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# PROGRAM GUIDELINES

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Children and Youth Programs



JANUARY 1, 2019 REVISION/UPDATED  
VERSION PENDING - JANUARY 2023  
COMMUNITY CONNEXIONS NETWORK NOVA  
SCOTIA 899 Portland St, Dartmouth

Administration & Registration:

902.704.0704

[Registration@myconnexions.ca](mailto:Registration@myconnexions.ca)

Billing:

[payments@myconnexions.ca](mailto:payments@myconnexions.ca)

Complaints:

[m.demarco@myconnexions.ca](mailto:m.demarco@myconnexions.ca)

Main Office: 899 Portland St,  
Dartmouth NS B2W 2N4

## Mission

To provide the opportunity for children and youth to try new things, get involved in their community, explore creativity, build healthy relationships, and develop skills for life!

## Objectives

### **HEALTHY CHOICES AND PHYSICAL ACTIVITY**

- We encourage members and their families to embrace healthy meals and participate in physical activity for a long and healthy life!

### **COMMUNITY AND RELATIONSHIPS**

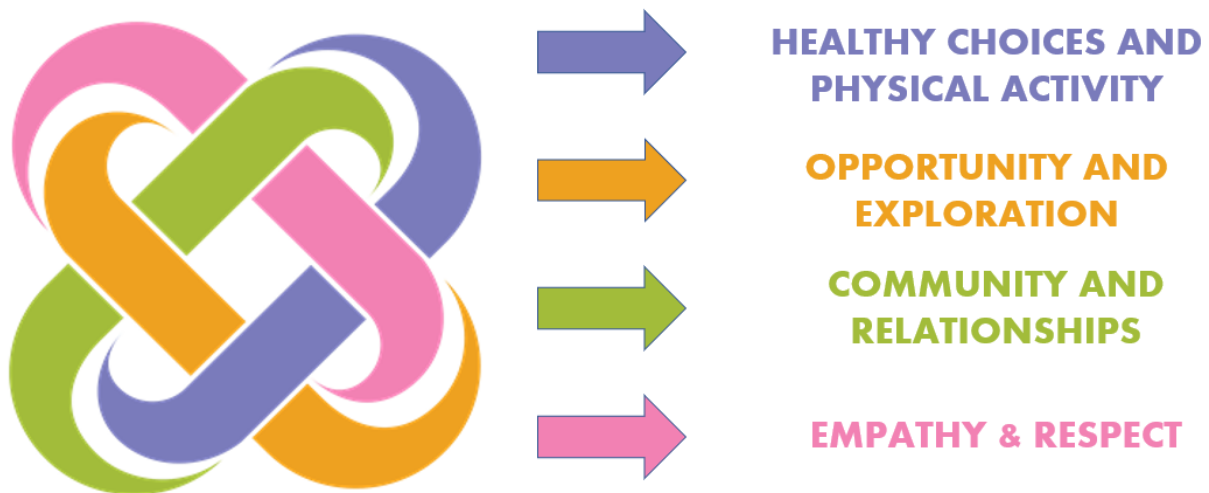
- We welcome community engagement in our programs and fostering positive relationship among staff, members, families, and community.

### **OPPORTUNITY AND EXPLORATION**

- We encourage and support every child and youth to experience new opportunities, explore life, engage in play, and learn and grow to achieve their dreams.

### **EMPATHY AND RESPECT**

- We support children and youth, no matter the situation, to encourage one another to be themselves and to express their thoughts, feelings, and ideas, and that everyone, children, youth, family, volunteer, and staff are valued and treated fairly.



## **Registration Process:**

Connexions uses a program called Sandbox to register for all programs and services. All registration happens securely online with easy impute and confirmation when finished. For summer, before, and after school registration, a deposit of \$100 is required to hold your spot. This deposit is non-refundable.

