



Malmo Pre-Kindergarten Handbook for Parents

2021-2022

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1. INTRODUCTION

Welcome to Malmo Pre-Kindergarten! We are a not-for-profit, parent cooperative preschool for children ages three to five years. Our preschool is located in Malmo Elementary School.

Malmo Pre-Kindergarten is a registered not-for-profit society and operates under the Societies Act of Alberta. We are licensed as a preschool with Edmonton & Area Child & Family Services and follow the Child Care Licensing Act.

Every parent and/or legal guardian whose child is enrolled in the preschool is considered a member of the Malmo Pre-Kindergarten Parents Association (also known as the "Association"). The Association is governed by the bylaws of the Association and has a Parent Executive Board (also known as the "Board") of elected officers who hold the roles of President, Vice-President, Secretary, Treasurer or Co-Treasurer, Fundraising Coordinator, and Registrar or Co-Registrar. The Board implements the policies based on the Association bylaws. Parent(s) or legal guardian(s) who do not serve on the Board assume other volunteer positions.

This Handbook outlines the policies and procedures of Malmo Pre-Kindergarten. It will also introduce you to the preschool's guiding philosophy of "learning through play," programming details, operational guidelines, parent/guardian responsibilities, and important dates. Our bylaws can be accessed by contacting the preschool.

In this Handbook, the use of the title "Pre-Kindergarten" (official) and "preschool" (colloquial) will be used interchangeably.

2. PHILOSOPHY OF MALMO PRE-KINDERGARTEN

2.1 Purpose and Objectives

The purpose of Malmo Pre-Kindergarten is to present a high-quality, developmentally-appropriate program based on the "learning through play" philosophy.

Malmo Pre-Kindergarten objectives are to:

- Provide an opportunity for children to play with preschool children in a similar-age setting;



- Offer a consistent play environment, where children can meet regularly with the same group of children and have time to develop relationships with one another and to learn about themselves;
- Help build a sense of security and self-confidence;
- Offer opportunities to explore and play with a wider range of materials than is available in most homes;
- Encourage creativity and curiosity; and,
- Allow a child to begin to make independent choices and to build on the child's interests in the world around them.

2.2 Play and Whole Child Development

We believe that “learning through play” enhances the growth and development of the whole child: physically, socially, emotionally, intellectually, and creatively.

Physical Development

Opportunities for indoor play with various recreational equipment in the school gymnasium offer the children many activities that promote large muscle development and body coordination. Weather-permitting, our preschool also utilizes the outdoor park and playground.

Small muscles and fine coordination are developed through the use of small blocks, puzzles, crayons, paints, clay, sand, water, musical instruments, and other similar activities. Children are taught body care methods and needs through special theme subjects, activities, resource visitors, etc.

Social Development

A preschool of similar ages makes companionship possible. Under the guidance of the teacher, the school provides many experiences in playing with and alongside peers, sharing, waiting one's turn, and managing relationships and conflicts.

Emotional Development

Children are offered a consistent routine and encouragement in an atmosphere of caring, concerned adults who are sensitive to the feelings of children.



Intellectual Development

Various learning centers that change weekly, music/singing time, baking/cooking opportunities, field trips, and visits from special guests all stimulate curiosity and contribute to the growth of ideas.

Creative Development

Children explore their artistic natures through daily craft activities, a painting center, and a play dough table. Our playhouse changes with each theme to allow the children a variety of imaginative play. Dramatic and creative play are also developed through puppets, musical instruments, singing, and acting out stories.

2.3 Benefits of Pre-Kindergarten

The child learns to:

- Express thoughts, feelings, and ideas to others;
- Manage behavior in a group setting;
- Compromise;
- Show empathy;
- Cooperate;
- Express 'self' through art, music, and play;
- Form friendships; and,
- Become more independent and develop self-confidence.

Benefits to the parent include:

- Satisfaction from participating in your child's preschool experience, understanding their routines, and learning about their play;
- Being part of a strong parent network;
- Witnessing your child's love of learning develop; and,
- Ensuring the smooth running of the school through your involvement.

3. OUR PROGRAM

Our program allows for a period of free play time where children choose their own activities from among the many learning centers designed to stimulate and challenge each child according to their individual needs and stages of development. Some of the centers are: water table, sand table, painting, arts & crafts, block building, library and story corner, play house, puzzles, and games. During free play time, the teacher,



teacher's assistant, and any parent helpers play with the children and give individualized instruction and encouragement.

After free play time, children are guided into a structured play time. This component includes circle time, music time and/or gym time, snack, and story time. The children come to know and enjoy their preschool "routine."

Our classes use both the school gymnasium and outdoor park (weather permitting) on a daily basis, as well as the school library and music room at certain times of the year.

Each month, a new theme is introduced. Special activities linked to the current theme are planned daily to further stimulate and challenge the children. These activities include guest speakers and field trips. Children are exposed to art media, music, science, books, food, people, and community experience to broaden and expand their knowledge.

Our teachers constantly assess the program, the environment, and each child in order to adapt and improve the program if necessary.

3.1 Hours of Operation

Children attend half-days in either the morning or the afternoon program:

- Morning session: 9:00-11:15 a.m.
- Afternoon session: 1:00-3:15 p.m.

The days that your child attends depends on which class they are enrolled in:

- Four-year-olds: Monday, Wednesday, and Friday mornings
- Three-year-olds: Tuesday and Thursday mornings
- Three/four-year-old combined class: Monday, Wednesday, and Friday afternoons

3.2 Age Requirements

A child must turn three on or before December 31 of the current school year in order to register in the 3-year-old program. However, per licensing requirements, only children who have turned 3 years old may attend class regularly without a parent/guardian (or designated adult) accompanying them. Prior to turning three, children may participate in "Visit Days" where they attend class accompanied by a responsible adult who remains in the classroom during the visit. Visit Days are arranged with the teacher.



A child must turn 4 on or before December 31 of the current school year in order to enroll in the 4-year-old program.

3.3 Child to Adult Ratio

Classroom sizes are set to maintain a low child-to-adult ratio allowing each child the opportunity to receive dedicated, individualized instruction and encouragement. In every class there is always a teacher, a teacher's assistant, and, as required, Parent Helpers (rare exceptions are made due to illness). Malmo Pre-Kindergarten relies on the participation of parents and guardians to fulfill the role of Parent Helper when needed (refer to Section 4.3).

3.4 Registration

Malmo Pre-Kindergarten utilizes online registration. Registration for the upcoming school year typically starts in January, with specific durations allotted for current families, followed by alumni families, and then the general public. The Board of the current school year will determine the exact date to start the registration process.

