

RENFREW HUB

Program Handbook



Land Acknowledgment

Trellis's commitment to reconciliation starts with acknowledging our honour and privilege to live and work within the Treaty 7 territory. We acknowledge the traditional and ancestral territory and oral practices of the Blackfoot Confederacy, which includes the Siksika Nation, and the North and South Piikani Nations and the Kainai Nation. We also acknowledge the other members of Treaty 7 First Nations, the Tsuut'ina and ȩyāǰé Nakoda (Stoney Nakoda) which include Chiniki, Bearspaw and Wesley First Nations. In addition, the City of Calgary is home to the Métis Nation of Alberta (Region 3). Finally, we acknowledge all nations, genders and spirits who live, work and play in Moh'kinstsis, the Blackfoot name for Calgary, and Treaty 7 Region of Southern Alberta who help us steward this land, honor and celebrate this territory.





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Welcome to our Renfrew Hub

Our Community Hubs are designed for children (Preschool– Grade 6) and operate through a strength-based, relationship-focused approach to provide fun and engaging programming.

We offer a continuum of child development services designed to foster growth, relationships, and developmental skill building so that young people can thrive in their schools and communities. Our hub programs are co-located to provide easy access for families and seamless transition between programs for children.

We are a community based, not for profit, charitable organization dedicated to meeting the need for high quality, accessible and inclusive child services in Calgary communities. We are dedicated to providing quality programs that support families and communities to be the best they can be!

We believe all children are competent and capable and thus should be given opportunities to grow and develop in safe, welcoming and caring environments.

We believe families are the first and most important teachers in a child's life and strive to support the family and the child throughout their individual learning journeys.



Programming

Renfrew Hub offers a range of programming:

Licensed Preschool

- ☐ Ready Set Go! Preschool (September – June) for children 3-5

Licensed Kindergarten

- ☐ Ready Set Learn! Kindergarten (September – June), operated by partner organization Kin-Dir Education Foundation

Licensed Before and After School Care

- ☐ Kinder Care (September-June), providing Before & After School care for kindergarten students at local schools
- ☐ Clubs Grades 1-6 Before & After School Programs (September-June), providing before- and after-school care

Summer Day Camps

- ☐ Summer Day Camps (July and August), for children 3-12

Trellis partners with community organizations to provide early intervention services and specialized supports for children in our Preschool who are experiencing learning challenges and developmental delay.

Renfrew Hub Contacts

Main Reception

Reception Phone Number	403-276-9981
Reception Hours	8:30 AM - 5:30 PM
Address	731 13 Ave NE Calgary

Find us online at www.growwithtrellis.ca

Program Phone Numbers

Junior Preschool (3-year-olds)	587-893-7303
Senior Preschool (4-year-olds)	403-614-3272
Kinder Care	403-470-6036
Clubs Grades 1-2	403-660-1136
Clubs Grades 3-4	403-606-3513
Clubs Grade 5-6	403-968-6818

Hours of Operation (2023-24 school year)

Before-school programs	7:00 AM
Preschool	7:30 AM
All programs end	5:30 PM

Building Closures

The Renfrew Hub building will be closed for the following days. Specific closure dates and any additional closure dates can be found on our current school year calendar.

All statutory holidays including September 30 and Easter Monday
6 staff professional development days
1 week between Summer Day Camps and School Year Programming
1 week over Winter Break
1 week between School Year Programming and Summer Day Camps

Ready, Set, Go!

Preschool

Ready, Set, Go! (RSG) is a play-based, emergent curriculum preschool designed for children ages 3 to 5. Our teachers are excited to have your child in the class! It's our hope that each child will have fun while learning and growing, whether they are experiencing preschool for the first time or getting ready for kindergarten.

RSG helps each child be the best they can be through learning in our safe and stimulating environment. They'll have fun learning in a variety of ways including play & exploration, books & sensory experiences and listening & creating.

Your child will also have many opportunities for indoor and outdoor play, which contributes to positive emotional, mental, and physical development.



Eligibility

For our Junior Preschool room, children must be three years old by their preschool start date. We will not hold spaces for children who are not yet three years old (ex. if your child turns three in November, we will not hold a space in September and October for your child to start in November. We can add your child to the November waitlist, and if there is room in program in November, we will notify you.)

