

East Hub

PROGRAM HANDBOOK



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, 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 ȩyǎh  Nakoda (Stoney Nakoda) which include Chiniki, Bearspaw and Wesley First Nations. In addition, the City of Calgary is home to the M tis 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.





Welcome to our East 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 provide 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

East Hub offers a range of programming:

Licensed Preschool

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

Clubs Programming

- Grades 1-6 After School Programs (September-June), providing lunchtime and after-school programming.

East Hub: Contact Information

Contact Information & Hours

Office Support	10:30 am to 2:00 pm
Office Phone Number	403-543-9675
Address	6098 Penbrooke Dr SE Calgary, AB

Preschool Phones

Ready, Set, Go Classroom Cell	403-968-9600
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Clubs Phones

East Clubs Full-time Facilitators	403-473-8183
	403-850-9181
Clubs Programming Cell Phone	403-826-3131

Refer to monthly calendar for programming locations and times!

Find us online at: www.growwithtrelis.ca

East Hub Support Team

Director

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

Manager

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

Full-Time Facilitators

Oversees the program operations of the East Hub and all associated staff.

Child and Family Therapist 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.

Circle Keeper

The Circle Keeper helps eligible families to access case management support aimed at supporting families to increase their income, employability, connection to community/natural supports, and improve access to community resources they need to avoid future episodes of housing and financial instability.

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



Clubs Program, Gr 1-6 (September – June)

Our Clubs Grades 1-6 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 wellbeing, 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. Tuesday and Thursday programming on-site at the East Hub will be offered from September to June.

Additional programs offered in partnership with a school or other organization may require that the child attend the school or be registered with that organization in order to participate. Please inquire with your leaders about additional requirements connected to your preferred dates and locations.



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

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 Information

You can set up a registration appointment with a staff by calling the Hub.

New registrations are processed monthly, with monthly start dates throughout the year, until program capacity is reached.

Persons Approved for Pick Up

Trellis staff can only release children to people who have been indicated as parents/guardians, emergency contacts, or approved pickups. 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. Due to our program schedule/location(s) this year, it is important you are on time to pick your child up or keep in contact with leaders if this is an issue.

Parents are expected to let leaders know if they will be late minimum 20 minutes before program ends. We understand emergencies happen but to ensure we can keep the space open and have somebody on-site, please be sure to contact us as early as you can.

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 program, staff will give you a call to find out if your child will be attending program.

Meals & 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.

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.

Allergies

All programs at Eastside 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.



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 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. 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 (ex: insulin injections). In these cases, staff can provide the participant with a private space to self-administer and will monitor and document the procedure.

Intervention & Child Guidance Policy

At East Hub we want to provide a safe space for all participants. Our staff care deeply for the children in our programs and work closely with children by offering strength-base supportive strategies to help children manage their behavior and be successful at club.

Our staff understand that sometimes kids have a rough day and need some extra space. Kids will have the option to:

- ☐ Choose not to participate in program activities (if they physically stay with their program group and are not disrupting program for other participants)
- ☐ Ask for some space to themselves (in the programming space, within supervision of staff).

Kids should always ask staff for help and support if another participant is being unsafe or unkind.

Because our staffing ratio is **1 staff per 15 kids**, we do not have the staffing to provide 1:1 behaviour support for children who are creating an unsafe space for themselves or for other program participants. We also don't have the staffing to provide extended supervision for kids who have been removed from program for unsafe behaviours and therefore require pick up by guardians.

Examples of unsafe behaviour include:

- ☐ Not listening or responding to staff directions during walking bus
- ☐ Running away from staff and/or program
- ☐ Refusing to go with staff to programming space so that staff are unable to supervise both the child and the rest of the group.
- ☐ Bullying or otherwise picking on other kids
- ☐ Disrupting program so that other participants cannot participate or so staff cannot properly run program for other participants.
- ☐ Physical violence towards other children or staff – zero tolerance, immediately sent home.