### **1. EXPECTATIONS OF PARENTS, GUARDIANS & CAREGIVERS**

- a. Label belongings and check lost & found. The Centre is NOT responsible for lost, stolen or broken personal items
- b. Provide indoor Footwear
- c. Provide a refillable (not glass) water bottle
- d. Send your child/youth prepared for both non-active and active programs / activities.
- e. Provide nutritional non heat-able lunches, snacks and drinks. We strive to promote healthy eating
- f. Update member information, authorized persons on pick up list, contact numbers as applicable and in a timely manner. This is a safety issue
- g. Support the centre by participating in questionnaires, fundraising, special events and volunteering. Your assistance helps keep fees low
- h. The Centre does not tolerate caregivers who use physical and/or verbal force to discipline child/youth in our care. Please use appropriate language and discipline techniques.
- i. Please direct questions or concerns to staff when members are not present. If you have a major concern, please contact our Chief Executive Officers/Program Director
- j. Members will not be released to caregivers under the influence of alcohol or drugs
- k. Please ask how your child/youth are doing, we encourage communication directly with staff at an appropriate time and in an appropriate manner. Staff will touch base on an as needed basis.
- l. Due to the lack of outdoor space, we may ask that some days you pick your child up off site. Please note this would be just down the road from the Centre. Please keep an eye on your members program schedule for updates on their whereabouts at any given time.

### **2. ADMISSION / ENROLLMENT**

#### Admission

- a. In order to participate in any program, activity, or event hosted by Community Connexions Network Nova Scotia, children and youth must first become a member! To become a member (4 to 18 years of age) of Connexions, a membership file must be completed by a parent/guardian. Membership term is September 1<sup>st</sup> to August 31<sup>st</sup>.
- b. Programs, activities and special events have participant maximum's and/or require the accompaniment of an adult (18 years or older). Children & youth are not necessarily admitted to the Centre according to their position on a waitlist.
- c. Children and youth with special needs are not admitted until all necessary resources are in place. Caregivers must meet with the Program Director (or designate) to ensure; a)

our organization has the capacity to provide the service, and b) financial arrangements are in place.

- d. A member, parent, guardian or caregiver who previously used the Centre, caused administrative or legal problems, disturbed the peace of the centre, behaved in any way which detracted from the sound operation of the centre and its programs, may not be re-admitted.
- e. Memberships entitles children and youth to participate in age applicable low or no fee “core” and extracurricular programs and/or clubs run by Connexions.

### 3. Refunds / Reimbursement

- a. **ALL Deposits are Non-refundable.** If an overpayment occurs reimbursement is issued upon request. Please allow fourteen (14) business days to receive this refund by mail (for payments processed via withdrawal from client accounts) or applied to Credit Card on file as applicable.

### 4. Cancellations

- a. Fall/Winter/Spring Programs - 2 weeks (14 days) written notice, via email to [registration@myconnexions.ca](mailto:registration@myconnexions.ca). If this procedure is not followed accounts will be charged.
- b. Summer Programs – Cancellations for all of July service must be submitted in writing via email to [registration@myconnexions.ca](mailto:registration@myconnexions.ca) by June 1st. Cancellations for all of August service must be submitted in writing via email to [registration@myconnexions.ca](mailto:registration@myconnexions.ca) by July 1st. If this procedure is not followed, accounts will be charged.

REVISION PENDING - RE: EMAIL ADDRESS AND UPDATED INFORMATION REGARDING SUBSIDIES FOR THOSE WHO CAN DEMONSTRATE NEED.

### 5. ARRIVAL & DEPARTURE

#### Arrival

- a. Attendance is taken for all programs. **Registered ‘Extended’ Programs** (Early Morning, After School, In-service day camps, holiday break camps, and Spring Break Camps).
- b. Supervision does not officially begin until the program starts. **No members will be permitted into the facility before program start times.**
- c. Parents / guardians or approved designate must always accompany their child/ren into the facility to sign/scan their child in for (i.e. early morning, in-service days, holiday/Spring Break, and summer).
- d. If your child does not attend school on any given day due to an illness or suspension, they are not permitted to attend or participate in any programs /services offered at Connexions.
- e. If your child has an appointment scheduled during program hours (9:00AM – 5:00PM) please make other arrangements for care that day. It is nearly impossible to guarantee where your child will be at specific time during the day.
- f. Parents/guardians must notify the Centre if their child will be absent. Call site by 11AM for absents from After School and by 8: 30AM for Day Camp and In-service days.
- g. We strongly recommend all children be at the Centre for 7:50am for before school and arrive by 9:00am for summer/march break/PD day programs.