All registrations are accepted in the order in which they are received, on a first-come, first-served basis. During registration, you will be asked for your preferred class time. If there is no room in that class when your registration is processed, then your child will be placed in the alternate time slot for your child's age group, if available. Finally, if no slots are available for your child's age group, then your child will be placed on a waitlist.

The rough registration timeline is as follows, with precise dates advertised on the website and in newsletters:

1. Registration for current families (families that currently have a child in the preschool and will be registering any of their children in the upcoming preschool year) opens in early to mid-January.
2. Approximately one week later, registration for alumni families opens.
3. Finally, approximately one week after that, general registration opens.

You will be contacted by the Registrar regarding whether your child has been placed in a class or on a waitlist. If your child has been placed in a class, you will be asked to submit your bank information form for your school fees and fines within a certain time period (see Section 3.5 Fees and Fines); failure to do so may result in your child losing their spot in the class. Bank information for fees and fines is to be submitted to the



Registrar (see Appendix B) and can be emailed to the Registrar, dropped off at the preschool, or mailed to the preschool.

While we strive to contact you as soon as possible after receiving your registration, please note that our Registrar is a parent volunteer, like you, and may need some time to get back to you. This is especially true during general registration.

Registration is only available online. All information pertaining to the registration process and specific dates can be found at the Malmo Pre-Kindergarten website (malmopreschool.com).

3.4.1 Holding Places

If your child has been placed in a class, but cannot attend yet either due to age requirements or other circumstances (e.g. moving to Edmonton after the school year begins), their monthly program fees are still required to be paid. In addition, you may be required to participate in fundraising activities or a subset of duties during this period.

Some parents/guardians in this situation choose to not hold their child's place in a class, essentially suspending their child's registration until they are ready to attend. Note that this choice does risk your preferred class becoming full, resulting in your child being placed either in the alternate time slot, if there's room, or on the waitlist when you choose to reinstate their registration.

3.5 Fees and Fines

Fees are monies paid to secure program placement and to fund ongoing participation in the program. As part of a cooperative preschool, there are scheduled activities (i.e. parent jobs and fundraisers) in which all members of the Association are expected to participate. These activities require families to sign up and commit to specific dates that are usually spread out throughout the year. These fine measures are to account for any loss of fundraising manpower or volunteer requirements that cannot be filled due to the vacancy.

Families who withdraw their child(ren) from the preschool program after attending for more than two (2) months may have fines calculated on a prorated basis, at the discretion of the Board. **Note:** The Board, in its sole discretion, reserves the right to make changes to fees and fines for any upcoming school year.



There are three (3) fee categories: registration, program, and supplies.

Registration Fee

A registration fee is paid once per child, per school year and is non-refundable and non-transferable. Payment is due (via PayPal) at the time the registration form is submitted. The registration form can only be processed if the payment is completed.

Note that the registration fee must be paid whether your child is given a spot in a class or on the waitlist. However, no bank information for fees or fines shall be due until a space becomes available in the program.

Bank information forms for program fees and fines are mandatory and due within ten (10) business days after the Registrar has provided written confirmation of a child's spot at the preschool. Failure to provide bank information for all fees within the specified timeframe will result in the child's spot at the preschool to be forfeited. Refer to Appendix B for Schedule of Fees and Fines and how to provide your Bank Information.

Program Fee

The program fee covers the monthly, ongoing costs of the program. Refer to Appendix B for Schedule of Fees and Fines.

Supplies Fee

The supplies fee helps to cover the cost of field trips, guest speakers, program supplies, and other program needs for each child enrolled in the program. The supplies fee is per child and will be withdrawn once the child attends their first day of preschool, typically with the withdrawal of the first program fee. For children starting after January 1, the fee is reduced per child. Refer to Appendix B for Schedule of Fees and Fines.

Pro-Rated Mid-Session Fees

Mid-session fees will be prorated by start date and the supplies and fundraising fees for the term will be required if a student attends more than one month in a term.

School Fines

Parents are required to provide their bank information for the following School Fines:

- Fundraising Fines
- Parent Job Fines



Fines are **only** withdrawn if a parent does not complete the related duty (i.e. does not participate in fundraising activities or fails to perform their assigned parent job). Families would be notified about the missed duties and either an alternate plan is set up or a fine withdrawal notice is given. If a family continues to miss duties, the Board will be notified and the child may be asked not to attend the preschool until duties are completed.

NSF Policy

Any bank account withdrawals that are returned NSF (non-sufficient funds) are subject to a \$25.00 NSF fee. In the event that a withdrawal is NSF, the Treasurer will provide an email notification and a paper copy via the classroom mailboxes advising of the NSF notification. The parent will be asked to respond to the notification by email or telephone and to make suitable arrangements to replace the funds and provide the NSF fee within 14 days. If no payment is received or an acceptable alternative arrangement (in the preschool's sole discretion) is not made within 14 days, the Board will be notified and may ask that the child not attend the preschool until program fees are brought up to date.

In the event of subsequent withdrawals appearing as NSF, the Treasurer will provide notification letters via email and classroom mailbox and advise that further occurrences may result in the child's removal from the preschool.

The preschool will examine NSF issues on a case-by-case basis, but reserves its ability and discretion to remove a child from the preschool for recurring and/or ongoing issues associated with non-payment of fees.

3.6 Notice to Cancel

An intention to withdraw from the preschool program requires a minimum of one month written notification to be sent to the **Registrar**. The written notification shall state the last day of attendance for the withdrawn child and must be received and acknowledged by the Registrar before the first (1st) day of the month prior to withdrawal. For example, if you wish to have your child leave any time in December, then written notice of your intentions must be received and acknowledged by the Registrar before November 1st. Your child may still attend class until the last day of attendance that was stated in the notice to the Registrar. The advance notice allows the teacher to prepare for the departure of your child and allows the Registrar time to fill the vacancy. Any withdrawals submitted with inadequate notice will result in the forfeit of one month's program fee.



A withdrawal from the preschool program prior to the start of the school year in September requires written notification to be sent by email to the Registrar one month prior (i.e. before August 1st). No fees (with the exception of the non-refundable registration fee) or fines will be cashed if written notification is received and acknowledged by the Registrar prior to August 1st. Written notification received and acknowledged on or after August 1st will result in the September program fee being cashed.

Please Note: Any notice to withdraw from the preschool received on or after March 1st will have program fees withdrawn for the unattended months remaining in the school year. This payment is required due to the preschool being unable to fill a spot that is being vacated so late in the school year.

3.7 Field Trips

Throughout the year, Malmo Pre-Kindergarten offers special experiences such as field trips and guest speakers. Notice of the event will be given several days before any out-of-class field trip. The field trip notice should include: Type of event, start/finish time and date, where and how the children are traveling to/from the event, and the parent/child ratio. Parents must provide signed consent for participation in field trips. The teacher must carry portable records for any outings. Parents will be responsible for getting their child(ren) to and from all field trips.