For Senior Preschool, children must be four years old by December 31 and will be attending kindergarten next year.

Children must be completely potty trained and able to use the toilet independently by themselves (wiping bums, getting dressed, etc.).

Ready, Set, Go!

Preschool

What We Believe

- ☐ Children have the right to feel happy, safe and secure.
- ☐ All children are different and have individual learning needs.
- ☐ Children learn best through play.
- ☐ Children can expand their thinking skills, ability to play socially, and in how they regulate their feelings.
- ☐ Children have the right to give and receive affection and attention.
- ☐ You are your child's first and most important teacher.

Our Goals

- ☐ To encourage learning through play.
- ☐ To offer children choices within a safe classroom environment.
- ☐ To encourage self-esteem, intellectual, physical and emotional growth & social development, creativity, independence and good communication skills.
- ☐ To prepare your child for kindergarten and success in school with the help of YOU, the parent, their most important teacher.



Program Activities

At RSG your child will be exposed to a daily routine and a variety of play centers. Each center fosters growth in a variety of developmental areas.

This is what your child will learn at each centre and beyond:

Art Centre

- Expand their creativity
- Strengthen fine motor skills
- Explore tools and materials
- Express themselves

Building and Manipulatives Centre

- Strengthen fine motor skills
- Strengthen their focus
- Expand their imagination
- Think outside the box
- Work together with other children

Circle Time

- Increase their attention span
- Take turns speaking in a group
- Practice conversation skills
- Practice thinking and sorting
- Explore academics

Dramatic Play Centre

- Expand their imagination
- Experience other perspectives
- Expand thinking, wondering
- Build friendships
- Improve conversational skills

Gym Time

- Exercise
- Practice turn taking and team work
- Strengthen locomotor, stationary skills

Quiet Space

- Learn self-regulation techniques
- Calm space to take time alone

Sensory Bins

- Learn to take turns
- Regulate emotions
- Explore different textures, sensations

We welcome you to visit our classroom to understand more about our play-based philosophy!

Kindergarten Care: Before and After School Care (September-June)

Our Kindergarten Before & After School Care program will offer your child a safe and stimulating learning experience, involving a great deal of both indoor and outdoor play.

Your child will have fun learning in a variety of ways - through play and exploration, through books and sensory experiences, through listening and creating, while our team will focus on building relationships and social emotional learning. Each day will provide opportunities for new experiences!

Eligibility

Children must be enrolled in a Kindergarten program and must be 5 years old by December 31st of the current school year.



Program Activities

In Kinder Care your child will be exposed to a daily routine and a variety of play centers. Each centre fosters growth in a variety of developmental areas.

This is what your child will learn at each centre and beyond:

Art Centre

- Expand their creativity
- Strengthen fine motor skills
- Explore tools and materials
- Express themselves

Building and Manipulatives Centre

- Strengthen fine motor skills
- Strengthen their focus
- Expand their imagination
- Think outside the box
- Work together with other children

Circle Time

- Increase their attention span
- Take turns speaking in a group
- Practice conversation skills
- Practice thinking and sorting
- Explore academics

Dramatic Play Centre

- Expand their imagination
- Experience other perspectives
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- Build friendships
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Gym Time

- Exercise
- Practice turn taking and team work
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Quiet Space

- Learn self-regulation techniques
- Calm space to take time alone

Sensory Bins

- Learn to take turns
- Regulate emotions
- Explore different textures, sensations

Grades 1-6 Clubs September-June

Our Clubs Grades 1-6 Before & After School Programs offer a safe, welcoming place for kids to come after school, make friends, and participate in activities that encourage learning and discovery, health and well-being, physical literacy, creative expression, leadership development and a positive connection to community and family.

We help children and youth build a positive sense of self through supportive adult staff and volunteers, and engaging activities that challenge and enrich the mind, body and spirit of each member. Club programs focus on building life skills, and social and emotional competencies.

Eligibility

Children must be in Grades 1 to Grades 6. Staff do a walking school-bus pick-up from St. Alphonsus School, Stanley Jones School, and the King George bus stop on 13th Ave. For families attending other schools, guardians must arrange for their child's transportation to the Renfrew Hub.