#### Departure

- h. Parents/Guardians **are required to enter the facility** to pick up their child in person and sign/scan out. Parents / guardians and approved designates are required to provide a photo ID upon request of Staff. All members must sign/scan out
- i. Once a member leaves the program, activity, event or facility, they will not be permitted back that day or evening unless they are registered for evening programs.
- j. Parents/guardians should arrive no later than 5:50 PM and depart by 6:00 PM Fall/Winter/Spring/Summer (closing time). All members should have exited the building by this time.
- k. Late pick-up fees will be applied to your account if more than one (1) incident occurs without a valid excuse (i.e. emergency, accident) or notification. Continued incidents will result in the dismissal of a member from our program.
- l. Late pick-up fees: \$10.00 the first 15 minutes with an additional \$5.00 for every 10 minutes there after.

## 6. PARTICIPANT RULES

For the protection of our members, they are required to adhere to the following expectations (others maybe put in place for a specific program):

- a. No personal phone calls to or from members. Unless in case of emergency.
- b. No cell phones, gaming devices, stuffed animals or toys from home at the Centre, unless the Program Director says it's okay.
- c. Respect any community facility they are in.
- d. Be respectful of other members' wishes, ideas, personal space and concerns.
- e. Respect staff and adhere to directions/instructions.
- f. No yelling or shouting while indoors/outdoors.
- g. No foul language.
- h. No physical violence in any form (including play fighting/rough housing).
- i. No chewing gum in the facility.
- j. No loitering around the facility.
- k. No sharing food with others to guard against food allergies.
- l. Respect a scent free environment.
- m. Respect a peanut aware environment.
- n. Members practice Centre waste management plan (no littering).
- o. Share materials and equipment with each other. Equipment will be the responsibility of staff to ensure proper use is taking place and is returned to proper storage.
- p. Members are not allowed to be in & out of the facility on their own.
- q. Adhere to boundaries assigned by staff (i.e. rooms, outdoor spaces, etc.)

## 7. **EMERGENCY PROCEDURES (Posted at location).** **ACCIDENT / INCIDENT**

**Accident;** Staff are required to completely fill-out and submit an accident form to their immediate supervisor before the end of their shift. Staff are required for employment to be trained in First Aid and CPR. They attend to minor injuries such as cuts, bruises; scratches, etc. In the case of potentially serious injury such as cuts requiring stitches, suspected broken bones, or head injuries, staff will call 911 & the parent and arrange to meet them at the Emergency Room of the Dartmouth General or IWK Hospital. Parents/guardians are liable for any costs incurred (i.e. ambulance costs).

**Incidents;** Incidents will occur, and staff will address all in a professional and timely manner. Incidents vary in severity and are approached and solved differently. More serious incidents require staff involved to mediate, solve, record and inform their immediate supervisor.

## 8. HEALTH POLICY

- a. The Health Section of the Membership form must be completed. It is the responsibility of the parent/guardian to report diet restrictions, allergies, or other health problems. Members are required to be well enough to participate in daily activities including outside play.
- b. **Illness:** We expect parents/guardians to keep members home who are sick or carry a communicable disease / illness. This includes, but not limited to, flu symptoms, diarrhea, vomiting, chicken pox, head lice and/or nits and pink eye. After a 24 hour period members will be allowed to re-enter the Centre only when the illness / condition has cleared or the member is no longer infectious/contagious.
- c. If a member should become ill or develops any of the above symptoms while attending the centre, the member will be isolated until the parent arrives or has arranged pick up. We cannot arrange care in isolation for very long, therefore parents are required to pick up their child/youth within one hour of notification.
- d. **Medication:** Should a member be on medication, both prescription and non-prescription, parents must sign a medication form confirming its usage. The parent/guardian should bring the medication to a staff member to place in the Centre's medical storage. In case of emergency, verbal agreement from the parent will be considered binding. All medication must be supplied in its original prescription container or over the counter packaging. No needles (except epi pen) will be given by staff and/or volunteers. Parents must provide a cooler bag with icepack if medication requires refrigeration.

