

RENFREW HUB

Program Handbook





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.

Learning

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

Empathy

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

Impact

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



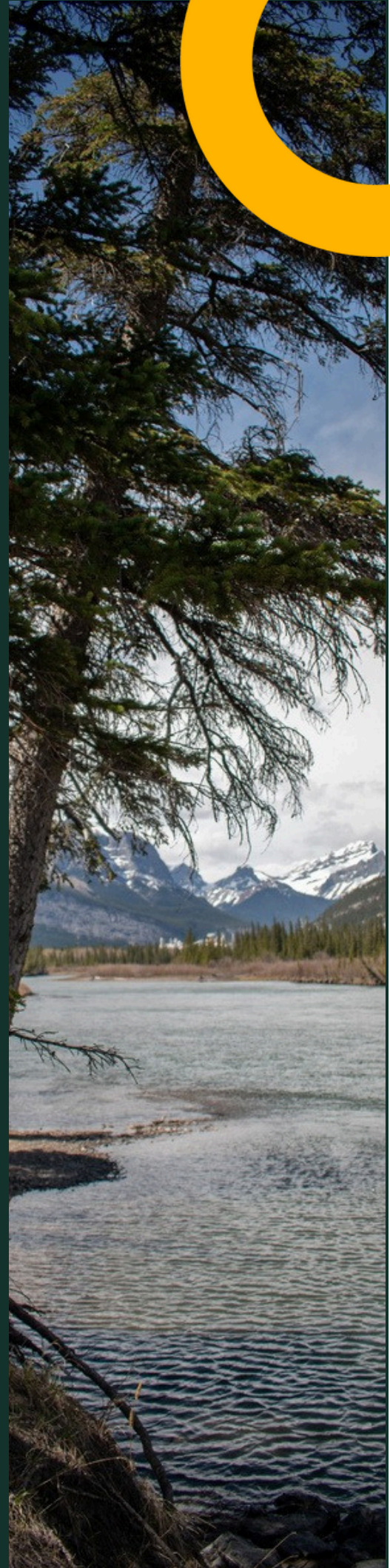
All Are Welcome Here

We are committed to creating a welcoming, safe and inclusive environment for everyone. Our programs celebrate diversity while creating space for all voices, stories and experiences to be heard and valued. We are committed to ongoing learning and meaningful action toward Truth and Reconciliation, while advancing anti-oppressive practices within Trellis and throughout the communities we serve.

Land Acknowledgment

Our commitment to reconciliation starts by acknowledging that Trellis Society is honoured to serve in the traditional territory of the Blackfoot Confederacy, home to the Siksika, the North and South Piikani, and the Kainai Nations. We also acknowledge the Tsuut'ina, ȩyārĥé Nakoda (the Chiniki, Bearspaw and Goodstoney Nations), and the Otipemisiwak Métis Government of the Métis Nation (Districts 4, 5 and 6).

Finally, we acknowledge all nations, genders and spirits who live, work and play in Treaty 7 territory. We are all Treaty People and being here comes with the responsibility to care for this land out of respect for each other and hope for the future generations to come.



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 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
Address	731 13 Ave NE Calgary

Find us online at www.growwithtrellis.ca

Program Phone Numbers

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

Building Closures

Renfrew Hub and all programs will be closed for statutory holidays, including September 30th and Easter Monday. In addition, any other closures including professional development, training and planning days will be listed in the yearly calendar.

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 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.)

Children must be completely potty trained and able to use the toilet independently by themselves (wiping bums, getting dressed, etc.). If your child requires additional support, please speak directly to the Program Manager regarding your child's needs, so that we can determine if RSG Renfrew is the best placement for their child.

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

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!

Kinder 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
- 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

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

For the 2025-26 school year, both Spring Break Camps are included in regular Club fees for kids already registered in programming for that month.

Programming during PD days and school breaks operates 8:30-5:30

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.

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 \$200 deposit is required to hold your space. If a month's notice is given, the deposit is refundable. There is also a \$50 registration fee that 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 (After School Care - Grade 1 - 6)

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. The cost per month after the Affordability Grant is \$326.25.

Trellis Financial Assistance

If families require additional financial support they can fill out a Trellis Financial Assistance application online through Avocado or at your local Hub. If applying online, you will be taken through our online application process. You will complete the Trellis Society Financial Support forms and upload the supporting documents required for proof of income, which will then be reviewed by a Trellis Society staff member, and financial assistance will be determined. This process can also be completed with the help of a staff member but remember to bring your supporting documents.

