



# Social Butterflies

**ACTIVITIES AND LEARNING LTD.**

## Employee Manual B1



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## Mission Statement

It is our mission to collaborate with families to provide individualized, evidence-based services that assist in making meaningful behaviour changes so that the individual can reach their full potential.

## Core Values

**Respect:** we believe in holding each family, employee, student, professional, in esteem and honour them as individuals

**Individuality:** we actively treat everyone as an individual with their own unique strengths, interests and challenges being recognized in this organization

**Growth in Learning:** we implore our employees, students and families to always engage in growth opportunities to learn and educate themselves daily

**Ethical Evidence Based Practice:** we guide our practices by science and evidence to present the best available care to our clients

**Communication:** we value open and honest communication between our employees, students, families and professionals

**FUN! WE LOVE TO HAVE FUN!** When we come to work every day, we are privileged to engage with our clients and employees in a charismatic, fun environment!

## Background

Social Butterflies Activities and Learning Ltd. was established in 2012 to serve the needs of Kamloops families. Since then, dozens of children and families have been helped throughout the BC Interior. Social Butterflies Activities and Learning Ltd differs from other companies in that we focus on personalized programming depending on the needs of the children and families. These programs and services are aimed at improving academic success, increasing positive social skills, providing life skill development and reducing problematic behaviors.

### **Applied Behavioral Analysis (ABA)**

One key aspect that makes Social Butterflies Activities and Learning Ltd. a credible company is the method we use in our services. The core of our approach to behavioral intervention is Applied Behavioral Analysis (ABA). Applied Behavioral Analysis is the science that focuses on the laws of behavior to understand how learning takes place. B.F. Skinner's work from over 70 years ago, set the stage for ABA by teaching us that learning can be accelerated by arranging the learning environment and consequences of behavior in classrooms. An extensive amount of research has been done in the field of ABA, and this research has shown that the two important parts of the learning environment that we need to organize are (1) what we do to make the behavior occur,



and (2) what we do after the behavior occurs. This process of arranging antecedents and consequences forms the basis of all teaching with children with autism.

ABA essentially views autism as a syndrome of behavioral deficits and excesses, which can be improved with careful programming. ABA treatment focuses on breaking down behaviors into small steps, and then teaching each step, in succession, providing guidance in the form of prompts, and providing reinforcement for correct responding. Here at Social Butterflies, we take careful data from all our sessions with clients to provide objective evidence of the effectiveness of our services. This is part of the key aspect that makes us as a company stand out from various other companies; rather than relying on subjective interpretation, we use objective evidence provided by data. ABA acknowledges that a particular method that has proven effective for one client may not be effective for other clients, and that each client has specific needs that we are able to tailor our behavioral intervention programs toward. By understanding the laws of behavior, we can implement ABA programs that lead to better learning, coping, and the overall wellbeing of our clients. These programs have been supported by research and validated by professionals and specialists in this field.

### **Applied Verbal Behavior (AVB)**

Applied Verbal Behavior (AVB) is a specialty within the field of ABA that is based upon B.F. Skinner's analysis of verbal behavior, which looks at the functions of the different verbal operants (units of language).

AVB addresses difficulties in the development of communication found in most individuals with autism. This is done in part by emphasizing functional language and tying it to motivational variables. The behavioral analysis of language separates the components of language into several verbal operants, which enables us to more specifically target language deficits and ensure that a student is utilizing language in its functional context. This format utilizes successful teaching strategies to maintain a high level of positive reinforcement – which leads to a student who is motivated to respond to instruction. The teaching involves creativity and flexibility to move with the student's motivational variables. Instructors must be skilled to accommodate this flexibility while continuing to target the necessary skills, which are the focus of the student's curriculum. We stress that a student's learning must be fun and motivating to everyone involved. AVB has demonstrated dramatic outcomes for many students and has recently been popularized through the successes of certain professionals; notably Drs. Sundberg, Partington, Carbone, McGreevy, Michael, and more.



## Employment Descriptions

### **Behaviour Interventionist Job Description**

Under the supervision of a Behaviour Consultant (BC), the Behavior Interventionist (BI) provides direct Applied Behaviour Analysis (ABA) therapy services for children diagnosed on the autism spectrum. The BI may be asked to work in the center, school or community settings.