Programming During Breaks

Winter Camp and both Spring Break Camps are included in regular Club fees for kids already registered in programming for that month. For families looking to access the Winter Camp only, the cost is \$220 and access depends on available spaces, as priority will be given to kids enrolled in regular programming.

Winter Camp: 8:30 am – 5:30 pm

CBE Spring Break Camp: 8:30 am – 5:30 pm

CCSD Spring Break Camp: 8:30 am – 5:30 pm

What We Believe

We believe that if we offer structured after-school programming in a **safe and strength-based environment, with staff members who truly care about every child in our programs,** we can support the development of **tangible skills**—like playing soccer or baking a cake—as well as **social-emotional skills**—like learning to make a friend or resolving a conflict.

Four R's Philosophy

Our Clubs ask that all children participating in programs follow the four R's. This philosophy means:

1 Respect Yourself

2 Respect Others

3 Respect the Environment (or Club)

4 Be Responsible

Our staff teams strive to model these four principles, which we review with the children regularly at the start of programs with examples of what these principles look like in action.

Our team makes every attempt to role model positive social and emotional skills through programs and teachable moments.

Program Activities

Programming begins each day when the area schools let out for the day. We offer a short period of supervised free time activities, a snack, time to be active, and then we begin our scheduled programming. Please see our daily schedule for more details.

During scheduled programming, children can participate in a variety of programs. Our Clubs offer a safe, welcoming place for kids to come after school, make friends, and participate in activities that encourage:

- Learning and discovery
- Health and wellbeing
- Physical literacy
- Creative expression
- Leadership development
- Positive connection to community and family

Children and families have the opportunity to select the program activities their child will participate in each 'block' of programming. 'Blocks' of programming run for eight weeks. Every eight weeks children and families will have the opportunity to select their child's programming options.

See our Block Programming calendar for more details.

Our team makes every attempt to role model positive social and emotional skills through programs and teachable moments. Each day will provide opportunities for new learning experiences!



Registration & Fees

Registration can be completed on our website or by phoning the hub.

You can also set up a registration appointment with staff by calling reception. New registrations are processed monthly, with monthly start dates throughout the year, until program capacity is reached. **•For all Renfrew programming during the school year, a half-month deposit is required to hold your space. \$50 of the deposit is non-refundable.**

Once programs are full, new registrants are put on a waitlist. If space opens up in a program, we will contact families on the waitlist to offer a space in our program. Should you be contacted and offered an available space you will be provided with **48 hours to respond** before we connect with the next family on the waitlist.

Program Fees

Program fees are available on Trellis' Online Registration Portal, and are split depending on which services (e.g. full day care, post-care) are needed.

Subsidy Information

Government of Alberta Child Care Subsidy (All Preschools and All Renfrew Clubs, Including Kinder Care)

Families can apply for additional subsidy through the Government of Alberta Child Care Subsidy www.alberta.ca/child-care-subsidy.aspx. Families are responsible for applying for subsidy and renewing their subsidy to help offset the costs of their childcare fees. Any unpaid portion of subsidized childcare is the financial responsibility of the enrolling parent. When applying for subsidy families should select **Trellis Renfrew Hub** in the drop-down menu.

Government of Alberta Affordability Grant (All Preschools and Renfrew Kinder Care)

Preschool and Kinder Care fees are reduced for families every month through the Government of Alberta Affordability Grant for children who are not yet attending grade one and who are attending program during regular school hours.

Program Payments

Due Dates

Fees are due on the 1st of each month. Monthly fees received after the 1st of the month will incur a late fee of \$10/day levied against their account. If payment has not been made by the 15th of the month, or a payment plan has not been set up with admin support or a manager, then children will be removed from their space in program.

Payment Options

Payments can be made by credit card online, or by debit or credit at reception. Families also have the option of signing up for automated payments – please speak to a staff member for assistance.

If your family's financial situation has changed, please reach out staff and Program Managers who can provide alternate resources.