## 9. Sun smart / Sunscreen

- a. We encourage members to apply their own sunscreen, staff are there to help children apply should they have challenges doing so. During late spring, summer and early fall participants are instructed to apply sunscreen prior to coming to the Centre.
- b. Members are responsible during the day (with reminders from staff) to apply sunscreen.
- c. If it is determined after visual inspection by staff that more sunscreen is needed a member must re-apply the sunscreen.
- d. Members must replenish their bodies with liquids throughout the day. All members are required to have their own refillable water bottle daily.

- e. When directed by staff, members must wear a t-shirt and hat.

#### **10. Appropriate Wear**

- a. Members are expected to come dressed in appropriate attire for the activities and weather elements.
- b. During the winter months participants are required to have winter boots, snow pants, jacket, hat and mitts. Members who do not have these items will not be permitted to take part in the activities outside. Members will be outside, just not playing in the snow.
- c. During the early spring and late fall members must wear a jacket or sweat shirt while outside.
- d. No offensive language, pictures or logos on clothing.
- e. During Summer - t-shirts only, sandals must have toe & ankle straps. Flip Flops are permitted but members should bring sneakers for physical activity.
- f. Please do not wear expensive or “good” clothes as they may not come back in the same condition.

#### **11. CHILD MANAGEMENT / DISCIPLINE**

- a. In order to ensure a safe, secure, and healthy environment for all members, Connexions has developed a Code of Conduct. To provide consistency in the lives of members-the staff of Community Connexions Network supports and follows this code of conduct. It is our goal at Connexions to help children work through issues and problems in a constructive positive manner. Helping children understand what they could have done differently in any given situation provides them with the tools to make better choices in the future. When an incident occurs between two children, staff are to act as facilitator to encourage the children to work out the issue using our problem-solving model.

#### **12. Problem Solving Model**

##### **Step 1:**

- a. Bring both children together. Allow each child to explain what they feel has happened without interruption.

##### **Step 2:**

- b. Ask questions of the children to gain a better understanding of the situation. Repeat the story back to the children. Explain to the children within the story what each other was thinking at the time.

##### **Step 3:**

- c. Ask them is there anything they could have done differently. If they cannot identify any changes go back through the story, stopping at points in which you are able to ask the question again.

##### **Step 4:**

- d. Work with the children to find a solution that both parties can agree on. It does not always have to be “sorry”. The children will brainstorm some ideas. What we might think will fix the problem may not always be what they want.

The problem-solving model will be used by staff and members to diffuse most situations that occur at the Centre.



### **13. Criminal Records Check:**

- a. Prospective employees and volunteers must provide a criminal record check from the local police department. There is a fee charged for this service. All staff and volunteers must provide an updated criminal records check every three (3) years while employed to be involved with Community Connexions Network Nova Scotia.

### **14. Personal Reference check:**

- a. Employment and community reference checks will be undertaken in a scenario where the prospective staff member or volunteer will be working with the children. References should include recent (preferably current) supervisors who have worked with the potential staff member or volunteer. Relatives should not be listed as a reference. Reference reports will not be disclosed to other employees of the organization unless written permission is given from said staff.
- b. The CEO/Program Director is responsible for reference checking. All references are recorded and placed in the personal file.

### **15. Identification of Child Abuse:**

- a. Child abuse includes any form of physical abuse, emotional abuse, sexual abuse or neglect which may result in injury and or damage to the child. It can be in active form such as hitting or passive such as the failure to provide reasonable protection from any kind of physical harm
- b. Physical abuse is the use of force on a child's body resulting in physical harm. Physical abuse is often connected with a punishment and confused with discipline. Emotional abuse is an attack on the child's sense of self. Sexual abuse includes exploitation of the child whether the child consented or not. Neglect is the failure to provide basic necessities such as food, clothing, shelter, basic medical care and supervision to prevent injury to the child.

#### **The following are potential indicators of child abuse.**

##### Indicators of physical abuse

Children will often display bumps and bruises. Physical Abuse is identified by injuries in various stages of healing or by a series of injuries.