#### **Ethical Considerations:**

- Respect the confidentiality of all clients
- Ensure confidential or identifying documentation is kept in a secure location
- Keep discussions regarding clients limited only to the support team
- Respect the dignity and self-worth of all clients.
- Respect the client's needs, race, sex, cultural background and religion
- Encourage independence
- Be a positive role model
- Express differing opinions with client's team privately

## Code Of Conduct

At Social Butterflies we expect everyone to be treated with respect and dignity. This includes using appropriate language and tone when engaging in conversations with other employees, parents, students and KCS employees. This also includes respecting those in management positions.

Given that we are guests of daycares, preschools and education centers, we must always be mindful of this. This means that we respect those organizations based on the guidelines that follow:

- Respecting the management, you encounter, working together effectively
- Following general behavioural rules when inside any community organization
- When working with employees from any organization, be respectful and open in communication

### **Managing Client Behaviour in Preschools/Daycares**

While in various centers, BI's and clients are expected to follow the same rules as all other students. Social Butterflies staff should use recommended strategies for managing behaviour until such a time that it may be beneficial to remove the client from the classroom, communicating with the teacher prior to removing them. Any situation that does arise within those centers must be reported back to the Behaviour Consultant.



### **Dress code**

Dress in clean, untorn, conservative clothing that is free from offensive words, terms or pictures. Wear appropriate footwear for a variety of activities.

### **Boundaries**

In this line of work, it is extremely important to define boundaries and act in a behavior that is appropriate. This will ease the formation of relationships with the parents/guardians and clients. The following are situations you may find yourself in and how to handle them while respecting boundaries.

#### **Professional Boundaries – Clients**

As an Behaviour Interventionist, you will find yourself working closely with clients. It is important that our employees are aware of the boundaries regarding appropriate and inappropriate behavior with clients. Affectionate behaviors such as hugging, tickling, etc. are acceptable based on age and developmental stage of the client. If you are ever unsure about whether certain behaviours are appropriate, speak to your supervisor for clarification.

#### **Professional Boundaries – Parents/Guardians**

Behaviour Interventionists may find themselves in frequent communication with parents or guardians. It is important to be respectful and discreet when both the BI and parents/guardians are in public spaces and the following should not be discussed:

- names and behaviour's of other clients
- personal opinions or advice about client

BI's discussions with parents or guardians should be of a general nature and more indepth information should be directed to the Behaviour Consultant. If BI's are unsure or uncomfortable with the nature of the conversation or the information being asked for, they should refer parents or guardians to the Behaviour Consultant and should also follow up with the Social Butterflies Director.

#### **Professional Boundaries- Community/Education Employees**

Behaviour Interventionist should maintain a professional relationship with all employees of organizations they may come in contact with. This may include sharing basic information regarding a client's day or techniques for behaviour management. Discussions regarding clients should never take place in the presence of the client. Any information, questions or queries outside of the general daily behaviour of the child



should be directed to the Behaviour Consultant. The following should not be discussed between BI's and employees:

- names and behaviour's of other clients
- personal opinions or advice about the clients
- information regarding staffing schedules or levels

### **Professional Boundaries - Accepting Gifts**

Employees are not permitted to receive gifts from parents or guardians of clients unless approved by the Behaviour Consultant. Employees are not permitted to give gifts to the children, parents, or guardians.

### **Professional Boundaries- Babysitting Respite Requests**

On occasion, parents or guardians may request that you provide respite services for their child. As an employee of Social Butterflies Activities and Learning Ltd. you will not be able to accommodate these requests. Please ask the parent or guardian to contact the Social Butterflies Director or Behaviour Consultant.

## **Confidentiality**

### **Workplace Confidentiality**

All employees are required to read and sign the confidentiality agreement in the employment contract. This section refers to all sources of printed, shared, communicated, emailed, verbal information that is the property of Social Butterflies. Please refer to the employment contract for details.