Refunds

There will be no reduction of childcare fees due to child illness, family vacation, identified closure dates and/or unexpected closure due to circumstances beyond the control of the Trellis Renfrew Hub. Due to the fixed nature of cost to Trellis to operate, refunds will:

- ❑ Be made available in the case that programming is closed for more than 50% of programming days (50% refund).
- ❑ Not be made available for short-term closures of programming (such as 72-hour closures in case of a contagious illness).
- ❑ Be available to families when registration is cancelled by the family with at least 30 days' notice before the start date of program, less the non-refundable deposit.

Cancellation

Trellis reserves the right to modify and/or cancel program offerings where required due to low registration and/or changes to provincial regulations. Cancellation and/or modification decisions made regarding registration will be communicated to families no less than 5 days prior to the start of programming.

Cancellation and/or modification decisions made in relation to provincial regulations and guidelines will be communicated to families as quickly as possible after Trellis receives notification.



Withdrawal

If you wish to cancel your registration and withdraw your child from our programs, we require 30 days' notice (ex: notice must be given March 1 for an April 1 withdrawal. Fees will still be charged for March). This allows us to ensure that we can move children into our programs from the waitlist at the next month's start date.

Parent Orientation

Before children can attend our programs, a parent or guardian must either attend a Parent Orientation night or must contact reception to book a Parent Orientation meeting with a staff. During parent orientation we will give you a tour of our space and we will review the Renfrew Hub Handbook and ensure that all documents and forms are filled out.

Meet the Renfrew Hub Team

In our Hubs, all employees are trained professionals who adhere to agency-wide mandatory trainings and professional development.

Some of these trainings include:

- First Aid and CPR
- Principles of Healthy Child Development
- Developmental Relationships
- Food Safety
- Medication Administration
- Diversity
- Indigenous Awareness
- Applied Suicide Intervention Skills and/or Safe Talk
- Behaviour De-escalation

Our Team

Preschool Teacher Oversees daily operations of the preschool, curriculum plans, teacher-led activities and overall safety of the classroom

Early Childcare Educators Supports the RSG and Kinder Care programs. Supports with daily operations, program planning and overall safety of program space.

Clubs Full-Time Program Facilitators Oversee daily operations of care, program planning, staff-led activities, and overall safety of the program space.

Part-Time Program Facilitators Support with daily operations, program planning and overall safety of program spaces.

Director	Provides direction and oversight to the Renfrew Hub in alignment with other Trellis Society programs and priorities.
Manager	Oversees overall operations of the Renfrew Hub and all associated staff.
Program Lead	Oversees program operations of the Renfrew Hub and all associated staff.
Admin Support Staff	Supports with inquiries, registrations, payments, subsidies, and forms.
Child & Family Therapist	Works with children/youth and their adults for counselling support, typically in-person at Club locations. Incorporates a variety of approaches to best meet developmental needs. Also works closely with Club teams to support with behaviours/concerns that are showing up in programming.
Circle Keeper	Works with all participants to strengthen a positive connection to culture. Guided by Elders and Knowledge Keepers, Circle Keepers invite individuals to participate in Ceremonies, Smudges, Sweats, community dinners, and Sharing Circles, engage in traditional learning, connect with Elders, and prepare medicine bundles and medicine bags.

We also partner with the Kin-Dir Education Foundation to provide supports for the children in our program with diverse learning and developmental needs. The Kin-Dir Team consists of:

- Physical Therapist
- Occupational Therapist Speech Pathologist
- Behavioural Psychologist for support and in-house therapy

Hours of Operation

The Renfrew Hub is open 7:00am – 5:30pm daily.

Ready, Set, Go! Preschool

Monday – Friday

Pre-Care (am)	7:30 – 8:30
Morning Class	8:30 – 11:30
Lunch	11:30 – 12:30
Afternoon Class*	12:30 – 4:30
Post Care (pm)	3:30 – 5:30

*3-year-old class has a resting/quiet period from 12:30-2pm

*Pick-up from afternoon class is anytime after 3:30pm

The classroom will open each day at the scheduled times above. Although the teachers are in the room, they are busy preparing for the class. We ask that you wait with your child outside the preschool door until the doors are open.

Classes end at the scheduled times above, and we ask that you please arrive at program on time to pick-up your child out of respect for the preschool staff team as well as the child's routine.