The following documentation will be required during the application process:

- **Current paystubs for each adult in the family (minimum one month)**
- **Your most recent Notice of Assessment**
- **Alberta Child Health Benefits or Alberta Adult Health Benefits Approval Letter (Optional)**
- **Assured Income for the Severely Handicapped (AISH) letter or card (Optional)**

Program Payments

Due Dates

Fees are due on the 1st of each month.

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 may be removed from the program.

Payment Options

Payments can be made through Avocado (via the Trellis website), or by debit or credit at Renfrew reception.

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

Program Facilitators

Design and deliver programming for program participants

Manager

Oversees the overall operations of the Renfrew Hub and all associated staff.

Director

Provides direction and oversight to the Renfrew Hub in alignment with other Trellis programs and priorities.

Early Childhood Educators

Deliver the daily operations of the preschool, curriculum, program planning, teacher-led activities and overall safety of the classroom

Hub Lead

Provides coaching for staff and completes administrative duties

Referrals are available to other programs and supports at Trellis, including:

Circle Keeper Team:










To help them strengthen a connection to culture in a good way. 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.

Clinical Team:

Children and families can be referred to our clinical team and counselling programs. The Child and Family Therapist works with children and families to best meet their needs

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
-  Relationship-First Training (Natural Supports)
-  Food Safety
-  Medication Administration
-  Diversity
-  Indigenous Awareness
-  Applied Suicide Intervention/ Non Suicidal Self Injury Skills or Small Talk
-  Crisis De-escalation
-  Trauma Informed Practice

Hours of Operation

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

Ready, Set, Go! Preschool

Monday–Thursday

Pre-Care (am)	7:30 – 8:30	<i>*3-year-old class has a quiet period from 12:30-2pm</i>
Morning Class	8:30 – 11:30	
Lunch	11:30 – 12:30	<i>* Pick-up from afternoon class is anytime after 3:30pm</i>
Afternoon Class*	12:30 – 4:30	
Post Care (pm)	3:30 – 5:30	
Friday Pre-Care (am)	7:30 - 8:30	
Friday Morning Class	8:30 - 11:30	

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 and Spring Break Camps)

8:30 am – 5:30 pm

We provide PD Day 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 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.



Spontaneous Outings and Field Trips

Additional Outdoor Play Information

For Preschool

- Primary staff will observe children's play both indoors and outdoors. This will allow staff to learn about each individual child and their behaviors to ensure that they are working proactively with each child and meeting their individual needs during the time when they are in the program.
- Primary staff will conduct a thorough inspection at the start of each day to ensure that those areas used daily or occasionally are clean, safe, and ready for use. For outdoor spaces this occurs before each use and before children can explore the space.
- When children are leaving one area of the program to go to another or to go outside (including entering and leaving transportation), primary staff will ensure that all children are present by conducting a head count, using walking leads or conducting a verbal roll call.
- Staff position themselves at the front and end of the line, to make sure that children are safe and stay together. Through getting to know the children and their needs, staff will buddy children up and walk with the children who need extra support to ensure safety. Staff also position themselves so they can keep children in their eyesight and away from openings and gates.
- If there are children who are unable to follow the rules to stay safe, or who create an unsafe space for others, staff will implement the behaviour policy and work through the steps of the policy. This may also include not being able to attend the next field trip and having to stay home for that day.

Spontaneous Outings and Field Trips

For Out of School Care (Kinder Care and Clubs)

- Staff will conduct head counts or verbal role calls before leaving program and upon arriving at the off-site location. Staff will also conduct periodic head counts throughout the off-site trip.
- Staff will have children line up upon arrival at the off-site location and staff will conduct a site check of the location to ensure the area is clean, safe, and ready for use
- Staff will establish boundaries for children at the location that ensures children remain within sight and supervision of staff
- Staff will engage with kids by playing games and participating in activities with kids to keep them engaged
- Staff will be aware of kids who are in their group, interactions between children, and children who may need additional support and will provide supervision to support the success of these children in the group
- If there are children who are unable to follow the rules to stay safe, or who create an unsafe space for others, staff will implement the behaviour policy and work through the steps of the policy. This may also include not being able to attend the next field trip and having to stay home for that day. The behaviour policy also applies to our walking school bus.