Intervention & Child Guidance Policy

If a child is engaging in unsafe behaviour:







Staff will discuss the behaviour with the child and will give clear expectations about how that behaviour needs to change. If the child continues to engage in the unsafe behaviour:

- ❑ Staff will call guardian and the guardians will have the opportunity to talk to the child on the phone to encourage them to listen to staff.
- ❑ If the child does not listen to either staff or the guardian to change their behaviour, staff will separate the child from program and require the child to be picked by the guardian. This means:
 - ❑ **The guardians must pick up their child immediately (within 30 minutes).**
 - ❑ **The child will not be able to return to program the following day** until guardian attends a meeting with staff to discuss a behaviour plan for their child.
 - ❑ If guardians are **unable to pick up their child from program within 30 minutes** when they are called for pick up, **the child will be unable to return to club for one extra day.**

If a child repeatedly engages in an unsafe behaviour that does not escalate to pick-up but requires ongoing reminders from staff, staff will inform the guardian about the occurrences of the behaviour and let the child and guardian know that if the behaviour continues, a meeting with the guardian and child will occur in which a behavior plan will be developed to help support the child's success.

If a child hits, strikes, pushes, or otherwise acts out violently towards another child or staff, the child will be separated from program and sent home immediately regardless of whether they have received a previous warning. The child and guardian will have to meet with staff and set up a behaviour plan before the child can return to program.

The expectations of a behaviour plan will be as follows:

-  The child will stay with their leader and stay with their group in their programming space.
-  The child will listen to staff instructions and follow staff directions.
-  The child will keep their hands and bodies to themselves and will not physically hurt other kids or staff.
-  The child will use kind words and will not emotionally hurt other kids.
-  The child will not disrupt program so that other participants cannot participate or so that staff cannot support other children in program.
-  During this meeting, the child, guardians, and staff will also discuss supports that may help the child to meet the expectations in the behaviour plan

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 if that is something you would find helpful.



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.



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.



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.



Indigenous/Cultural/Spiritual/2SLGBTQIAP+ 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.



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. If you want to see the information we keep, just ask! We keep your information for at least seven (7) years, as required by law.



Advocacy

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

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.

2

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?



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.

Still not Happy?



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

We practice fire drills and safety drills monthly in our programs to ensure that children know what to do in the case of an emergency.

At the time of the drill, children will be led by staff to follow proper procedure as per the specific drill. Once everyone has been accounted for, we return to the program space and resume normal activity.

Practicing these safety drills are essential to your child's safety.

In the event of an emergency within the programs, 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.
- Under no circumstances will anyone re-enter the building unless directed by emergency personal and/or a program supervisor.
- All children and staff will be accounted for.
- When the 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.

East Hub Emergency Evacuation Location (Muster Point):
720 58 St SE in the open field on the East side of the St. Peter School (West of Penbrooke Building).

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 program 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 99.5 F (37.5°C) – child must be fever free for a minimum of 24 hours, without the aid of fever-reducing medication, before returning to program
- Vomiting or Diarrhea – if vomiting or diarrhea occurs at home keep your child home for 24 hours after the last incident of vomiting. If your child vomits at program, immediate pick up is required.
- Nausea
- Pink Eye – child must stay home until discharge has completely stopped or until at least 24 hours after administration of medical treatment.
- Cough
- Runny Nose
- New or unexplained rash
- Rapid or difficulty breathing
- Sore throat
- Present ear infection
- Muscle or joint aches
- Chicken pox, measles, etc.
- Head Lice

Spontaneous Outings & Field Trips

If your child shows up and/or becomes ill while at program, 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. Please arrive promptly to pick up your child so that staff member can return to caring for the rest of the children

in program. Children should be picked up **within 30 minutes** if being sent home due to illness.

Children who have been sick must be **symptom-free (without the use of fever-reducing medication) 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.

Accidents & Incidents

You will be notified immediately in the event of a serious accident or incident 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.

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 air quality index when determining whether to take a group outdoors.





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.