Before School Program (Kinder and Clubs)

Monday – Friday, 7:00am-Bell Time

Walking school bus is provided from Renfrew Hub to St. Alphonsus School and Stanley Jones School. Children must arrive at the Renfrew Hub **before** the walking bus to their school departs. Stanley Jones departs between **7:40-7:45am** and St. Alphonsus departs between **8:00-8:05am**.

After Morning Kindergarten

Monday – Friday, Bell Time (approximately 11:00am)-5:30pm

We provide walking school buses from both **Stanley Jones School** and **St. Alphonsus School**. Families coming from all other schools must arrange their own transportation to the Renfrew Hub building. Families who are providing alternative transportation to our walking school buses can drop their children off **no earlier than 11:30 am** as staff are off-site until this time picking up children from other schools.

For those children who attend a CBE Kindergarten, we offer full day programming on the Fridays that their class does not have school.

After Afternoon Kindergarten

Monday – Friday, Bell time (approximately 2:30pm)-5:30pm

We provide walking school buses from both **Stanley Jones School** and **St. Alphonsus School**. We also meet kids at the **King George School** bus stop on 13th Ave. Families coming from all other schools must arrange their own transportation to the Renfrew Hub building.

Those attending afternoon kindergarten who are being dropped off when they are done school, if you are dropping off at a time other than 2:30-3:00pm please contact program staff to see if the program is on site.

After School Clubs

Monday – Friday, Bell Time (approximately 2:30pm)-5:30pm

We provide walking-school buses from both **Stanley Jones School** and **St. Alphonsus School**. We also meet kids at the **King George School** bus stop on 13th Ave. Families coming from all other schools must arrange their own transportation to the Renfrew Hub building. Families who are providing alternative transportation to our walking school buses can drop their children off **no earlier than 3:00pm** as staff are offsite until this time picking up children from other schools.

Club Half-Day Programming

Bell Time (approximately 12:00pm)-5:30pm

On Fridays we run early dismissal programming for schools with an early bell. Families who are providing alternative transportation to our walking buses can drop their children off **no earlier than 12:30pm** as staff are offsite until this time picking up children from other schools. If you are dropping your child off for early dismissal program between 1:00-3:00pm, please text your child's program phone to find out if your child's program is onsite or offsite.

Day Camps (PD Days, Winter and Spring Break Camps)

8:30 am – 5:30 pm

We provide PD Day Camps, Winter Camps and Spring Camps based on the on the school calendars of our two primary schools: **St. Alphonsus School** and **Stanley Jones School**. We do not provide additional camps based on other school calendars. Please inform staff if your child will be dropped off late or picked up early as the program may be off-site during portions of the day camp.

Walking School Bus

The Walking School Bus offers pick-up from select schools within walking distance of the club when students from these schools are dismissed.

Kindergarten to grades 6 After School Clubs provides walking-school buses from **Stanley Jones School, St. Alphonsus School,** and the **King George Bus Stop** on 13th Ave.

Families coming from all other schools must find a way for the children to be brought to the Renfrew Hub building. Clubs staff will remain at the pick-up location until all students have arrived and will then follow the same route every day back to the club.

We wait at the schools for 10 minutes for kids before we walk back to the hub. If a period of five minutes from dismissal time has passed and there are students missing, staff will call parents, then emergency contacts to determine if the student was at school that day. If it is determined that the student did not attend school, the walking school bus will leave.



If the student did attend school, staff will connect with school personnel to assist in finding the student. If the student is unable to be found, parents will be notified first, then emergency contacts if needed, and the Club Manager will decide if the Walking School Bus will leave the school.

All Clubs kids are required to utilize the Walking School Bus unless written permissions stating otherwise is provided to the club by the parent/guardian. Walking School Buses will be provided every day.



Persons Approved For Pick Up

Trellis staff can only release children to people who have been indicated as parents/guardians, emergency contacts, or approved pick ups. Persons picking up children must bring with them their photo

ID that staff will check against our approved pick-up information. If another person will be picking up your child, we ask that you inform staff of their first and last name, phone number and ask them to bring their photo ID to pick up. Program staff reserve the right to ask for identification from anyone who is picking up a child.

Late Pick Ups

Our programs end at 5:30 pm each day and children must be picked up by this time. Late pick up fees will apply to all children not picked up by 5:30 pm or by the end of their registered program time. The late fee is \$1/minute until the child is picked up. Late fees will be added to your account and must be paid with your next month's payment. Late pickups will be recorded on a "late pick up form".