### **Client Confidentiality**

In this line of work, you will often become close to your clients and their families and will learn about many aspects of their lives. It is important to remember that all information you learn is confidential and is not to be shared with your friends, family or other clients that you work with. Inability to respect the confidentiality of clients will lead to penalties. Social Butterflies follows the guidelines of the PIPA (Personal Information Protection Act) as well as the Behaviour Analyst Certification Board (BACB). Confidential information should only be disclosed to others outside of Social Butterflies Activities and Learning Ltd. when the written consent of the client's parent or guardian has been given.

There are exceptions to this that Social Butterflies Activities and Learning Ltd. employees are required BY LAW to follow and report to the appropriate authorities.



These include:

- Personal information may be disclosed without consent if it is necessary for emergency medical treatments
- Personal information may be disclosed if a risk of abuse to a child or vulnerable adult is disclosed. This is not only required by Social Butterflies employees, but by any B.C. adult. This information must be disclosed to the proper authorities, by law
- If clients threaten or are in danger of harming themselves or someone else, Social Butterflies is required by law to inform the proper authorities.

### **Relationships with Families**

We understand that strong bonds are formed between our employees and clients and their families. This bond is vital to the success of our program **but** staff must remember that if you leave the employment of Social Butterflies, for any reason, **these relationships cannot continue**, either professionally or personally. Your employment contract contains both a “Conflict of Interest” clause and a “Non-Competition” clause. Please make sure you have read and understood and signed your employment contract. In the position of Behaviour Interventionist, you will work with multiple clients. If a family makes the decision to terminate services with Social Butterflies Activities and Learning Ltd., you are not permitted to continue working with the client and any other personal contact must be approved by the Social Butterflies Director. Anyone found in disparity of this will be terminated.

## **Workplace Bullying and Harassment Policy Statement**

### **Workplace conduct**

Bullying and harassment is not acceptable or tolerated in this workplace. All workers will be treated in a fair and respectful manner.

### **Bullying and Harassment**

- (a) includes any inappropriate conduct or comment by a person towards a worker that the person knew or reasonably ought to have known would cause that worker to be humiliated or intimidated, but
- (b) excludes any reasonable action taken by an employer or supervisor relating to the management and direction of workers or the place of employment.



Examples of conduct or comments that might constitute bullying and harassment include verbal aggression or insults, calling someone derogatory names, harmful hazing or initiation practices, vandalizing personal belongings, and spreading malicious rumours.

**Workers must:**

- not engage in the bullying and harassment of other workers
- report if bullying and harassment is observed or experienced to the Human Resource Manager
- apply and comply with the employer's policies and procedures on bullying and harassment

**Application of Bullying and Harassment**

This policy statement applies to all workers, including permanent, temporary, casual, contract, and student workers. It applies to interpersonal and electronic communications, such as email.

**Annual review**

This policy statement will be reviewed every year. All workers will be provided with a copy.

**Workplace Bullying and Harassment Reporting Procedures**

**How to Report**

Workers at Social Butterflies Activities and Learning LTD can report incidents or complaints of workplace bullying and harassment first by email to the Human Resource Manager. When submitting a written complaint, please use the workplace bullying and harassment complaint form. Should an employee prefer to report verbally the Human Resource Manager will use a Complaint Form to record the verbal report.

Incidents or complaints should be reported as soon as possible after experiencing or witnessing an incident. This allows the incident to be investigated and addressed promptly.

**Reporting Contact**

Report any incidents or complaints to the Human Resource Manager at [julieg@socialbutterflies.ca](mailto:julieg@socialbutterflies.ca)



### **Alternate Reporting Contact**

If the employer, the complainant's supervisor, or the reporting contact named above is the person engaging in bullying and harassing behaviour, contact Social Butterflies Director Chantal White at [chantal@socialbutterflies.ca](mailto:chantal@socialbutterflies.ca)

### **What to Include in a Report**

Provide as much information as possible in the report, such as the names of people involved, witnesses, where the events occurred, when they occurred, and what behaviour and/or words led to the complaint. Attach any supporting documents, such as emails, handwritten notes, or photographs. Physical evidence, such as vandalized personal belongings, can also be submitted.

## **Disciplinary Action and Termination Policy**

Social Butterflies Activities and Learning does not tolerate unacceptable behaviour. The following list of behaviours is deemed unacceptable; however, this list should be judged as incomplete and serves as merely a guideline for all employees.