How We Support Positive Behaviour

At our Club, we believe that kids learn best in safe, respectful environments. Here are the positive strategies our staff use to help children grow, learn, and manage big feelings:

Accepted Strategies

- ❑ Loss of Privileges
- ❑ Positive Behaviour = Positive Reward (and vice versa)
- ❑ Managing the Environment: Being aware of and using the environment to prevent and de-escalate crises
- ❑ Prompting: Gentle signals or cues to remind children to either start a task or stop an inappropriate behavior
- ❑ Caring Gesture: Non-verbal signs of support (pat on the shoulder, etc.)
- ❑ Hurdle Help: Offering help and support to get through something challenging if a child is feeling frustrated
- ❑ Redirection and Distractions: Changing the activity or removing a child from a group to prevent a bigger issue
- ❑ Proximity: sometimes using physical proximity to help children feel supported
- ❑ Directive Statement: Stated in a clear, direct and respectful manner
- ❑ Time Away: If a child needs time to calm down, they can go to a quiet area to process their feelings.

What We Don't Do

Some actions are never okay. These strategies are prohibited in our program:

- Using physical harm or threats
- Saying things that hurt a child's dignity, like insults or humiliation
- Inappropriate use of medications to control behavior
- Preventing children from practicing their culture or spirituality
- Not allowing someone to have contact with approved family members or natural supports
- Locking children in a room or using isolation
- Denying access to advocacy (Children's Advocate) or legal support
- Any other techniques or strategies that is unsafe, disrespectful or not allowed by law

Intervention & Child Guidance Policy

Throughout the program, staff and volunteers will continue to work with children to understand behaviour expectations within the Club. Staff will encourage all children to behave appropriately by having a positive approach in interactions and by providing a stimulating program. At no time will punitive discipline be used.

Consequences will be reasonable under the circumstances.

At all times, staff will maintain a fair, consistent, and positive approach to the child's behaviour. When children have conflict with each other, staff will encourage them to resolve the situation themselves and assist as necessary.

We have a zero-tolerance policy for abuse, bullying, and harassment. Verbal or physical aggression will not be tolerated in any form or towards any person at the club. If a child is having behaviour difficulty within the program, the following steps will be taken:

Behaviour Guidance: Three Strike Approach

First Strike

- Staff use the child's name to gain their attention.
- The child is reminded of the behavior or expectation that is not being met.
- The child is informed that this is their first strike.

Second Strike

- Staff repeat the reminder about the behavior or expectation.
- The child is asked if they need a break from the group or would like to talk privately.
- The child is informed that this is their second strike.

Third Strike

- If the behavior continues, the child is informed that they are on their third strike.
- The parent is contacted and asked to pick up their child early.
- This step ensures the safety and smooth operation of the group program.

Debrief

- Staff will debrief with the child and parent at pick-up or during the next program day, as needed.

Ongoing Concerns

- If staff notice a pattern of concerning behavior, a formal meeting will be scheduled with the parent/guardian.
- Together, we will develop a support plan, including a crisis cycle if needed.
- We may also consult with the Trellis clinical team to ensure appropriate support is in place.

If the behaviour challenges continue to present in a way that is detrimental to program quality or the safety of others, staff and parents will meet, in some cases with the child, to discuss behaviour and a management plan before the child returns to the program.

To ensure safety for all, if your child is physically aggressive to other children or staff, parents will be called immediately and will need to pick up their child within 30 minutes. Staff will debrief the incident with the child and parent at pick up, or if the child is still escalated the debrief will happen the next club day.

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.

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.

Symptoms

More than one cold symptom
Fever
Diarrhea
Vomiting

Stay Home For

24 hrs after last symptom
24 hrs fever-free
48 hrs after last soft bowel movement
48 hrs after last episode

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

These will be reviewed with you every 3 months.



Right to 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.



Right to 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 if that is something you would find helpful.



Right to 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.



Right to be Supported in Diversity, Safety, and Wellbeing

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



Right to Access Options to Connect or Reconnect with any Natural Supports

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



Right to Indigenous/Cultural/Spiritual/2SLGBTQIAP+ Resources

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



Dignity and Respect

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



Right to Confidentiality

You tell us who we can share your information with and who we can ask your information from. The only times we would share your information without your permission is for a medical emergency, a concern for you or someone's safety, or a legal subpoena.



Right to Future Planning

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



Consent to Participate in Program Activities

You have the option of joining the program on recreational activities, realizing that there are risks depending on the activity.

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
- 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.”