Parents are responsible for updating the preschool about any changes regarding their child's(ren's) information so that the correct information is available in the event of an emergency, regardless if it occurs in the classroom or on a field trip.

Portable records for each child include: child's name, date of birth, home address, the parent(s)/guardian(s) names, home address(es), telephone number(s), the home address and telephone number of an alternate emergency contact, and relevant health information about the child (e.g. immunizations and allergies). Portable records will also include telephone numbers for Emergency Response Services and the Poison Control Centre.

3.8 Discipline

The teachers:

- Model appropriate behaviour;
- Prevent incidents by redirecting a child;



- Recognize and verbally acknowledge the children's efforts to get along with each other; and,
- Set consistent and age-appropriate limits.

The teachers strive to be aware of what is happening at all times so that they can intervene before an incident occurs. They use "natural consequences" to manage inappropriate behaviour.

Children must be able to function appropriately in a group. If a child exhibits excessive aggressive behaviour, the teachers will help set up a positive behaviour program to help the child. If no progress is made, the teachers and the Board will decide whether the child should remain in the program (see Section 3.17 Special Withdrawal). Any disciplinary action taken will be reasonable in the circumstances.

The teacher, teacher's assistant, and any Parent Helpers work closely together to maintain a happy secure environment for all of the children. They will maintain order by:

- Attempting to redirect a child when a potentially disruptive situation is developing.
- Diverting a child's attention to a constructive activity if the child seems aimless or is intruding on another's play space.
- Reminding of respectful behavior expectations on the part of all present and to the toys, materials, and equipment in the room.

The following actions are not permitted in the classroom by anyone: Verbal, physical or emotional degradation, physical constraint, confinement, or isolation.

Classroom issues are discussed at every Board meeting, including any incidents and/or behavioural concerns, as well as applicable strategies for handling the concern.

3.9 Child Drop-off and Pick-up

Parents/guardians may arrive at the preschool no earlier than 10 minutes before the class starts, unless arrangements have been made for Parent Helpers. As our preschool is located in an elementary school, we ask all adults who are dropping off children at the preschool to please be respectful of the other classes that are in session by being quiet and not lingering in the hallways. All children must be escorted into the classroom for drop-offs. After entering the classroom, the accompanying adult must check in with the teacher or teacher's assistant and not leave until the "green light" sign has been turned over, signaling that the preschool class is starting. Until this sign has



been turned over, the teaching staff is not ready to take responsibility for the children and children remain the responsibility of their accompanying adult(s).

Parents/guardians (or adults designated to pick up the child) must check in with the teacher or teacher's assistant before the child will be formally dismissed from class. It is imperative that you call the school if you realize you will be late or if somebody else will be picking up your child. Timely pick-up allows the preschool to run efficiently and allows the teachers time to prepare for the next class or the next school day. Repeated offences of late pick-ups will be brought before the Board and may result in the child being asked to withdraw from the preschool program.

Your verbal notification is required for the teachers to release your child to an alternative pick-up person other than a designated parent or the designated person(s) noted on your registration form. Photo ID will be required to be shown by the alternative pick-up person to confirm identification on the first time of picking up the child.

In the event no verbal notification was provided to the teachers, children will not be released to an unauthorized person and the parent/guardian/emergency contact will be contacted.

3.10 Snacks

Parents are responsible for providing their children with a light nutritious snack. Some guidelines when preparing the snack:

- We are a **nut free school!** Please ensure you do not send nuts or products that may contain nuts (like some granola bars) in your child's snack.
- Keep the snack simple - something that won't require a lot of time for them to eat.
- Please try to include at least two food groups according to Canada's Food Guide.
- Snacks that could pose a choking risk (e.g. grapes, hot dogs, etc.) need to be cut lengthwise at home.
- The snack should be put in a small container (e.g. bag, lunchbox, plastic container) that is easy for the child to handle. All food that the child doesn't eat or finish will be put back in this container and returned home.
- If you want your child's drink to be water, be sure to provide your child with a cup in their snack container, which will return home.
- Snack time will be approximately halfway through the class.



During special celebrations when snacks may be shared, snacks must be store-bought. Due to health regulations, shared snacks cannot be prepared at a parent's home. Please contact the teacher if you want to bring a snack into the classroom to share.

3.11 Birthdays

On your child's birthday, he or she is recognized with a rousing rendition of "Happy Birthday". Many parents opt to send a small party favor (e.g. stickers) for each child instead of a shared snack because our school is nut free and also because our licensing requirements do not allow shared snacks to be prepared at home. Please consult with the teacher if you wish to bring something in to share with the class.

3.12 Toilet Training

Children need to be toilet-trained to attend Malmo Pre-Kindergarten. Should a child's clothing become heavily soiled while in attendance, parents/guardians will be contacted to come and change the child during class.

3.13 Spare Clothes/Classroom Shoes

Our classroom has limited space for storage. Please keep a complete change of clothing in your child's backpack at all times.

Your child is required to leave a pair of indoor running shoes at the preschool to wear while at the preschool. The indoor shoes should offer good support and have a non-marking sole since they will wear these shoes to the Malmo School gymnasium. It is ideal if the child can put on and take off their own shoes so laces should be avoided. Please label the shoes with your child's name and store them in the shoe pockets provided at the preschool.

Upon entering Malmo School, all parents and children are asked to remove their outdoor shoes. The preschool children and any parents staying for the duration of class at the preschool are asked to carry their outdoor shoes to the classroom and place them at the designated location provided. This effort helps the school keep their floors clean and tidy. Parents and children who are dropping off or picking up preschool children may leave their outdoor shoes at the school entrance mats for the duration of drop-off and pick-up.



3.14 Toys

Children must leave their toys, jewelry, and other treasured items at home. When your child is Busy Bear, then they may bring something special to show the rest of the class.

3.15 Outdoor Play

The preschool tries to take every opportunity to provide the children with outdoor play, unless there are special activities scheduled for the day or the weather does not allow for play outdoors. No outdoor play will occur if the ambient temperature outside is below -18°C (including wind chill). The teacher will contact parents by email when outdoor play is scheduled; however, if in doubt, please dress your child appropriately to play outside. A warm jacket that zips up, snow pants, winter boots, a hat, and mittens make outdoor play much more enjoyable on winter days. On warm sunny days, we appreciate if the child has had sunscreen applied before coming to preschool and has a hat in their backpack to shade their face.