Unacceptable Behaviours that may result in disciplinary action include but are not limited to:

- Neglecting work responsibilities during work hours
- Refusing to do work assigned or failing to comply with the instructions of your supervisors or manager
- Failing to protect Social Butterflies confidential information, client information, other employee information which could compromise the company or its employees and could be considered harmful to the company's reputation
- Involvement in the initiation, authorship, or transmittal of threatening or defamatory communication concerning the company or its employees, either written, texted or verbal
- Engaging in conduct that creates a safety or health concern for employees or clients
- Violation of the rights of other employees and clients, such as assault, physical, battery, verbal abuse, etc.
- Sexual harassment or other unlawful harassment of another employee
- Unauthorized use, possession, or removal of company property, records, and other materials
- Consistent tardiness



- Giving false, incomplete, or misleading information to obtain day(s) off
- Falsifying time sheets
- Being absent from work without taking the appropriate measures to receive time off

Any employee found engaging in any unacceptable behaviour may be subject to disciplinary action, whether or not it appears on the following list. Disciplinary action includes but is not limited to: verbal warnings, written warnings, and termination. Action taken is dependent on the severity of the infraction and is up to the discretion of a supervisor or director. Termination can occur at any point when an employee has committed an offense deemed serious enough to warrant it, or when an employee has acquired three written warnings for repeated similar offenses. All written warnings will be recorded and kept in each employee file. Employees may request copies of any written warnings they have received.

### **Probation Period**

Termination may occur at any point during an employee's 90 day probationary period without compensation, as per the BC Employment Standards Act:

Notice or compensation is not required if an employee:

- Has not been employed for three consecutive months

Probationary periods are enacted to ensure a right fit in the organization. The employee in probation will be given regular feedback in regards to their job performance based on their job description. This gives the employee and employer opportunity to give constructive feedback, praise or discipline in order to avoid termination. The goal is to develop, coach and train employees to fulfill their responsibilities in such a way that the employer and employee benefit equally.

Should a termination within the probationary period happen, the employer will give the employee an exit interview outlining the job-related reasons for the termination.

### **Physical Guidance Protocol**

The use of physical restraint is only to be used in extreme circumstances when all other forms of de-escalation have been ineffective and the client poses an immediate and serious threat to themselves or others. If physical restraint is deemed necessary, it should be done by an experienced staff member and ideally with the supervision of another staff member. Physical restraint should only be done temporarily and in



emergency circumstances until the client has regained control of themselves and no longer poses a threat to themselves or others.

If a client's behaviour is escalating and you believe their behaviour will pose a threat to themselves or others, ensure you have done everything in your power to de-escalate the client before resorting to physical restraint.

Following the use of physical restraint, all staff involved (including witnesses) should immediately write up an incident report and report it to the Behaviour Consultant and Social Butterflies Director.

## Methods to Consider

Always consider the function of the client's behaviour before attempting any of these tactics

- **Ignoring the client** – This can be done if the client is seeking attention by use of threats. The adult can make a brief statement “I will listen to you when you are calm and using kind words” and then ignore any more attention-seeking behaviours that do not pose an immediate risk to themselves or others. The adult may even walk away or leave the room if permitted and the client's safety is not a concern/client is being supervised by others.
- **Redirect the client**- This can take many forms. It may involve taking a tangible item completely away from the learner (Ex. “I see you aren't acting in an expected way. You can play with this game later after you show me you can do the expected things”) or may involve guiding the learner to play with a different activity. If the client is familiar with the 5-point scale or calm down strategies, the BI can try to redirect the client to engage in behaviours that will help deescalate the behaviour (Ex. “I see that you are at a 5 and out of control. Let's take 3 deep breaths together and try to come down to a 1 or 2”)
- **Minimize or Eliminate Safety Threats**- If a client is throwing items and cannot be removed to a safer environment, staff should minimize or eliminate the objects that the client can throw or destroy. While blocking should be done first to avoid damage and injury, removing all throwable objects or items that can be destroyed should also occur so that staff no longer have to block and attend to the client.
- **Removing the client from the environment**- If there are other staff, clients, or items that are causing the client's behaviours to escalate or posing a danger to the safety and wellbeing of themselves or others, consider removing the client from that environment and bringing them to a safe and calmer environment until they have calmed down. Please note that this does not mean “take a break and go play.” Clients should only be removed from a room to calm down and potentially serve as a punisher (by removing them from their preferred



environment) for their inappropriate behaviour. If a client engaging in serious problem behaviours cannot be removed from the room, staff should also consider removing the other clients so as not to give the client an audience and minimize risk to other clients.