- Bruises, welts or abrasions especially to the head or the face
- Burns, especially in patterns or lines
- Difficulty sitting or walking
- Unexplained or poorly explained fractures or dislocations (especially in children under 2 years of age)
- Delays in seeking medical attention

##### Indicators of emotional abuse.

Emotional abuse destroys the child's self image. Emotional abuse is often accompanied with physical and sexual abuse and includes both physical and behavioral symptoms.

- Disclosure
- Sleep Disturbances
- Physical complaints with no medical basis (headache, nausea, pain, stomach-aches)
- Behaviour inappropriate to age (acting younger or older than their stage development)
- Abrupt behaviour/mood/personality changes (e.g., sudden aggression or withdrawal).
- Overly compliant behaviour (anxious to please)
- Low self-esteem
- Depression or suicide attempts
- Problem with bedtime (e.g., night terrors, bedwetting, fear of going to bed or sleep).
- Radical change in appetite
- Fear of a specific person or place.

#### **Indicators of Sexual Abuse:**

There are four main area of a child's body that may show signs of sexual abuse: the vagina, the penis, the anus, and the mouth. At times, sexual abuse may show no signs at all. It is also difficult to identify as the abuser might have threatened the child into keeping the secret.

- Bruising, sores to the genital area
- Complaints of pain in the genital or rectal area
- Engaging in sexual conversation and/or possessing information of incongruent with level of development. (e.g., a youth/child who describes ejaculation, oral sex, etc..)
- Acting out sexual behaviour incongruent with development
- Excessive masturbatory behaviour
- Venereal disease
- Anxiety, hopelessness and depression
- Self Mutilation
- Drug and alcohol abuse
- Running away from home
- Prostitution
- Pregnancy
- Suicidal Behaviour

#### **Indicators of Neglect:**

Neglect is best described by looking at the overall physical and mental wellbeing of the child.

- Clothing inadequate for the weather
- Children often appear hungry, listless, tired
- Frequently unattended physical and mental needs (hair, teeth, ears, eyes)
- Inadequate supervision or childcare arrangements that place the child at risk.
- Irregular attendance at school
- Frequent absences or late arrivals at the school or daycare/recreational program centre

## **16. Reporting Child Abuse**

As outlines in the *Nova Scotia Children and families services act*,

### **DUTY TO REPORT**

- a. Every person who has information, whether or not it is confidential or privileged, indicating that a child is in need of protective services shall forthwith report that information to an agency.

#### **DUTY OF PROFESSIONALS AND OFFICIALS TO REPORT**

- b. Notwithstanding any other act, every person who performs professional or official duties with respect to a child, including a teacher, school principal, social worker, families counselor, member of the clergy, operator or employee of a day care facility – who, in the course of that person’s professional or official duties, has reasonable grounds to suspect that a child is or may be suffering or may have suffered abuse shall forthwith report the suspicion and the information upon which it is based to an agency.

#### **DUTY TO REPORT THIRD PARTY ABUSE:**

- c. Every person who has information, whether or not it is confidential or privileged, indicating that a child is or may be suffering or may have suffered abuse by a person other than a parent or guardian shall forthwith report the information to an agency.

### **Family and children services contact information**

#### **Children’s aid society of Halifax**

6009 Quinpool road  
4<sup>th</sup> floor  
Willow tree tower  
Halifax, NS, B3K 5J7  
(902)425-5420

#### **Cole Harbour District Office of the Child Welfare Agency**

Cole Harbour Place  
51 forest Hills Parkway  
Box 1  
Dartmouth, Nova Scotia B2W 6C6  
(902)435-7472

- d. In a recreation facility, employees are responsible for the protection of the children in their care. If there is any reason to suspect anything indicating abuse, neglect or maltreatment, the staff member or volunteer must report to the Child Welfare Agency.
- e. Staff member or volunteers at Connexions who have reported suspected incidents to the appropriate agency must then inform the Director that they have made an abuse or neglect report, but not the details or the report.
  - i. Staff or volunteers who report suspected abuse and neglect must **not** inform parents/guardians of their actions. The decision to inform and investigate lies with the Department of Community Services or the Children’s Aid Society of Halifax