3.16 School Closures/Cancellations

Malmo Pre-Kindergarten will remain closed under the following conditions:

- Malmo Elementary School is closed (including all district PD Days).
- The teacher is ill or unable to attend due to unforeseen circumstances and a replacement cannot be located by the scheduled start of class.
- In other cases, the teacher and the president or vice-president must be in agreement before a class cancellation can occur.

3.17 Special Withdrawal

The teacher, in consultation with the Board, is empowered by the Association to make a well-deliberated, careful, and informed decision to request that a student be withdrawn from the program. This policy would be applied where the well-being of the program is put at risk. Examples might include, but are not limited to, the following circumstances:

- Child is consistently disruptive.
- Teacher or teacher's assistant is spending a large portion of class time with the child and, as a result, taking away from the rest of the class.
- Child cannot yet meet the daily curriculum based on our 'Learning Through Play' philosophy.



Before any final decision is made, the parent(s) or legal guardian(s) of the child will be made aware of the situation and attempts made to rectify it. A trial time period may be set to further evaluate the situation after a consultation including the parents/guardians, teachers, and the Board. An assessment will be made and reviewed on an individual basis.

3.18 Communication with Parents

Malmö Pre-Kindergarten uses emails as the main mode of communication with families. Families are responsible for providing the preschool with a current email address and checking it regularly.

Mailboxes are provided inside the classroom for each family in order to collect projects made by the children and to pass on information to other parents. A bulletin board located inside the classroom by the door keeps families informed of upcoming special days, Parent Helper days, Board contact information, etc. Any confidential information (i.e. names, phone numbers) is posted on the bulletin board inside the classroom.

If you have any concerns about your child's day-to-day classroom activities, please talk to the teacher directly. For all other inquiries, please contact the appropriate member of the Board or assigned coordinators (i.e. Parent Helper Coordinator, Parent Job Coordinator, etc).

3.19 Health & Medical Emergency

Health Records and Allergies

A detailed list of each child's up-to-date health information is required at the time of registration. This list includes the Alberta Health Care number, all medical information, allergies, medications, and any specific treatment requirements, as well as emergency contact numbers and parental consent to emergency health care. This information is to be kept in the classroom and in a secure location that is easily accessible during an emergency.

Health care may only be provided to the child if the consent of the parent has been obtained or if the health care provided is basic first aid (i.e. a band aid placed on a small cut by the teacher). Parents are responsible to inform the teacher if their child has any changes to their health information or has been in contact with another person who may have a communicable disease.

Contagious/Infectious Condition Policy

If your child has been in contact with contagious or infectious diseases or conditions, parents must report this contact to the teacher so notice can be sent out to other parents. The child must not attend school until there is no longer any risk of infecting others. Examples of a contagious or infectious disease or condition might include, but are not limited to, conjunctivitis (pink eye), head lice, chicken pox/shingles, or meningitis.

A child who cannot play outside or who exhibits the following symptoms is considered too sick to attend school:

- Diarrhea or vomiting;
- Fever;
- Persistent cough, sneezing, runny nose; or,
- Infected eyes.

Children should be kept at home for at least 24-48 hours after symptoms end or until a physician's note is provided stating that the child may return to preschool.

If a child becomes sick while at school, but does not require medical treatment, parents/guardians of the child will be contacted immediately. The child will be moved away from other children, but still under staff supervision, until the parent(s)/guardian(s) arrive(s). A special mat for resting shall be provided. If the parent is unable to come, the emergency contact listed on the registration form will be contacted and asked to come immediately.

The preschool staff member (teacher or teacher's assistant) will complete a Child Care Facility Illness Incident Log Sheet which includes:

- name of the child;
- date the child was observed to be ill;
- name of staff member who identified the child was ill;
- time parent was initially contacted;
- name of staff person who contacted the parent;
- time the child was removed from the program; and,
- date the child returned to the program.

Licensing requirements stipulate that if the teacher has reason to believe that the child may be suffering from a disease listed in *Alberta Public Health Act, Schedule 1*,



Communicable Diseases Regulation the parent must remove the child from the premises immediately.

Medication Administration

Due to the short time children are present in the program, regular medication will not be administered. Where emergency situations demand, medication (e.g. Ventolin, Epi-pen, etc.) will be administered with written permission of the parent/guardian.

If a staff member administers emergency medication, the following will be documented:

- the date and time of administration;
- the name of medication;
- dosage; and,
- staff's initials.

Emergency medication must be clearly labeled and stored so it is easily accessible to the teacher but not to the children.

Medical Emergency

If an accident or medical emergency occurs at school that requires a child to be sent to the hospital, a member of the instructional staff will accompany the child. The parent/guardian will be contacted immediately. If staff is unable to reach the parents, the emergency contact will be notified.

Parents will be responsible for bearing the cost associated with transporting their child by ambulance in an emergency situation where the teacher deems ambulance transportation is appropriate.

The preschool's default medical center is:

Stollery Children's Hospital, Emergency Department

University of Alberta Hospital, 8440 - 110 Street, Edmonton, Alberta

3.20 Emergency Evacuation and Tactical Lockdown Plans

The complete emergency evacuation and tactical lockdown plans are posted in the classroom. Please take a moment to read them or ask to see them.



In emergencies, the class will evacuate to:

Malmo Community Hall

11525 - 48 Avenue Edmonton, Alberta

Phone: 780-435-1588

For extended evacuation, all parents will be telephoned. The teacher(s) and Parent Helpers will remain with any children whose parents cannot be contacted.

Each class practices one fire drill per month. Children also practice lockdown drills with Malmo School (usually twice per year). The teacher will carry portable records for any evacuation.

3.21 Incident Reporting

If an incident or accident takes place at the school, once staff have intervened and appropriately handled the incident or accident, staff will complete an Incident/Accident Report. Parents/guardians of the child/children involved will be asked to read and sign the report. These reports will be kept on file at the preschool.

A serious illness or injury to a child that occurs while the child is attending school or any incident that may affect the health or safety of a child must be reported by the teacher to licensing staff immediately.

Malmo Pre-Kindergarten is legally required to advise that in accordance with legislation from the Government of Alberta, the following will be reported immediately to the regional child care offices: an emergency evacuation; unexpected program closure; an intruder on the program premises; an illness or injury to a child that requires the program to request emergency health care and/or requires the child to remain in the hospital overnight; an error in the administration of medication by a program staff or volunteer resulting in the child becoming seriously injured or ill and requiring first aid; the program requesting emergency health care and/or requires the child to remain in the hospital overnight; the death of a child; an unexpected absence of a child from the program (i.e. lost child); a child removed from the program by a non-custodial parent or guardian; an allegation of physical, sexual, emotional abuse, and/or neglect of a child by a program staff member or volunteer; the commission by a child of an offence under an Act of Canada or Alberta; and/or a child left on the premises outside of the program's operating hours. All incidents are analyzed annually and a report is submitted to the regional childcare office.