Continual late pickups will result in an increase of the late pick-up fees. If late pickups continue, staff will assess whether the program is the right fit for the family's need and may remove the child from program.

Attendances/Absences

If your child is going to be absent, please phone or text your child's leader on the clubs' cell phone. If you cannot reach the leaders directly, please leave a voicemail or send the program phone a text. If your child is missing from walking school bus or from program, staff will give you a call to find out if your child will be attending program. Please note that if your child is away for an extended period, parents are still required to pay in full unless arrangements have been made with the Program Manager.

Meals and Snacks

All meals and snacks will be prepared and stored per Health and Safety regulations. If your child has specific dietary restrictions, please let the staff know. Our clubs are allergy aware and sensitive. We ask that no parent or guardian send their child with any food that contains nuts.

Before School

Children will be provided with an opportunity to have breakfast before walking to school. If you would like your child to have the opportunity to eat breakfast at the club, they must be dropped off at least 20 minutes before the walking bus is scheduled to depart. During Summer Day Camps, breakfast will not be provided, families can choose to send their child to pre-care with breakfast food if needed.



After School

We provide a nutritious and balanced snack to those kids attending after school programming. If your child is a picky eater, we recommend sending extra snacks in their school lunch so that they have options if they do not like the snack we have provided.

Pre School

We provide two nutritious snacks in the day for the entire class, one in the morning and one in the afternoon. If your child is attending full days, please pack a healthy lunch with them.

Early Dismissal Program

Families must send their children with a lunch to early dismissal program. An individual lunch should be packed for each child (siblings should each have their own lunches and should not be sharing lunches). Lunches should focus on healthy choices, and have options from the three food groups. Lunches should not require staff preparation and should be non-microwavable.

Day Camps

Families must send their children with a morning snack, a lunch, and an afternoon snack to day camps. An individual lunch and snacks should be packed for each child (siblings should each have their own lunches and should not be sharing lunches). Lunches and snacks should focus on healthy choices and have options from the three food groups. Lunches should not require staff preparation and should be non-microwavable and non-hot water.

Allergies

All programs at Renfrew Hub are nut free zones!

If your child has an allergy or food restriction, please NOTIFY the leaders. Program staff need to know the severity of the allergy and be instructed on what to do in the case of an allergic reaction. If your child has an inhaler, epi- pen or ana-kit, the **Medication Consent** and **Medication Intake forms** must be signed, and the medication must be on the premises in case of an emergency. Please ensure that the medication is clearly labeled with your child's name, dosage instructions and that it is in the original container. Staff will have a list of the names of any child with allergies in their programs.



Spontaneous Outings and Field Trips

Often when the weather is nice, our groups may go for a walk or visit a nearby park. Please dress your child in appropriate clothing for the weather. Dress them in layers if it is cold, and remember it is better to overdress than underdress.

All off-site field trips require parental consent for a child to participate. This consent will include specifics about the off-site activity including mode of transportation, supervision arrangements, date of the off-site activity, time of departure from our location and anticipated time of return. Modes of transportation could include walking, public transit, or a chartered bus.

Weather Policy

During winter/cold weather months, outdoor play will be based on the weather. Trellis policy states that outdoor activities are permitted at or above -20°C with a windchill factor at or above -25°C . Staff will use their discretion based on the age of the group and whether participants have appropriate outdoor clothing for the weather. Typically in our younger groups, staff will limit outdoor play when the temperature drops below -15°C .



During summer/hot weather months, outdoor play may be limited at the discretion of the staff. Trellis policy states that when the temperature is over 30°C or a humidex factor over 35°C staff will limit outdoor activities to 45 minutes or less and will ensure that children are well hydrated and have access to a shady space to cool down. If the temperature is at or above 36°C the outdoor activity may be rescheduled to a cooler part of the day. Staff will also take into consideration the smoke index when determining whether to take a group outdoors.



Medication Administration

Wherever possible, please administer medication to your child at home before or after programming. Staff can provide support to your child with their medications, however, due to staffing ratios our capacity to do so is limited. In the case where a child is needs to take a medication during programming hours, the following procedures will be followed:

Written consent will be obtained from the parent on the Medication Consent form.