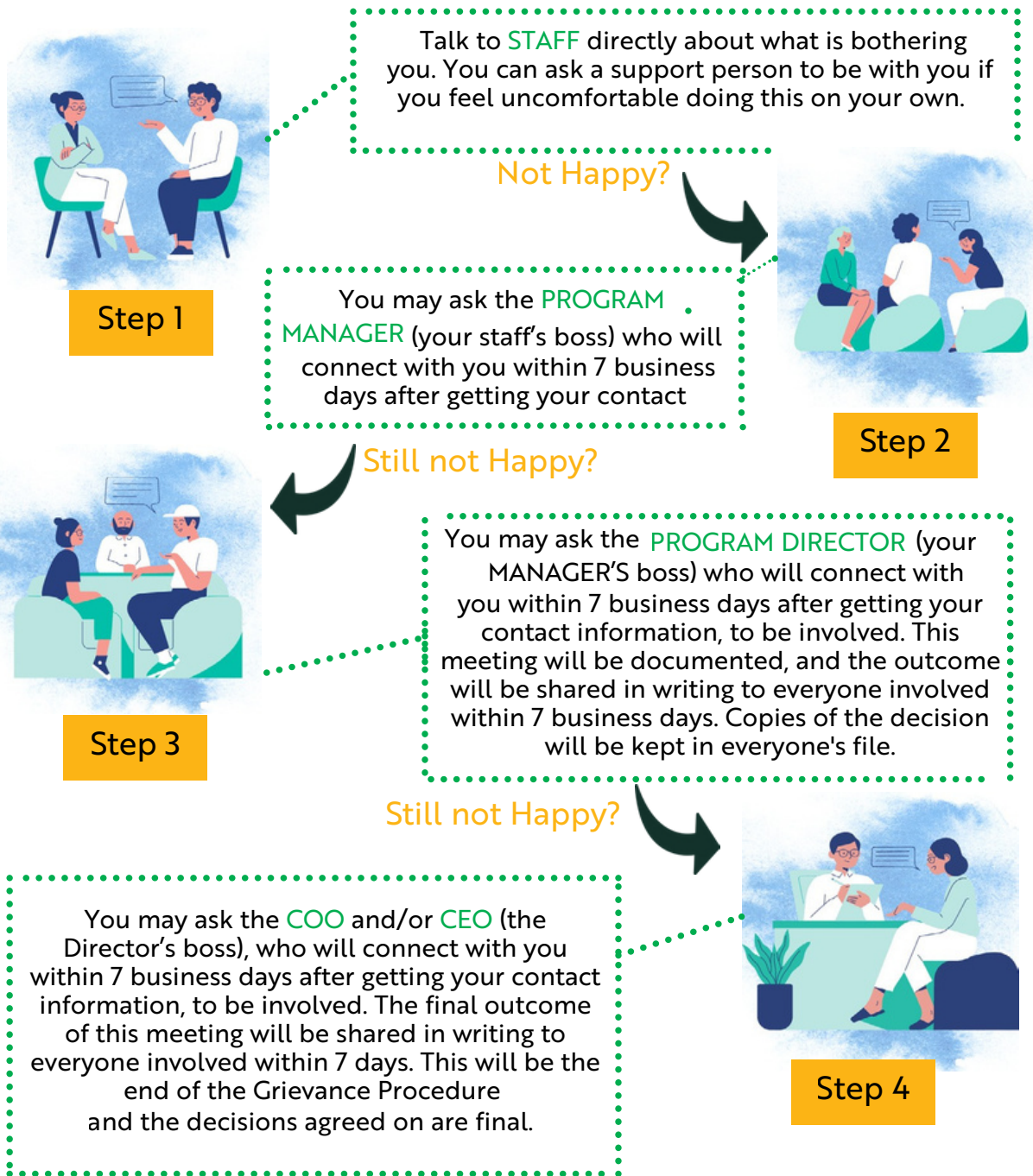
To formalize an abuse, harassment, or bullying complaint, follow the grievance procedure.

Grievance Procedure

A grievance can be made by a person served, their family and/or anyone who believes that they are not being treated properly. Persons served have the following rights:

- to initiate a complaint and utilize the following procedures
- to use an advocate (natural or community) for support

The result should be that everyone understands the issue, how it was fixed, and how to prevent the issue from happening again.



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 Calgary	403-283-5580
Communities Against Sexual Abuse	1-866-403-8000
Poison and Drug Information Service	1-800-332-1414
Alberta Supports Contact Centre (Childcare Subsidy)	1-877-644-9992