- f. Community Connexions Network Nova Scotia acknowledges that child protection workers have the authority under the Children and Family Services Act (1990) to interview children at the centre without prior knowledge and/or consent of parents/guardians.
- g. Prior to interviewing the child at the facility, a child protection worker will contact the director.
- h. A child protection worker may request that the director be present during the interview to offer support to the child.
- i. The Director shall assist child protection workers by providing an appropriate interview space and arranging discreetly for the child to be interviewed.
- j. If a parent/guardian request the centre objecting to the schools permitting the child protection worker to have access to their child, the Director should indicate that it is their legal obligation to co-operate with the child protection worker.
  - i. If a parent/guardian requests information regarding the report or interview, they are to be directed to the department of Community services or the Children's Aid Society of Halifax.

#### **17. Disclosure**

- a. It will most likely come as a shock when a child comes forward regarding abuse of a physical or sexual nature. These disclosures should be handled in the utmost professional manner with regard to the safety and security of the child. The following guidelines should be followed:
  - i. Believe the child**
  - ii. Listen openly and calmly**
  - iii. Reassure the child**
  - iv. Write down the facts**
  - v. Report immediately to Child protective Services then Director.**
- b. It is important to keep written documentation of the facts. Record the child's name, address, telephone number, date, and place of the conversation. The child's words should be recorded as relayed from the child. If the child names a specific individual, record the identity of the individual as described by the child.

#### **18. SUPERVISION AND ABUSE PREVENTION**

- a. When children are in the building, there should be a minimum of two employees in the building. At no time should a child be left in an individual's care behind closed doors or in an isolated location.
- b. Individuals who work with children will be reminded of the importance of avoiding potentially compromising situation in which an allegation of child abuse could be made. Thus, at no time should a Connexion's staff member or volunteer be alone with a single child unobserved by other staff members: Rule of Two.
- c. Precautions should be made to ensure the protection of children. Should day trips occur, parental consent forms must be used for each child involved in the day trip. At least two staff members or volunteers should accompany the children on any day trips.

- d. Parents should be encouraged and welcomed to observe any activity with their children.
- e. Staff members and volunteers must not discipline children by means of physical punishment (physical force) or fail to provide necessities of care. In addition, punishment that relates to sports activities in the excess of normal physical conditioning should not be used as punishment.

**Restroom Guidelines**

- f. It is recommended to take a bathroom break as a group
- g. In the occasion a single child need to use the restroom, it is recommended to send a buddy with the child who can return for help if needed. If an adult is needed, an adult of the same gender should attend to those needs complying with all other guidelines.
- h. Parental consent should be obtained to take their child to the toilet if they are unable to go by themselves.
- i. The child should be collected from the centre premises by names person agreed by their parent/guardian. The authorization from the parent/guardian should be writing and filed at the Centre.
- j. Employees and volunteers are not permitted to drive children home at any time. Company vehicles or such other safe mode of transportation approved by the Director will be used to transport children anywhere. Connexions are prohibited from socializing with members outside of the centre without approval or transparency between staff, families, children, and organization. Exemption of this policy is made when staff have had previous relationships with children/families prior to working at Connexions.
- k. Connexions staff and volunteer should issue a verbal explanation to any child prior to touching them.
- l. Staff members and volunteers should dress appropriately when working with or supervising children.
- m. Use of profanity or suggestive language will not be tolerated.
- n. All children should be supervised in their interactions with each other.
- o. It is understood that circumstances may arise that necessitate the need for deviating from this policy. For such infrequent and unusual situations that are not easily classified elsewhere on this policy, the standards and spirit of the policy shall be recognized as being in forced.

**19. RESPONSIBILITY:**

- a. It is the responsibly of Connexions’ staff members and volunteers to read through and understand the entire policy. Staff member and volunteers should understand the criminal consequences and civil liability that would follow upon acts of child abuse. They would be legally responsible should their actions constitute such abuse.

