



# BOWNNESS CLUB

Program Handbook



## About Trellis Society

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### Vision

A community where everyone can flourish.

### Purpose

We support growth across generations.

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## Land Acknowledgement

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, 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 Íyǎǎhé 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.

## About Community Clubs

Community Clubs are designed for children grades 6-12 and operate through a strength-based, relationship-focused approach to provide fun and engaging programming.

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

Each of our Community Clubs offer registered after-school programming, evening programming, and day camp programs for certain PD Days and throughout the summer.

Program schedules are Club-specific and can be accessed through our website or a leader at your club. Registration occurs at set times throughout the year and is ongoing if there is space.

Renfrew, Bowness, and Penbrooke Clubs offer day camps for children ages 3-5. Renfrew Club also offers after-school care for kindergarten-aged children.

## 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 all children participating in programs to follow the four R's:

1. **Respect Yourself**
2. **Respect Others**
3. **Respect the Environment (or Club)**
4. **Responsibility**

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

We make every attempt to role model positive social and emotional skills through programs and teachable moments.

## Location & Contact Information

### BOWNESS CLUB

36, 7930 Bowness Rd NW

Calgary Phone: 403-571-051

Cell: 403-512-2330

### Hours of Operation

Monday - Friday	
After School (Mon-Thurs)	3 - 6 PM
After School (Friday)	12 - 6 PM
Summer Camps	9 AM - 4:30 PM

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.

We ask that you do not pick up your child(ren) early unless previously arranged or asked to do so. Please arrive to pick up your child(ren) between 5:30 pm and 6:00 pm. Children attending both after-school and evening programs on the same day, will not be left at the club during the 6:00 p.m.-6:30 p.m. time frame unless previously arranged and agreed upon with the Manager. Our evening programs begin at 6:30 p.m. and run until 8:00 p.m. or 8:30 p.m. Separate registration is required for these evening programs. Please ensure you pick up your child(ren) on time as this allows us to prepare for the following day and close.

Camps (such as PD Days) typically operate from 9:00 a.m.-4:30 p.m., and often pre/post-care are available for an additional cost. If accessing pre/post-care, please ensure your child(ren) arrive and are picked up on time. The Club reserves the right to cancel programs pending registration numbers.

## Pick-Ups

Your child(ren) will not be released to anyone that you have not identified during registration as someone authorized to pick them up. If you would like to add additional people, please let the Club staff know. Staff reserve the right to ask for identification from anyone who is picking up a child.

## Late Pick-Ups

We ask that you arrive at the program on time to pick up your child out of respect for the Club staff. Staff will charge a fee of \$5/15 minutes for late pick-ups. If you are going to be late, please communicate with staff or make other arrangements.

If a parent/guardian is late picking up their child (and staff have not received a phone call), staff will begin contacting the emergency numbers that have been provided.

## Attendances/Absences

If your child is going to be absent, please phone the staff at the corresponding Club number listed on the front page of this program handbook.

If you cannot reach the staff directly, please leave a voicemail message and send a text to the Club's cell phone number.

## Meals & Snacks

We provide nutritious and balanced snacks on a regular basis to those attending after-school programming. 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.

## Allergies

**All Clubs are nut-free zones! If your child has an allergy, please NOTIFY the leaders.**

Club 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, they must carry it with them in case of an emergency. Please ensure it is clearly labeled with your child's name and dosage instructions and that it is in the original container. Staff will have a list of the names of any child with allergies on their person for each program.

## Administration of Medication

Program leaders can provide support to your child with their medications. However, due to staffing ratios, our capacity to do so is limited. Staff can ONLY administer medications at 10 a.m. and 12 p.m.



Clubs do not store or administer over-the-counter medications except if recommended by a physician. Wherever possible, please administer medication at home before/after programming.

Program leaders will only administer medications as indicated by you in the Safety Section of the Intake form. All medication **MUST** be clearly labeled with your child's name and dosage instructions and be in the original container/packaging. Program leaders will be present to witness the child's self-administration. All medication administration will be documented.

## Walking Bus

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

Club staff will remain at the pick-up location until all Club kids have arrived and will then follow the same route every day back to the club.

If a period of five minutes from dismissal time has passed and there are Club kids missing, staff will call parents, and 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 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 club kids are required to utilize the Walking Bus unless written permission stating otherwise is provided to the club by the parent/guardian. Walking Buses will be provided every day despite weather concerns.



## Walking School Bus Rules

- Notify staff if they will not be utilizing the walking bus on any given day
- Dress appropriately for all weather conditions
- Students are required to carry their own belongings
- Arrive at the pick-up location promptly after school
- Be ready to leave the school when the group is ready to leave
- Listen to the leaders
- Remain with the group for the duration of the walking bus
- Stay on the sidewalk and do not cross roads without a staff
- Contribute to a safe environment (safe hands, safe bodies, safe words)
- No bullying or bossing people around
- Do not engage with community members
- Go directly to the club. Do not make stops at anyone's home

If a child can't follow these rules, the parent/guardian will be notified, and we'll have a conversation about whether the child can continue to be part of the Walking School Bus.