3.22 Supervision Policy and Practices

The teacher and teacher's assistant observe the childrens' play and behaviour through their constant involvement in the classroom. In addition, both the teacher and the teacher's assistant work together to create the structure of the classroom (i.e. placement of the sand table, water table, play dough table, etc.).

The park used by the preschool has two distinct sections – one designed for younger children (ages 2 to 5) and another designed for older children. The preschool children are able to play in the park designed and structured for their age (the “small” park).

To ensure all children are accounted for, children are counted when leaving any room (e.g. leaving the classroom to go to the washroom or gymnasium). Children are also accounted for when, at the end of the class, parents/guardians come to pick them up. Only those parents/guardians who have consent may pick up their children. Refer to Section 3.9 for additional information.

Portable attendance records are used to monitor arrival and departure of each child. Once children have been dismissed from class, the responsibility of the child transfers from the preschool to the parent/guardian (or designated adult that is picking up the child) even though the Teaching staff may be present on the premises.

3.23 Records

Childrens' Records

Completed and up-to-date registration forms are kept within the classroom. The information on the forms includes the following information: child's name, date of birth, home address, and health information; the parents/guardians' name, home address, and telephone number; the emergency contact person's name, address, and telephone number.

Parents are asked to contact the teacher if there is any change of information found on the registration form (e.g. change of address, parent cell phone number, emergency contact information, etc.).

Administrative Records

Any relevant information collected by the preschool through normal operational activities will be stored at the preschool for up to and including 7 years. This information includes: the daily attendance of each child and their arrival and departure times.



Evidence of each staff member's child care certification is kept onsite. Current first aid certificates and verification of staffs' criminal record check, including a vulnerable sector search, dated no earlier than six months prior to the date of commencement with Malmo Pre-Kindergarten are completed and updated every 3 years.

4. MEMBER RESPONSIBILITIES IN A COOPERATIVE PRESCHOOL

As a parent or legal guardian of a child registered at Malmo Pre-Kindergarten, you are a member of a parent cooperative preschool association. This arrangement means that the very existence of the school depends on your commitment and dedication throughout the school year. The parent body works together toward common goals, the most important of which is to provide a happy satisfying preschool experience for our children.

You are encouraged to talk to the teachers about any special interests, hobbies, work, etc. that you would like to share with the children.

Families are assigned the following annual responsibilities per registered child in the cooperative program:

- Parent Job; and,
- Fundraising.

4.1 Parent Job

Malmo Pre-Kindergarten operates by a series of volunteer positions. Each family is required to take on a position on the Board or perform a Parent Job. Some examples of parent jobs are vacuuming/mopping, parent helper coordinator, fundraising committee member, or classroom historian. Refer to Appendix C for descriptions of the various Parent Job assignments and Board positions.

4.2 Fundraising

The fundraisers for the year are announced at the annual general meeting (AGM). All families are required to participate in all fundraising events and actively contribute toward reaching the fundraising goal set by Malmo Pre-Kindergarten.



Prior to each fundraiser, the Board will establish guidelines as to what requirements must be met for the fundraiser from each family. If the requirements outlined by the Board are not met, then the fundraising fine will be withdrawn.

The fundraising requirement will be dealt with on a case-by-case basis for families that withdraw early from the school year.

Every family is required to participate in our fundraising projects as we rely on the fundraising income to set and meet our budget and also as a means to reduce our fees. The preschool typically has the following fundraisers:

- Winter Raffle;
- Sales of fundraising products (e.g. chocolates, plants, etc.);
- Casino (every 2 years); and,
- Spring Bike-A-Thon.

4.3 Parent Helper Days

Our classes depend on volunteer parents to ensure the best student experiences. Our Parent Helper system is voluntary and aims to promote a culture of participation with our families. Parent Helpers will sign up to help the class as requested by the teacher. The “Parent Helper” sign-up sheets will be posted on the board by the door inside the classroom and will detail the dates and how many parents are requested by the teacher. Examples of special days could include field trips, in-class parties, special visitors, picture days, as well as the days with really involved activities such as cooking or messy crafts. Parents who are able to help can sign up on a first-come basis. Our Parent Helper Coordinators will then email the upcoming Parent Helper schedule to the parents in their respective classes.

Parent Helper Expectations

The responsibilities of the Parent Helper are to assist the teacher and teacher’s assistant in specific planned tasks and to interact and communicate with the children. The Parent Helper is expected to participate enthusiastically and allow the children to direct the play.

When helpers are needed in the classroom for special visitors or special activities, Parent Helpers must arrive 10 minutes before the start of class and stay the entire duration until class is dismissed or as arranged by the teacher. Arriving early before class allows time for the teacher to explain the planned activities of the day to the Parent Helper, as well as give instructions on the tasks with which they can help. When



the Parent Helper is late, then class starts late and all the other parents have to wait with their children until the teachers are finished explaining the activities for the day to their helpers.

When helpers are needed for out-of-class activities, such as field trips or nature walks, Parent Helpers should follow the specific instructions for the day that would have been sent to them in advance by the teacher.

NOTE: Parent Helpers cannot have siblings or other children with them in the preschool classroom due to our licensing requirements.

If you cannot make a Parent Helper date due to an emergency or unforeseeable events (i.e. child becomes ill) then you need to call the Parent Helper Coordinator who will consult their list of emergency parent coverage to find a replacement. It is also helpful to call the preschool and let them know that you will not be able to come in and who will be covering for you, if known. It is not the responsibility of the preschool teaching staff to find a replacement Parent Helper. Please contact the Parent Helper Coordinator so the required number of helpers is reached for each day needed. Parents can sign up to be Emergency Parents on the registration form or can let the Parent Helper Coordinator know that they would be available to help on short notice.

4.4 Cleaning Bee (Enrollment Dependent)

One member from each family for each registered child may be required to attend one of approximately six annual Cleaning Bees on the assigned date where a thorough cleaning is given to everything from the toys to the rugs. Each Cleaning Bee lasts about 1.5 hours.

At the mandatory Annual General Meeting (AGM), held prior to the beginning of the school year, the dates and times of each Cleaning Bee session are presented and each parent or guardian is able to choose the Cleaning Bee date which best suits their schedule. Cleaning Bee session dates and times are known well in advance. If you are not able to attend your scheduled Cleaning Bee, it is your responsibility to switch with another family or send an alternative in your place (e.g. friend, grandparent, aunt, etc.). Children are not allowed at the Cleaning Bee sessions as there may be cleaning solutions present.