**20. Incident Reports**

- a. When an incident happens at the Centre that requires Parent/Guardian notification, a written incident report will be composed by staff, that will be reviewed by a supervisor and then given to a parent/guardian to sign. Connexions strives to create a positive environment for all our members. Inappropriate behavior will be addressed, and a range of proactive interventions will be used to promote positive behavior. Consequences will be appropriate for each individual member and will consider factors that include the

member's age; stage of development; special needs; social/emotional needs; and level of cognitive functioning, etc. Consequences will also reflect the frequency, severity, and intensity of the inappropriate behavior. Please note: Member families are not notified of incidents/consequences regarding other members. Parents/guardians are only notified of incidents that involved their own child/ren. We are not permitted to share any information regarding other families/members with other clients.

When unacceptable behavior leads to:

- b. **Intentional Damage:**
  - i. Committed against Connexions or property of Connexions by any member will result in a suspension. If serious vandalism occurs police will be notified.
- c. **Alcohol/ Drugs:**
  - i. Any member suspected of being under the influence of alcohol or drugs while participating in Centre programs or on Center property will result in the Parent/Guardian being notified immediately. If a parent/guardian cannot be reached the police will be notified.
- d. **Stealing:**
  - i. Any member caught stealing from the centre, or another member, will be suspended from the center.
- e. **Physical Violence:**
  - i. Physical violence is not tolerated at the Centre. Any member or Parent/Guardian who intentionally inflicts physical harm upon another member, staff, volunteer or parent/guardian will be suspended from the Centre. If aggressive behavior continues members will be removed from the program until it is deemed appropriate by Program Director for the member to re-enter the program.
  - ii. Suspensions are determined by the Program Director and CEO's
  - iii. If behavior management is beyond the capacity of this organization, membership can be revoked.

## 21. CENTER OPENINGS / CLOSINGS

- a. Community Connexions Network follows The Halifax Regional Centre for Education's calendar;
- b. **Storm Days;** When media broadcasts that Halifax Regional Centre for Education Schools are closed, then **Connexions** will do their best to offer a storm day program. Depending on the severity of the storm, we reserve the right to close if the weather is bad. We understand that regardless of weather, some parents and guardians must still work. We will do our best to accommodate storm days. Families will be notified within an appropriate timeline for closures.
- c. **Programs/Services;** may be cancelled due to inclement weather and will be done at the discretion of Centre management.
- d. When all the Halifax Regional Centre for Education Schools are open but school buses (Stock Transportation) are cancelled (due to inclement weather or poor road conditions) Connexions will be open, but not operating company vehicles. We will operate

PD/Storm day programs at the center. Please note: by dropping your children off at Connexions on these days, you acknowledge that Connexions will **NOT** be taking your children to school.

- e. When schools are in session and inclement weather causes a mid-day closure of HRCE schools, then Connexions will conduct regular operations (i.e. pick-up of students who are registered in the after-school program). If severe weather conditions persist parents will be contacted to pick up members immediately so that everyone can get home safely. Special events or activities may be cancelled due to weather (i.e. swim, sports programs, etc.). PENDING REVISIONS AS PER NEW MANAGEMENT
- f. Holidays and Training; Connexions will be closed for the following holidays: *New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Labor Day, Remembrance Day, Canada Day, August Civic Holiday, Thanksgiving, Christmas Day, and Boxing Day.* Connexions may be closed prior to or after summer day camp programs. This time is used for staff orientation/training.
- g. **In-service Days;** The Centre is opened on In-service and March Break days according to Halifax Regional Centre for Education schedule. The Centre will be open, based upon a mandatory pre-registration. A fee is charged for these days. Should a member arrive on a day for which the parent has not pre-registered, staff will contact the parents/guardians, in order to have the member picked up.
- h. If a member has an appointment and is scheduled to attend an in-service day, the parent/guardian is responsible to make alternate arrangements for care on that day. Members must arrive by 9 AM, members arriving after this time will not be permitted to stay on that day.

## 22. BUSES

**Safety;** our vehicles are equipped with a first aid kit, road flares and fire extinguisher in case of an emergency. We also have closed circuit two-way radio communication system that is linked to staff at each site. The radius for usage is Halifax Regional Municipality.

### Passenger Rules

The Centre is committed to the safety of its members, staff and volunteers. Accordingly, passengers are required to act in a manner that is conducive to the safe operation of the Bus.