## Universal Precautions & 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 the 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 shows up 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 chickenpox, 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 will be notified immediately in the event of a serious accident or illness involving your child. Staff will also seek out 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.**

## **Our Team**

In our Community Clubs, all staff 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 (High Five)**
- **Relationship-First Training (Natural Supports)**
- **Food Safety**
- **Medication Administration**
- **Diversity**
- **Indigenous Awareness**
- **Applied Suicide Intervention Skills or Small Talk**
- **Crisis De-escalation**

**Program Staff (part-time & full-time):** Oversee the facility and daily operations of Club programming, including social-emotional learning, activity planning, program safety, and maintaining the overall functioning of the program.

**Manager:** Oversees the overall operations of the Clubs and all associated staff.

**Director:** Provides direction and oversight to the Clubs in alignment with other Trellis programs and priorities.

## Abuse, Harassment, and Bullying

Trellis is committed to ensuring everyone can achieve success in an environment free from abuse, harassment, and/or bullying. Under no circumstances will any forms of abuse, harassment, and/or bullying be tolerated. 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 information regarding support/advocacy, investigation, and resolution is available to all personnel employed by Trellis and/or individuals receiving services.

The following are protocols for reporting such circumstances:

**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

**HARASSMENT**, as defined by the Alberta Human Rights Commission, 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.

**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.

## Your Rights

These will be reviewed with you every 3 months.

**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 always be treated with dignity and respect 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 when 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.

## **Intervention & 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 conflict with each other, staff will encourage them to resolve the situation themselves, but 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:

- 1. Staff will use the child's name to gain their attention.**
- 2. Staff will acknowledge the behaviour and state the expectation that is not being met.**
- 3. If the behaviour continues, the staff member will discuss expectations with the child a second time.**



4. If the behaviour continues the staff member will discuss expectations with the child a third time.
5. If the behaviour continues, the child will cease to participate in the activity for a short period of time. A staff member will talk to the child one-on-one to discuss ways to ensure their success in the program.
6. If the child continues to not meet the Club expectations despite the above measures, the program leader will contact the child's parent/guardian and ask that the child leave the program. The child will be welcome back at the program once an individual plan is in place with the parent/guardian.

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.

If your child's behaviour puts their immediate safety at risk, guardians will be notified right away and will be asked to pick up their child early.

## Safety

When your child joins one of our Clubs, they will get a tour to learn everything they need to know about staying safe while in the program. This includes:

- Emergency exits, routes, and where we gather
- The location of fire extinguishers and first aid kits

There are also signs throughout our areas reminding us how to stay safe and where to go in an emergency. If you're ever unsure of these things or want more information about what we do in emergencies, please ask staff.

In the event of an emergency within the Clubs, the following steps will be followed:

- Children will be calmly directed to stop all activity and line up by the emergency exit located in the classroom.
- The staff will lead children to the designated location (see Emergency Evacuation Locations)
- Under no circumstances will anyone re-enter the building unless directed by emergency personnel and/or a program supervisor
- All children and staff will be accounted for
- When staff leave the program, the emergency contact file will be taken with them containing each child's personal information, as well as the daily attendance sheet
- If required, parents/guardians will be contacted by phone and the children will stay at the designated location until they can be picked up

## Safety Drills

Emergency evacuation and fire drills will be practiced once per month. At the time of the drill, children will be led by staff to follow proper procedures as per the specific drill. Once everyone has been accounted for, we return to the Club and resume normal activity. Practicing these safety drills is essential to your child's safety.

## Emergency Evacuation Locations

In the event of a real emergency, the children will be evacuated to:

**BOWNESS: Muster Point, Green wall behind the Club**

## Grievance Procedure

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

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.
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.
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.
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 outcome of this meeting will be shared in writing with everyone involved within 7 days. This will be the end of the Grievance Procedure and the decisions agreed on are final.

<b>Office of the Child &amp; Youth Advocate:</b>	<b>Office of the Ombudsman:</b>
Toll-free 1-800-661-3446	Toll-free 1-888-455-2756
403-297-8435	403-297-6185
	<a href="mailto:info@ombudsman.ab.ca">info@ombudsman.ab.ca</a>

## Cancellation or Withdrawal

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.

If you wish to cancel your registration and withdraw your child from the preschool program, please inform the program staff of your decision. This information may enable another child to be able to attend the preschool.

## Refunds

Due to the fixed nature of operational costs to Trellis, 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 single outbreak)
- Be available to families when registration is cancelled by the family with at least 2 weeks' notice

## 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 the status quo feels easier.

### Impact

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