Note: If you do not participate in your scheduled Cleaning Bee (which includes arriving on time and staying for the entire Cleaning Bee), your Cleaning Bee cheque will be cashed. Board members are exempt from Cleaning Bees.

4.5 Busy Bear

Throughout the school year, on a daily rotation, your child will be designated as the Busy Bear! This role is a very exciting and important day for your child. When your child is Busy Bear, they are the primary helper in the class for the day. The Busy Bear brings something for show and tell, has special jobs (such as flipping the timer for the clean-up countdown), and is always first in line!

4.6 Code of Ethics

It is the duty and responsibility of all helpers to follow the teachers' direction, provide support, and actively promote a positive learning environment.

Staff and parents should model kind and healthy behaviour for the children. No smoking is permitted on the school premises. No staff member will smoke at any time or place where child care is being provided.

4.7 Confidentiality

Any information shared by a teacher must be kept confidential and shall not be discussed outside the classroom under any circumstances. Parent Helpers should avoid making any statements about a particular child (including their own), the teachers, or the program in front of the children or parents. Any questions or concerns can be discussed with the teachers or Board outside of classroom time.

5. SPECIAL CONSIDERATIONS: COVID-19 FEE AND GUIDELINES

Due to the unique situation concerning COVID-19, a special fee will be assigned to each student in the amount of \$25/term. This fee will cover items such as: increased cleaning regimes, increased classroom supplies, increased cleaning supplies, and special tools to keep the school functioning according to government guidelines.

Changes to existing and additional policies and protocols will be communicated via email to all parents regarding drop-off and pick-up, expectations, regulations, and guidelines. Changes have been made to our program that differ from the policies listed



in this Handbook. These changes have affected the following: drop-off and pick-up; classroom visitors, including parents; Parent Helpers; Busy Bear; Cleaning Bees; field trips; access to facilities in Malmo Elementary School; and certain Parent Jobs.

Malmo Pre-kindergarten will follow *COVID-19 information: Guidance for Preschools* as provided by the Government of Alberta.

<https://open.alberta.ca/publications/covid-19-information-guidance-for-preschools>



APPENDICES

Appendix A: Important Dates

Annual General Meeting (Mandatory)	Wednesday, September 1, 2021, 6:30 pm
Staggered Start Entry	September 7-10, 2021
PD Day	Monday, September 27, 2021
Thanksgiving Day	Monday, October 11, 2021
PD Day	Thursday & Friday, October 21 & 22, 2021
Class Photos	Wednesday & Thursday, November 3 & 4, 2021
Fall Break	November 10-15, 2021
Winter Break	December 20-31, 2021
PD Day	Friday, February 4, 2022
Family Day	Monday, February 21, 2022
PD Day	Tuesday, February 22, 2022
Teachers Convention	Thursday & Friday, March 3 & 4, 2022
Spring Break	March 28 - April 1, 2022
Good Friday	Friday, April 15, 2022
Easter Monday	Monday, April 18, 2022
PD Day	Monday, May 2, 2022
Victoria Day Break	May 20-25, 2022
Spring Bike-A-Thon (Fundraiser)	Saturday, May 28, 2022
Last day of school	Thursday & Friday, June 16 & 17, 2022



Appendix B: Schedules of Fees and Fines

Bank information forms for all program fees and fines are mandatory within ten (10) business days after the Registrar has provided written confirmation of a child's spot at the preschool. The Preschool will use your bank information to automatically withdraw your fees and, if necessary, any fines owed throughout the year.

The Registrar will email a Conditional Confirmation to each family once their child has been given a spot in a class. Attached to this Conditional Confirmation will be all bank forms that each family needs to print and fill out. These forms can then be dropped off during school hours, mailed to the preschool, or emailed to the Registrar at registrar@malmopreschool.com. Once the Registrar receives your family's bank forms within the ten (10) business days, a Final Confirmation will be emailed and your child's spot will be secured in the class.

NOTE: All personal banking information will ONLY be used by the preschool for fees and any necessitated fines for the school year as outlined in the banking forms.

The following is a schedule of what fees are taken out and when:

a. REGISTRATION FEE: a one-time payment of \$60 per child, per school year (non-refundable, non-transferrable, to be paid at the time of registration via PayPal).

b. SUPPLIES FEE: a one-time payment per child, per school year, which will be automatically withdrawn once the child attends their first day of preschool, typically in concurrence with the first program fee. The supplies fee is \$50 for children beginning before the winter break and \$25 for children starting after January 1, 2022.

c. PROGRAM FEE (September- June)

A monthly program fee will automatically be withdrawn at the beginning of each month of the school year:

- 3-Year-Old Program (Tuesday & Thursday) – \$130 per month
- 4-Year-Old Program & 3/4-Year-Old Combined Program (Monday, Wednesday, & Friday) – \$165 per month



Alternatively, upon specific request to the Registrar, one preauthorized withdrawal may be paid for the whole school year on September 1, 2021:

- 3-Year-Old Program (Tues & Thu) – \$1300 per year
- 4-Year-Old Program & 3/4 Combined Program (Mon, Wed & Fri) – \$1650 per year

d. FINES: The following are the fines that could be withdrawn only if necessitated and with written notice. Fines are necessitated if a family does not meet the Preschool's conditions for volunteer requirements in two specific categories: The Fundraising activities for each school year or the Parent Job assigned to each family at the beginning of the school year:

- Fundraising Fines: \$200 per term
- Parent Job Fine: \$100

Appendix C: Parent Position Descriptions

Play Dough Maker (x1)

- Prepare fresh play dough once per month as requested by the teacher. The teacher will leave a note in your classroom mailbox when more play dough is required.
- Vice-President or teacher will supply play dough recipe and one set of supplies at the beginning of the school year.

Classroom Prep (x1)

- Complete take home craft prep for teacher as instructed, as needed, or requested by the teacher.
- Wash dress-up clothes and school materials (after Cleaning Bees), as needed or requested by the teacher.
- Prepare materials for bulletin boards and class presentations, as needed or requested by the teacher.
- Complete any other classroom prep jobs throughout the school year.

Class Historian (x1 for each class)

- Works with the teacher to prepare the children's photo books.
- The teacher will provide instructions and the timeframe required to complete the photo books.

Website Manager/Facebook (x1)

- Responsible for maintenance and upkeep of the website and Facebook content throughout the school year and will extend through the summer until the next AGM.
- The Board or teacher will advise on any posting updates that are required on the website and/or Facebook.
- Helps the Board with promotion of the preschool online.
- Provides technical support for preschool emails and online registration as needed.

Recycle Return (x1)

- The teacher supplies a parent with bag(s) of recyclables, primarily juice boxes, approximately every week or two weeks. All recyclable items need to be deposited at a recycling centre. All funds obtained are then returned to the Treasurer's envelope in the classroom.