The rules are:

- a. Passenger's must stay in their seats facing forward while the bus is in motion
- b. Passenger's feet and/or legs must be clear of isles
- c. Passenger's bags/items held on their laps
- d. Hands must be kept inside the bus
- e. The bus is filled with passengers from back to front
- f. No climbing or leaning over the front or back seats
- g. No fighting with other passengers
- h. No throwing objects
- i. No Talking (yelling) in an excessively loud manner
- j. No eating or drinking

If a member repeatedly violates these guidelines-service will be suspended indefinitely. REVISION PENDING RE: TRANSPORTATION WITH CONNEXIONS VANS AND STAFF VEHICLES IN UNEXPECTED EMERGENCY.

### **23. WATERFRONT / POOL GUIDELINES**

Proper arrangements are made by the Centre ahead of time with the beaches or pools concerning swim time, numbers attending, costs (if applicable) etc.

- a. Lifeguard (s) on duty is in charge.
- b. Staff and/or the lifeguard will go over rules and boundaries with the members.
- c. Members who are deemed not strong /non-swimmers maybe requested to wear a proper sized life jacket. If the member refuses, they may not be permitted to swim. Parent may be required to provide PFD.
- d. Staff are in the water with the participants.
- e. Members not swimming will be supervised by staff. Staff will encourage participants to be active and lead by example.
- f. Members are expected to stay with their group.

### **24. DISCLOSURE**

- a. If a member discloses sensitive information AFFECTING HEALTH SAFETY OF CHILD, staff are required to report it immediately to their direct supervisor.
- b. The incident will then be reported to the police and/or Department of Community Services.

### **25. GREIVANCE PROCEDURES**

- a. After meeting and discussing the issue(s) with staff and the situation is not resolved then please direct the complaint to the Program Director. If you remain unsatisfied, please contact one of the C.E.O. The CEO will only be involved if the matter is of serious nature (i.e. assault, abuse, major injury, missing person, etc.). If satisfaction is still not derived, state your concern in writing and direct it to the Chairperson of the Program Committee. The Chairperson will present the matter to the full Board of Directors at the next scheduled Board meeting. All decisions of the Board of Director's are final. REVISION PENDING RE: NEW MANAGEMENT

### **26. PRIVACY POLICY**

- a. The Centre is committed to protecting the privacy of its employees, volunteers, members, donors and other stakeholders. We value your trust and recognize that maintaining this trust requires that we be transparent and accountable in how we treat the information you share with us. We do not sell or distribute any of your personal information to external businesses or societies.
- b. Personal information can be used to distinguish, properly serve, identify or contact a specific individual. This information can include, but is not limited to, banking information, health card, age, medical information, home and/or work phone numbers, civic address, etc. Our Centre occasionally gathers and uses personal information for our programs, services, program payments, fundraisers, mail-outs, special events and activities. Your information is kept in confidence by staff and volunteers who are authorized to access your personal information for the reason (s) for which it was obtained. We will protect personal information in locked filing cabinets, secure IT



software and / or in restricted access offices. Questions, concerns or complaints relating to this Privacy Policy should be directed to the Program Director and C.E.O. We have an open door policy-please ask to see CEO at any time.

**27. CONFIDENTIALITY**

- a. Employees are obligated to safeguard information about members. Any information shared is done with others involved professionally with the member (s) and is done in a manner consistent with ethical and professional practice to serve in the best interest of the participant or is required to protect the well being / safety of others.

**ORGANIZATIONAL CONTACT**

NEW BOARD MEMBERS CONTACT INFO PENDING  
 NEW STAFF/ORGANIZATIONAL STRUCTURE PENDING

CEO	Marisa De Marco	902.414.9767	m.demarco@myconnexions.ca
Board Chair	Nadine Loppie	902.704.0704 PLEASE LEAVE MESSAGE	email pending

PORTLAND  
 SUPERVISOR/PROGRAM  
 COORDINATOR:  
 SALENA ROMANOS-  
 902-240-5304  
 RITCEY SUPERVISOR/  
 PROGRAM  
 COORDINATOR:  
 ANDREW AD SHADE-  
 902-402-6393