Children will not be allowed to self-store medication unless it is a life-saving medication such as a puffer or an epi-pen (which must be stored in a fanny-pack type carrier or similar). Staff will store and administer necessary medications. The following steps will be taken:

- The medication will be signed in by the guardian in the original labelled container and tracked on the Medication Administration Record & Inventory sheet.
- All personal prescriptions must be filled by a pharmacist and must have a complete label bearing the physician's name, the child's name and complete direction for administration.
- To ensure staffing ratios can be maintained, on-going prescription medications can only be administered during our medication administration windows at 10:00am, 12:00pm, and 4:00pm.
- The medication will be administered as needed according to the labelled instructions and administration will be tracked on the Medication Administration Record & Inventory sheet.
- Guardians will be notified when medication has been administered.

Staff cannot provide specialized medical procedures such as insulin injections. In these cases, staff can provide the participant with a private space to self-administer and will monitor and document the procedure.

Universal Precautions and Illness Prevention

We follow the guidelines of universal precautions in all interactions in our program. For the health and safety of all children and staff please do not send your child to Club if they are feeling unwell and/or are displaying symptoms of any other illness that could put the health of others at risk.

Some indicators that your child should stay home may include but are not limited to:

- ☐ Fever over 99.5F (37.5C)
- ☐ Head Lice
- ☐ Nausea, vomiting or diarrhea
- ☐ Yellow skin or eyes
- ☐ Eye infections e.g. conjunctivitis
- ☐ Cough
- ☐ Runny nose
- ☐ New or unexplained rash with fever
- ☐ Rapid or difficulty breathing
- ☐ Sore throat
- ☐ Present ear infection
- ☐ Muscle or joint aches
- ☐ Chicken pox, measles, etc.

If your child arrives at and/or becomes ill while at Club, you will be called immediately so you can take them home or to the doctor. Until you arrive, a staff member will be assigned to care for your child while ensuring that others in the program have limited exposure.

Children who have been sick must be symptom-free for 24 hours or have a physician's note prior to returning to the program. If your child is exposed to or has a viral infection (contagious disease) such as measles, mumps or chicken pox, they must be immediately removed from the program by a parent/guardian. Staff are required to notify Alberta Health Services and other parents of the children who have been exposed.

You'll be notified immediately in the event of a serious accident or illness involving your child. Staff will also seek the appropriate emergency and/or medical attention and care. If you cannot be reached, staff will contact your emergency contact. Any minor incidents will be dealt with by staff and debriefed with you at pick-up.

Renfrew Hub follows AHS guidelines on Outbreak Prevention and Control in Child Care Facilities, which means there may be updates to how we respond throughout the year based on changes made by AHS.

Your Rights



Voluntary Involvement

You have a choice whether you want to work with us or not. We encourage you to talk to staff and your supports before you decide. We can support you with accessing a different program if needed.



Advocacy

You have an important voice and we will support you in advocating for yourself. We will also be there to advocate for you and can connect you to other advocates.



Dignity & Respect

You will be treated with dignity and respected at all times by everyone.



Support in Diversity, Safety, and Well-being

You will be respected and supported for who you are, what you believe in and how you practice your culture.



Access Options to Connect or Reconnect with Natural Supports

Who are the people who are important to you? We can help you stay connected with them.



Indigenous, Cultural, Spiritual, 2SLGBTQIA+ Resources

You will be encouraged and supported to access communities that are important to you.



Future Planning

You have the right to be actively involved in planning for your future. This means you get to set goals that you want to work towards and make decisions that are important to you.



Conflict Resolution & Grievance Procedure

You have the right to be supported through times where you may not agree with your worker or the program. The full procedure is outlined later in this handbook.



Confidentiality

You tell us who we can share your information with. The only times we would share your information without your permission is because of a medical emergency, a concern for you or someone's safety, or a legal subpoena. We keep your information for at least seven (7) years, as required by law.

Abuse, Harassment and Bullying

Trellis is committed to ensuring that everyone is able to achieve success in an environment that is free from abuse, harassment and/or bullying.