- **Removing Other Clients from the environment:** If the client cannot be safely moved to an alternate environment and their behaviour is putting other employees and clients at risk, the other clients and employees should be moved to another location.

### Reporting Abuse of Child

It is your responsibility to report suspected child abuse or neglect. Report any incidents immediately to the Behaviour Consultant and Social Butterflies Director. Please keep in mind specific detail and facts (make notes while fresh in your mind) as you will be required to fill out an incident report.

## Health & Safety

The safety of both our clients and our staff is one of our highest priorities at Social Butterflies. The following is a list of basic safety procedures, not a comprehensive list. For further Health and Safety Information, please see the Human Resource Manager or the Health and Safety Workplace Guide.

### First Aid

There are first aid kits located in the building. Please review location with Behaviour Consultant or Human Resource Manager. If the situation is critical, call 911 and contact Chantal White or Keith Brown immediately.

### Incident Reports

All incidents of health and safety must be reported WITHIN a 24 hour period. Please see the Human Resource Manager as soon as possible in order to fill out an incident report and comply with Health and Safety protocols.

### Medical Alerts

Social Butterflies is a “**Nut Free**” facility. Clients and staff must not bring products containing nuts into the building at all.



### Parking

Parking is located on side streets or 2 hour parking in front of the Seymour Building.

### Email, Scheduling, Timesheets, Payroll and Benefits

#### **Email**

All staff are supplied with an @socialbutterflies.ca email address upon employment. This is the email that will be used for all staff communications.

#### **Google Calendars**

Google calendar is used to show all scheduling and can be accessed using your @socialbutterflies.ca email address. Location SB-C refers to the Cottonwood Centre. SB-S refers to the Seymour Centre

#### **Attendance**

Employees are required to arrive approximately 10 minutes before their session of work begins, prepared with all programs and materials in hand. Employees whom are continuously late for sessions will be subjected to penalties.

#### **Schedule Variation**

At times, Employees may be required to attend professional development days and meetings outside the normal working hours. Employee's will be paid for stat holiday's as entitled by BC law. Additional times and dates for any vacation will be determined by mutual agreement between the Employer and the Employee.

**Management reserves the right to close for up to two weeks in the summer, one week at spring break and one week between Christmas and New Years**

#### **Vacation Time**

All employees accrue vacation time during their employment. Employees who have worked 12 consecutive months earn 2 weeks of vacation time off. These days must be taken within the next calendar year based on date of hire. For more information on Vacation Pay and Time please refer to your employment contract.



### **Vacation Time off Requests**

The following steps must be taken for 5 day or more time off requests:

- Fill out a “Request for Time Off” form and return to Human Resource Manager 3 weeks BEFORE the start of the first vacation day requested
- Wait for approval and do not assume vacation approval because other employees may have already booked the time off
- Have a back up time request ready should your request be denied

### **1-3 Day Time off Requests**

- Contact your Human Resource Manager at least one week prior to the requested day(s) off via email
- If it is an emergency appointment (emergency means responding to immediate family members care, personal health reasons, or medical treatments) please notify your Office Administrator ASAP with an appropriate reason. These emergencies will be relayed to the Behaviour Consultant, the Human Resource Manager and Social Butterflies Director to monitor the number of days taken.

Note: Should you request a day off and your request is denied please adhere to your scheduled work time. Do not call in sick as you will be asked to provide a Doctor’s note, with the expense being to that of the employee.

### **Sick Time Off**

Sick time as per BC Employment Standards is limited to 3 Unpaid days per year from date of hire. Should you continue to be sick on the 4<sup>th</sup> day, a Doctor’s Note will be requested and the cost of the note shall be reimbursed by the company.

### **Benefits**

Employees working a minimum of 20 hours per week will be eligible for the company benefits plan after 6 months of employment. The monthly premiums are split 50/50 between Social Butterflies and the employee. This does not cover MSP Premiums. Benefit Information is available from your Human Resource Manager as well as the handbook that you will receive when your benefit enrolment commences.

