

THE NELSON &
DISTRICT YOUTH CENTRE

OUT-OF-SCHOOL PROGRAMS POLICIES AND PROCEDURES

ADVENTURE FRIENDS AFTER SCHOOL
PROGRAM, PRO-D DAYS, HOLIDAY
CAMPS, SPRING BREAK & SUMMER
CAMPS

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Welcome to the Nelson & District Youth Centre Out-of-School Programs. Families are asked to review and familiarize themselves with our registration policies prior to completing their child's registration. By submitting a registration form, families acknowledge that they have read and understood these policies.

For any questions or inquiries regarding our registration policies, please contact the Youth Centre Manager at **250-352-8100**.

PROGRAM POLICY:

The Nelson & District Youth Centre reserves the right to modify, add, or remove activities within our programs based on program participant's interests, space availability, safety considerations, or additional program needs.

FAILURE TO ARRIVE:

If a registered child does not arrive at the program and staff have not been notified of their absence, the following steps will be taken:

1. Staff will attempt to contact the parent or guardian.
2. If the parent/guardian cannot be reached, staff will contact the individuals listed as emergency contacts.
3. If the child's whereabouts remain unknown after exhausting these steps, staff will contact the local police to report the situation and initiate further investigation.

DEPARTURE PROCEDURES:

Children must be picked up by:

- **5:30 PM** for *Adventure Friends*
- **5:00 PM** for *Full-Day Camps*

Parents/guardians must sign their child out **and** inform a staff member directly when leaving with their child. Children will only be released to authorized individuals, which include:

- Parents/guardians listed on the registration form
- Individuals listed as additional authorized pick-ups or emergency contacts
- Persons authorized by legal documentation (e.g., custody agreements)

Staff may request photo identification from anyone unfamiliar to them.

CHANGES TO AUTHORIZED PICK-UP:

Parents/guardians may update the authorized pick-up list at any time. In case of an emergency, an alternative pick-up person can be arranged by calling NDYC Staff directly. All other staff will be informed, and the person must show valid photo ID upon arrival.

SAFETY AT PICK-UP:

Children will not be released to any individual who appears unable to provide safe care (e.g., under the influence of drugs or alcohol). In such cases, NDYC Staff will offer to call a trusted friend, relative, or a taxi service. If staff believe the child's safety is at risk, or if the parent/guardian chooses to leave in an unsafe manner (e.g., driving impaired), the police will be contacted immediately.

LATE PICK-UP:

Consistent late pick-up places strain on staff and may interfere with the operation of other programs. If a family is routinely late and the issue cannot be resolved through communication with staff, the child may be withdrawn from the program.

FAILURE TO PICK-UP:

If a child is not picked up within five minutes of program end time, the following procedure will be followed:

1. Staff will attempt to call the parent(s)/guardian(s) at all available numbers.
2. After **15 minutes**, if the child has not been picked up, staff will begin calling emergency contacts.
3. After **30 minutes**, if no contact has been made with a responsible adult, staff will notify Emergency Services through the Ministry of Children and Family Development.

REPORTING SUSPICIONS OF CHILD ABUSE:

Under the *Child, Family and Community Service Act*, all staff at the Nelson & District Youth Centre are legally required to report any suspected cases or disclosures of child abuse to the appropriate authorities for investigation.

This includes, but is not limited to:

- Evidence or suspicion of physical or emotional abuse
- Signs of neglect or abandonment
- Disclosures made directly by a child

Reports will be made to the Ministry of Children and Family Development (MCFD) or local law enforcement, as appropriate. Staff are not responsible for determining whether abuse has occurred—only for reporting concerns in good faith.

All reports are kept confidential and are made in the best interest of the child's safety and well-being.

TERMINATION OF SERVICES:

At the Nelson & District Youth Centre (NDYC), we are committed to fostering a safe, inclusive, and supportive environment for all participants and their families. When concerns arise, staff will make every reasonable effort to work collaboratively with the child and their family to resolve issues and maintain the child's participation in the program.

However, the safety and well-being of all children, families, and staff is our highest priority. If a situation compromises the mission or values of the Youth Centre, or places others at risk, the Programmer— in consultation with the Manager and Lead Hand—may determine that it is no longer appropriate for the child to continue in the program.

Termination of services may occur in the following circumstances:

BEHAVIORAL CONCERNS:

NDYC staff are committed to supporting positive behavior and inclusion. When needed, a behavioral contract may be implemented as part of an individualized support plan to help address specific concerns.

Despite these efforts, NDYC is not equipped with the resources or specialized training required to support children whose behavior requires ongoing and significant intervention. This includes, but is not limited to:

- Unprovoked physical aggression
- Bullying or harassment of other participants or staff
- Verbal abuse directed at staff
- Leaving the Youth Centre or off-site program locations without permission

NDYC staff will make every effort to connect families with appropriate external supports and resources. Families are encouraged to share any emotional, behavioral, or physical needs that may affect their child's experience in the program.

INAPPROPRIATE CONDUCT:

NDYC maintains a zero-tolerance policy for inappropriate conduct by parents, guardians, or other family members. Families may be asked to withdraw from the program if any individual associated with the child:

- Harasses, threatens, or engages in violent behavior toward staff, children, or other families
- Appears to be under the influence of drugs or alcohol while on Youth Centre premise

Staff will document all incidents leading up to a termination decision. Wherever possible, a warning and opportunity to address the concern will be provided before services are withdrawn. However, immediate termination may occur in cases of serious misconduct or safety risks.

PAYMENT POLICY:

Monthly invoicing is available for children enrolled in any Nelson & District Youth Centre Afterschool Programs, including *Adventure Friends*, *Pro-D Days*, *Holiday Camps*, and *Spring Break Camps*.

REFUND POLICY: *NEW*

To receive a refund, families must cancel their registration:

- **At least 72 hours in advance** for full-day camps
- **At least 24 hours in advance** for afterschool programs

No refunds will be issued for same-day cancellations or “no-shows.”

NON-PAYMENT OF FEES:

The Youth Centre Manager will make every effort to support families in resolving issues related to unpaid fees. However, if the matter cannot be resolved, the child may be withdrawn from the program until all outstanding fees are paid in full.

ILLNESS POLICY:

To help prevent the spread of illness, parents/guardians are required to keep sick children at home. If a child arrives at the program showing signs of illness, families will be contacted and asked to arrange alternative care for the day.

According to guidelines from Interior Health, a child is considered too ill to attend if they are experiencing any of the following:

- A known or suspected infectious or communicable disease
- Gastrointestinal symptoms, such as vomiting or diarrhea
- A fever of 38°C (100.4°F) or higher
- Infected skin or eyes, or a rash that has not been diagnosed by a medical professional
- Difficulty breathing or a persistent cough

Children may return to the program once symptoms have fully resolved or a medical evaluation has confirmed that it is safe for them to return. The child must be well enough to participate in the full range of program activities, including outdoor play.

If a child becomes ill while in our care, the parent/guardian will be contacted and expected to pick up the child promptly. If we are unable to reach the parent/guardian, emergency contacts will be notified. The child will be supervised in a quiet, comfortable area until they are picked up.

Please note: A **\$10.00** fee will be applied for absences due to illness.