Mopping and Vacuuming Scheduler (x1)

- Makes and posts the schedule of the cleaning dates on the classroom bulletin board with the list of vacuuming and mopping parent volunteers and their contact information. Initial instructions shall be provided by the Vice-President.
- Prints and emails out the schedule for each parent volunteer on the list.
- Provides reminders for those scheduled and checks in with the teaching staff to ensure that the work is being done.
- Responsible for arranging one steam clean of the carpets in the month of June.
- If a parent volunteer has not shown up for their cleaning duty, then the scheduler will follow up with the volunteer and can contact the Vice-President for any assistance required.

Mopping and Vacuum Person (x5)

- Follow the monthly schedule provided by the scheduler. If you cannot make your scheduled cleaning, then you are responsible for switching with another volunteer (contact information on cleaning schedule will be posted on the classroom bulletin board).
- Take 15 -20 minutes to vacuum the preschool rug using the school vacuum and mop the preschool floors after preschool dismissal at 11:15 am or at 3:15 pm. Initial the posted schedule once your cleaning is complete.
- Each person is responsible for approximately one clean every 4-5 weeks.
- Can include steam cleaning in the month of June.

Cleaning Bee Supervisor (x2)

- Consult with the Board and teacher regarding coordination of Cleaning Bees. After the AGM, the Vice-President will provide the Supervisors with the contact information for families who are Cleaning Bee Members.
- One week before each Cleaning Bee, the Supervisor will call or email the parents for that specific Cleaning Bee date to remind them of the time/date and to bring a pail, towels, and rubber gloves.
- Check with the teacher for any additional cleaning instructions. Meet with the teacher a few days prior to the cleanup to run through what is expected.
- One Supervisor is present during the whole cleaning night.
- In addition to supervising the Cleaning Bee evening, Supervisors also help clean. Ensure everyone who signed up has showed up on time and stays for the entire duration. Ensure the classroom has been completely cleaned and help provide parents with guidance during the Cleaning Bee.



- At the conclusion of the Cleaning Bee, a pail will be provided to put all preschool towels/rags for the Classroom Prep parent to take home and wash.

Cleaning Bee Member (x10)

- Each Cleaning Bee Member is required to participate in two Cleaning Bees per school year. Cleaning Bees dates will be provided by the Cleaning Bee Supervisors.
- One week before each Cleaning Bee, the Supervisor will call or email the parents for that specific Cleaning Bee date to remind them of the time/date and to bring a pail, towels, and rubber gloves.
- During the Cleaning Bee, members show up on time, follow the instructions provided by the supervisors, and stay for the entire duration of the Cleaning Bee.
- The classroom & class materials will be thoroughly cleaned and put away during the Cleaning Bee.

Parent Helper Coordinator (x1)

- After the AGM, the Vice-President will provide the Parent Helper Coordinator with a contact list of all the parents for the specific classes and a list of the Emergency Parents who can be contacted for short notice coverage of Parent Helpers or teachers.
- Connect with the teacher, who will provide the dates that Parent Helpers are needed and what numbers are required for each month. Prepare the Parent Helper sign-up lists for the class bulletin board 1-2 months in advance. The dates where Parent Helpers are needed are also emailed to parents in each class so all parents have advance notice of Helper dates.
- Any parents that are not involved in the drop-off and pick-up of their child can email the Parent Helper Coordinator the dates they would like to sign up for and the Coordinator can add their names for them.
- A monthly calendar of Parent Helpers is then created with the parents that signed up and emailed to parents of each class and to the teacher.
- If a Parent Helper cannot attend their scheduled date due to unforeseen circumstances, such as sickness, they will contact the Parent Helper Coordinator who will use the Emergency Parent list to arrange a replacement.
- If a teacher or teacher assistant cannot attend school due to unforeseen circumstances, such as sickness, they will contact the Parent Helper Coordinator who will use the Emergency Parent list to arrange a Helper for that day.
- If a parent misses a Parent Helper date and did not contact the Parent Helper Coordinator, the Coordinator should pass this information on to the Vice-President for review.



Casino Fundraiser Coordinator (x1 on a casino year)

- Will meet with the Executive Fundraiser Coordinator to help organize the casino fundraiser.
- Will work with the A.G.L.C (Alberta Gaming and Liquor Commission), the Casino Advisors, and the Executive Fundraiser Coordinator to carry out a successful casino event.
- Will be responsible for organizing parent volunteers and assigning them to their specific casino positions.
- Will work part of the casino as general manager and ensure all volunteers complete their shifts.
- A casino fundraiser occurs once every 2 years.

Fundraising Committee Member (x6)

- Will meet with the Fundraiser Coordinator to help organize the Spring/Winter fundraisers.
- All volunteers are responsible for sharing the duties of organizing the fundraisers.
- Attend meetings to plan the event(s) as requested by the coordinator.
- Organize and run the fundraisers on the day of the event.

Scholastic Book Club Coordinator (x3)

- Distribute book order forms every month to each child's mailbox. Attach a note with the due date on order forms.
- Make an envelope where orders can be dropped off. Collect the orders and money and send them in.
- Check with the teacher regarding selection of free picks for class.
- Receive the order and distribute the books to the appropriate child's mailbox.

Auditor (as required)

- Once per year (August), audits the books and records of the Treasurer. The Auditor does not need a professional accounting designation/title.

Appeal Committee & Alternates (as required)

- The Appeal Committee shall be comprised of five (5) members of the Association. The members shall be selected on a first-come, first-served basis, as indicated by a positive response on the Registration Form. Up to three alternate members of the Appeal Committee shall be selected on the same basis.



- As a guiding principle, it shall be the view of the Association that the resolution of any dispute within the Association shall be first through reasoned and thoughtful discussion between the parties, with an effort to reach a mutually agreeable outcome.
- In the event that such a dispute cannot be resolved, the Appeal Committee will be utilized according to the Appeal Policy in the bylaws.

Executive Parent Board Job Descriptions

President

- Attends to administrative duties for all aspects of the program.
- Ensures adherence to policy and review of policy as necessary.
- Provides liaison between teacher, the Board, and parents.
- Creates agendas for and chairs general and executive meetings.
- Arranges the executive and parental meetings.
- Attends to the hiring of the teacher and teacher's assistant and preparation and signing of contracts to ensure the Association secures necessary instructional staff for the program within the resources of the Association.
- Ensures all standards are met for health, fire, and safety.
- Oversees budget of preschool and reviewing of fees for the following year.
- Plans for pre-registration for the following year and assists the new president.
- Renews operating license for the preschool.
- Is available for answering questions and listening to problems and ideas from the parents, the teacher, and any member of the public who may be interested in the program.

