

Weekday Warriors Registration Policies

Welcome to Weekday Warriors Afterschool program. Families are asked to familiarize themselves with our registration policies before completing their child's registration. Upon submitting their camper's application, families 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 and the manager may modify, add or delete activities from the program based on camper interests and facility space.

Reporting Suspicions of Child Abuse:

We are required by law under the Child, Family and Community Services Act, to report any suspected cases or disclosures of child abuse to appropriate authorities for investigation.

Failure to Arrive:

If a child does not arrive to the program upon school dismissal and the staff have not been notified that the child will not be attending Weekday Warriors, and the child has not arrived to the program by 4:30PM, the staff or Programmer in charge of the program will contact the parent or guardian. If the staff or Programmer is unable to reach the parent or guardian, they will contact the emergency contacts. If staff or Programmer is unable to confirm the child's whereabouts after exhausting the above, they will call the RCMP and report the child missing

Departure Procedures:

Your child must be picked up by 5:30 p.m. for afterschool care. Parents **must** sign their child/ren out and let a staff member know you are taking your 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 and 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). Children will not be released to anyone other than individuals listed on the additional authorized pick up portion of the registration form or emergency contacts on either the registration forms or emergency consent forms, unless other arrangements are made. At any time, 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 in the office. Photo identification is required to verify the identity of the person picking up your child and must be shown to the Weekday Warriors staff. Children will not be released from Weekday Warriors 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 Recreation Programmer feels a child is at risk or the parent makes an unsafe decision to drive, the RCMP 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 Recreation 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 or the Recreation Programmer will call the emergency contacts to pick up the child. If after 30 minutes staff or the Recreation Programmer are unable to contact the parents/guardian or any of the emergency contacts, staff or the Recreation Programmer 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 family to resolve the issue to the mutual satisfaction of all parties. However, we will not compromise the mission and values of Weekday Warriors 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:

Weekday Warriors is not appropriately staffed to deal with a child whose behavior requires ongoing significant intervention. For example, persistent unprovoked physical violence, persistent bullying, verbal harassment of staff members or unauthorized departure from the centre. The Programmer will make every attempt to link the family to the appropriate external services.

Unresolved Custody Issues:

If a family's custody issues cause continuous conflict at Weekday Warriors and places the child, staff and other children at risk, then the family will be asked to leave the program. An example may be if the non- custodial parent continually attempts to pick up the child when it is not specified on the court order, the family will be asked to leave the program.

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 child care program.

Late Pick- up:

If the Programmer is not able to resolve problems of late pick-up with a family.

Non-Payment of Fees:

Fees for services are not paid and suitable arrangements cannot be agreed upon.

Refund Policy

Weekday Warriors

Families can cancel their registration 24 hours in advance from the day they registered to receive a full refund. Refunds or credits are not available under 24 hours prior to programming commencing, and day of cancellations.

Service Fees

We incur a cost of \$25.00 for every cheque that is returned by the bank because of insufficient funds. Please note that if your cheque is returned to us by the bank because of insufficient funds, we will add a \$25.00 service charge and re issue an invoice.