Under no circumstances will any forms of abuse, harassment and/or bullying be tolerated (from, to and/or between persons served and staff alike). Such behaviours may result in disciplinary actions or criminal charges.

Due to the nature and concern of abusive, harassing and bullying behaviour, Trellis will ensure that information regarding support/advocacy, investigation and resolution is made available to all personnel employed by Trellis and/or individuals receiving services.

The following are protocols for reporting such circumstances:

1

Abuse

Abuse is considered to have occurred if one person experiences the following at the hands of another person:

- Physical actions that are intended to inflict violence or pain
- Emotional or psychological coercion used to manipulate
- Inappropriate and unwelcome sexual contact
- Failure to meet physical and/or emotional needs (also known as neglect)
- Bullying, inappropriate administration of medication
- Exploitation

2

Harassment

As defined by the Alberta Human Rights Commission, harassment occurs when someone is subjected to unwelcome verbal or physical conduct because of:

- Race
- Religious beliefs
- Colour
- Place of origin
- Gender
- Physical or mental disability
- Age
- Ancestry
- Place of origin
- Marital status
- Source of income
- Family status
- Sexual orientation

Alberta Human Rights Law prohibits worksite harassment based on these grounds.

3

Bullying

Bullying is “seen as acts or verbal comments that could ‘mentally’ hurt or isolate a person. Sometimes, bullying can involve negative physical contact as well.

Bullying usually involves repeated incidents or a pattern of behaviour that is intended to intimidate, offend, degrade or humiliate a person or group of people. It has also been described as the assertion of power through aggression.”

To formalize an abuse, harassment or bullying complaint, follow the grievance procedure.

Grievance Procedure

The result should be that everyone understands the issue, how it was fixed, and how to prevent the issue from happening again. Every step of this process will be documented in your file.

STEP 1



Talk to **STAFF** directly about what is bothering you. You can ask a support person to be with you if you feel uncomfortable doing this on your own.

Not Happy?



Still Not Happy?

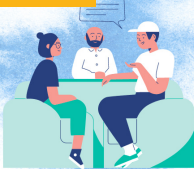


STEP 2



You may ask the **PROGRAM MANAGER** (your staff's boss) who will connect with you within 7 business days after getting your contact information, to be involved.

STEP 3



You may ask the **PROGRAM DIRECTOR** (your manager's boss) who will connect with you within 7 business days after getting your contact information, to be involved.

Still Not Happy?



STEP 4



You may ask the **COO and/or CEO** (the Director's boss), who will connect with you within 7 business days after getting your contact information, to be involved. The final outcome of this meeting will be shared in writing to everyone involved within 7 days. This will be the end of the Grievance Procedure and the decisions agreed on are final.

Office of the Child & Youth Advocate

Suite 2420, 801 6 Avenue SW
Calgary AB T2P 3W3
Toll-free 1-800-661-3446
403-297-8435

Office of the Ombudsman

Suite 2560, 801 – 6 Avenue SW
Calgary, AB T2P 3W2
Toll-free 1-888-455-2756
403-297-6185
info@ombudsman.ab.ca

Who You Can Call for Support

For after-hours assistance or support:

Distress Centre 24/7 Crisis Line	403-266-4357
Non-Emergency Calgary Police Service	403-266-1234
Emergency Services	911
Southern Alberta Child Intervention Services	403-297-2995

Other Important Numbers:

HealthLink	811
Calgary Transit	403-974-4000
Office of the Child and Youth Advocate	1-800-661-3446
Child Abuse Hotline	1-800-387-KIDS(5437)
Calgary Child Advocacy Centre	403-428-5300
Kids Help Phone	1-800-668-6868 or text CONNECT to 686868
Centre for Sexuality	403-283-5580
Calgary Communities Against Sexual Abuse	1-866-403-8000
Poison and Drug Information Service	1-800-332-1414



OUR VISION

A community where everyone can flourish.

OUR PURPOSE

We support growth across generations

OUR VALUES

Courage

We willingly embrace growth and don't see it as optional.

Empathy

We relentlessly care about the growth of others, and won't let anyone go unsupported.

Learning

We choose to grow through uncertainty, even when status quo feels easier.

Impact

We go beyond what seem doable and prove that growth is possible.