Vice-President

- Is responsible for assisting the president in all program matters.
- Represents the preschool when the president is not available.
- Attends all executive and general meetings and chairs them in the absence of the president.
- Helps in the preparation of the upcoming year's events.
- Is responsible for assigning Parent Jobs and liaising with parents on any requirements and/or issues. Provides job descriptions to parents.
- Provides initial instructions and class contact lists to the Cleaning Bee Coordinators, Parent Helper Coordinator, and Mopping/Vacuuming Schedulers.
- Checks in with the Cleaning Bee Coordinators, Parent Helper Coordinator, and Mopping/Vacuuming Schedulers to ensure families are participating and provides assistance and/or follow-up when required.



Treasurer/Co-Treasurer

- Attends executive and general meetings and reports financial information monthly to the Board.
- Collects and deposits fees.
- Pays bills and issues receipts.
- Issues cheques for teacher's salary and makes appropriate EI and CPP deductions.
- Balances the monthly bank statements.
- Prepares monthly financial statements for the preschool and distributes copies to the president.
- Renews and pays for insurance for the preschool.
- Ensures that Edmonton Public Schools receives post-dated cheques for the year's rent—payable through Malmo School—prior to expiry date.
- Completes yearly Society Annual Return (prior to end of November).
- Prepares and presents income tax forms to the Board, then files forms for record.
- Prepares T4s and T4 summary.
- Pays Workers' Compensation fees yearly.
- Presents Financial Report and Proposed Budget at AGM.

Registrar/Co-Registrar

- Accepts registrations, checks information on forms, arranges classes, and maintains a waiting list. Contacts all families to inform them of where they place.
- Prepares the class lists and keeps them up to date.
- Attends all executive and general meetings.
- Provides a hard copy of the complete registration forms to the teacher to keep in the classroom.
- Provides a hard copy of the short registration forms to the teacher to keep in the classroom and use as portable records (i.e. to have on hand for field trips outside of the preschool).
- After the AGM, the Registrar shall create a contact list for each class. These lists will be forwarded to the parents of the specific classes and to all members of the Board. Parents will use these lists to contact other parents in the same class in the event they wish to trade Parent Helper days etc. Updated lists shall be sent out if required.
- Helps in preparation of the upcoming year's events, including the annual Open House.



- Ensures that all registered families are aware of the Parent Handbook and advised to read it. The Handbook is located on the preschool website.
- Informs the teacher and Board of any changes to preschool enrollment or contact information.
- Fields any preschool inquiries received through the Registrar's email.
- Useful skills: Google Suite, MS Word (e.g. mail-merge), MS Excel.

Secretary

- Attends executive and general meetings, reads and takes minutes and types these for distribution within 5 days following meetings.
- Helps in the preparation of the upcoming year's events.
- Organizes the Pre-Kindergarten's advertising/communication as required (e.g. community league newsletters, school sign board) and works with the Website Manager to post the advertising/communication on social media.

Fundraising Coordinator

- Attends all executive and general meetings.
- Co-ordinates, monitors, and assists the Fundraising Committee with the organization and implementation of fundraising activities. Also advises the Fundraising Committee(s) of the monetary goal required for the year. Goal amounts are determined by the Board.
- Communicates fundraising activities to the Board and the preschool families.
- Investigates other fundraising activities that may be beneficial to the preschool.
- Provides information to the Board and newsletter regarding progression/final results of fundraising.

Member-At-Large

- Provides assistance where required.



Appendix D: Appeal Policy

The purpose of this policy is to ensure that any dispute regarding a decision of the Association is resolved fairly and at all times under the principles of natural justice.

As a guiding principle, it shall be the view of the Association that the resolution of any dispute within the Association shall be first through reasoned and thoughtful discussion between the parties, with an effort to reach a mutually agreeable outcome.

In the event that such a dispute cannot be resolved, the following procedures will apply.

Member-Member Dispute

Either member may approach a Board Member to act as an informal mediator in an effort to reach a resolution to the issue. If, through this mediation, no resolution is reached, the aggrieved member may bring a formal complaint to the Board.

To bring a formal complaint to the Board, a member must present to the Board, in writing:

- 1) Evidence that efforts were made to resolve the issue with the other member(s).
- 2) Evidence that informal resolution was attempted, either through the informal participation of a Board member or through some other means.
- 3) Written details of the complaint. These details must be provided to the other party and the written response of the other party provided to the Board.
- 4) After receiving all such documentation, the Board may respond with written questions to either or both parties. Responses shall be given to the Board.
- 5) The Board will, to the best of its ability, review the issue. The consensus of the Board shall be the position of the Association on the issue and shall be final and binding.

Member-Board Member or Member-Board Disputes

If a decision of a Board member acting in their capacity as a Board member or a decision of the Board as a whole is challenged by a member of the Association and an informal resolution cannot be reached, then the member may approach a Board member to act as an informal mediator in an effort to reach a resolution to the issue. If, through this mediation, no resolution is reached, the aggrieved member may bring a formal complaint to the Appeal Committee, as constituted in this policy.



To bring a formal complaint to the Appeal Committee, a member must present to the Appeal Committee, in writing:

- 1) Evidence that efforts were made to resolve the issue with the Board member or the Board.
- 2) Evidence that informal resolution was attempted, either through the informal participation of a Board member or through some other means.
- 3) Written details of the complaint. These details must be provided to the other party, and the written response of the other party provided to the Appeal Committee.
- 4) After receiving all such documentation, the Appeal Committee may respond with written questions to either or both parties. Responses shall be given to the Appeal Committee.
- 5) The Appeal Committee will, to the best of its ability, review the issue. The consensus of the Appeal Committee shall be the position of the Association on the issue and shall be final and binding.

Neither the Board nor the Appeal Committee shall have the ability to award financial or material settlements to a dispute, unless it is to restore an amount previously paid by the complainant.

Appeal Committee

The Appeal Committee shall be comprised of five (5) members of the Association. The members shall be selected on a first-come, first-served basis, as indicated by a positive response on the Registration Form. Up to three alternate members of the Appeal Committee shall be selected on the same basis.

Only one member per family shall be able to sit on the Appeal Committee or as an alternate to the Appeal Committee. No Board member or member related to a Board member shall be able to sit on the Appeal Committee or as an alternate to the Appeal Committee.

Appeal Committee members shall be notified by the Registrar of their appointment to the Committee and shall be called upon to fulfil their role on an as-needed basis.

The term of the appointment to the Appeal Committee shall be one year, or until a replacement is duly elected.

There shall be no remuneration for participation on the Appeal Committee.