### **Breaks**

BC Employment Standards Act requires all employees to have the option of a 30-minute unpaid break after 5 consecutive hours of work. Breaks are either paid – working breaks such as having lunch with the clients or unpaid, should you choose to take a 30-minute lunch break. These options would be signed off on and outline in your employment contract. Note: There is no smoking on client property.



### **Hour Tracking/ Time Sheet**

Employees are required to enter their time daily. We use a program that has a downloadable app called T-Sheets. From your phone you should clock in at the start of your session and clock out at the end of your session. It is important that you select the “Customer” and “Billable Hours” for each individual client. If you are unable to find your “Customer” or have any issues please contact your Human Resource Manager. They will be able to manually adjust your time and correct your “Customer” list.

Overtime is paid in compliance with British Columbia Labour standards. Permission must be obtained from your supervisor **prior to working overtime**.

Time must be submitted by midnight on the 1<sup>st</sup> and 16<sup>th</sup> of every month.

Payroll Electronic Fund Transfer (EFT) is transferred to your bank on or before the 5<sup>th</sup> & 20<sup>th</sup> of the Month. It is important to note that some banks or financial institutes take longer to deposit the funds into your account. We have seen up to 3 days difference between financial institutions. Please provide either a void cheque or direct deposit form. As well, if you change banks, please provide updated information as soon as possible.

### **Non-Custodial Parents**

In circumstances where parents have divorced or separated and do not share custody of a child or a child has been removed from their parents’ custody, employees of Social Butterflies will follow these guidelines:

Staff will not restrict a non-custodial parent’s involvement in discussions regarding the child’s treatment unless Social Butterflies is presented with a court order or comparable legal document which restricts such involvement or access.

The non-custodial parent may not take custody of a child or remove the child from Social Butterflies premises unless the parent presents either a written court order or written authorization signed by the custodial parent which permits such custody.

If the action of parent(s) become disruptive to the operations of Social Butterflies, Social Butterflies has the right to restrict access by such parent(s), and to take other reasonably necessary action.

Social Butterflies will accept consent only from the custodial parent for the release of any information regarding a child’s treatment or care.

Financial correspondence will be sent to the custodial parent. The signature of the custodial parent will be required on all funding documents.



Parents who have been awarded joint custody of their child must identify a primary custodial parent as the single point of contact for Social Butterflies. It is expected that parents will make their own arrangements for sharing session information and reports.

### Photos and Social Media Posting Guidelines

Only employees authorized by the director will post items regarding Social Butterflies to the Social Butterflies website or Social Butterflies Facebook page. Parents must give permission for photos of their child to be published on the Social Butterflies website or on social media sites. Absolutely no photos of clients are to be taken on an employee’s personal camera for personal use without Social Butterflies Director’s permission

### Video Surveillance Camera

Surveillance cameras are present in therapy rooms and classrooms for security and safety purposes. The surveillance tapes are kept for a limited time only in a secure location and can only be accessed by management unless required by law.

### Transportation of Children

Sometimes it becomes necessary to transport children in private vehicles. Employees are required to provide a copy of their driver’s license; a clean driver abstract as well as proof of liability insurance. The minimum amount for insurance liability is \$2,000,000.00.

### Purchases

All purchases must be pre-approved by Behaviour Consultant. Please request an approximate amount to be pre-approved prior to purchasing an item. After purchasing the item please submit the receipt to the Behaviour Consultant for reimbursement.

## CONTACTS

Director	Chantal White	chantal@socialbutterflies.ca	250-253-7636
Accounting	Keith Brown	accounts@socialbutterflies.ca	778-220-2672
Office Administration	Holly Clarke	<a href="mailto:office@socialbutterflies.ca">office@socialbutterflies.ca</a>	778-470-1005



Human Resource Manager	Julie Gamble	<a href="mailto:julieg@socialbutterflies.ca">julieg@socialbutterflies.ca</a>	250-320-5643
BCBA	Kelsey Clarke	kelseyc@socialbutterflies.ca	778-318-8225

**Acknowledgment:**

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Witness Signature: \_\_\_\_\_ Date: \_\_\_\_\_