they will proceed with contacting the emergency contacts. If staff are unable to confirm the child's whereabouts after exhausting the above, they will call the local police to investigate.

PAYMENT POLICY*NEW

Payment is required in full to register your child for any of the following: Pro- D Day Camps, Winter Holiday Camps, Spring Break Camps, and Summer Camps.

Invoicing is ONLY available for children attending the Weekday Warriors Afterschool Program who require care for Pro-d Days, Holiday Camps, and Spring Break Camps.

REFUND POLICY*NEW

Families must cancel their registration at least **72 hours in advance** of the registered program start date to receive a full refund minus a \$10.00 administrative fee for ALL out-of-school programs.

Same-day cancellations or 'no shows' will not receive a refund.

DEPARTURE PROCEDURES:

Children must be picked up by 5:30 p.m. for Weekday Warriors & 5:00 p.m. for Full-day care. Parents must sign their child out and let a staff member know they are taking their child home. Children will only be released to authorized persons, including parents/guardians, persons listed as an

additional authorized pick-up on the registration forms, persons listed as emergency contacts on the registration forms, and emergency consent forms or parents/guardians listed on a legal document (for example, custody agreement).

Parents can alter who is listed on the additional authorized pick-up portion of the registration forms. If an emergency arises during the day, an alternative person to pick up your child can be arranged over the phone with the Programmer and all other staff will be notified. Photo identification is required to verify the identity of the person picking up your child and must be shown to the staff. Children will not be released if the pick-up person appears incapable of providing safe care (for example, being under the influence of drugs or alcohol). Should this occur, the Programmer will offer to call a friend/relative or a taxi for alternative transportation. If the Programmer feels a child is at risk or the parent makes an unsafe decision to drive, the police will be called immediately.

FAILURE TO PICK-UP:

If a child is not picked up five minutes after the program has ended, a staff member or the Programmer will call the parents/guardians at home and/or at work. If, after 15 minutes, the child has not been picked up, a staff member will call the emergency contacts to pick up the child. **If after 30 minutes, staff are unable to contact the parents/guardian or any of the emergency contacts, staff will call the Emergency Services of the Ministry of Children and Family Development.**

TERMINATION OF SERVICES:

We are committed to providing a caring and supportive environment for all families. When a conflict arises, staff will make every attempt to work with the child and family to resolve the issue to the mutual satisfaction of all parties. However, we will not compromise the mission and values of the Nelson & District Youth Centre, nor put staff or children participating in the program, at risk. The Programmer may come to the decision that it is no longer appropriate for the child to continue involvement in the program. Listed below are situations that would warrant termination of services;

BEHAVIORAL CONCERNS:

The Nelson & District Youth Centre does not have the resources or training to deal with a child whose behavior requires ongoing, significant intervention. This includes: unprovoked violence, bullying, verbal harassment of staff members or the child's unauthorized departure from the Centre.

INAPPROPRIATE CONDUCT:

A family will be asked to leave the program if any member of the family harasses, threatens, or commits a violent act toward a staff person, child, or other family involved in the out- of- school programs.

Late Pick-up:

If a family is routinely late in picking up their child, and staff are unable to resolve this issue with the family, they will be asked to leave the program.

Non-Payment of Fees:

The Youth Centre Manager will work with families if there is a non-payment of fees. However, if the Manager is unable to resolve this issue, the family will be asked to leave the program until all fees are paid in full.

ILLNESS POLICY

ILLNESS:

Parents/ guardians must keep ill children at home to prevent the spread of illness within the program. If a child comes to the program ill, parents will be asked to find alternative care for that day.

Interior Health states a child is too sick to attend when they have any of the following:

- **An infectious disease or has a communicable disease**
- **Gastro-intestinal problems (i.e. vomiting or diarrhea)**
- **Fever of 38 degrees Celsius or higher**
- **Infected skin or eyes or a non-diagnosed rash**
- **Difficulty in breathing–persistent cough**

A child cannot return to the program until all symptoms subside or medical evaluation has been sought. The child must be well enough to participate in all program activities, including outdoor play. If your child becomes ill during the program, you will be contacted and asked to pick- up your child immediately. If we cannot contact you, we will call your emergency contacts. Your child will be

placed in quiet area with close staff supervision until pickup. If a child is absent due to illness, the parent/guardian will be charged a \$10.00 fee for the absence.