

School re-entry

Callingwood School Re-entry Strategy 2020–2021

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Message from the Superintendent

Parents, families and guardians,

On July 21, 2020 the Government of Alberta announced that students would return to in-person classes in September, at near-normal operations, with health measures in place.

As we prepare to welcome our 107,000 students and our staff back to school, we have been working on a strategy that focuses on three key themes:

- mitigation of risk through safety strategies
- family choice
- continuity of learning

This school year will be unlike any before. However, we remain unwavering in our focus on high-quality teaching and learning in environments that keep our students, staff and families as safe as possible.

To keep everyone as safe as possible, we have made a number of changes to school routines and practices that we will all need to adjust to. And as the situation with COVID-19 continues to evolve, so, too, will our approach and our strategies. We look forward to connecting with students in September to welcome them back and help them adjust to the new changes.

Safety first

The changes we're making are based on provincial requirements and direction to mitigate the spread of COVID-19. These changes include:

- requiring staff and students to conduct daily health checks prior to coming to school
- strict stay-at-home protocols for those who are feeling unwell
- enhanced cleaning and disinfecting in schools and on buses
- encouraging physical distancing where possible
- creating cohorts of students
- mandatory masks for students from Grade 4–12 and for all staff in settings where physical distancing cannot be maintained, as outlined in provincial guidelines
- asking K–3 students who are physically, psychologically or developmentally able to wear a mask, to do so
 - individuals who are physically, psychologically or developmentally unable to wear a mask, or any protected ground under the Alberta Human Rights Act, may be excused from this health protocol
- hand hygiene requirements for students and staff

Physical distancing in many of our classrooms will be challenging. Given this, masks are mandatory as an additional means of protection for staff and students.

Family choice

We recognize that returning to in-person classes may not be the best option for all students, and families know their children best. To meet the needs of all students, online learning will be offered in the 2020–2021 school year. Schools will be in contact with families four times during the school year about whether students will continue with in-person learning or online learning.

Our goal is to ensure all students receive a high-quality education, no matter what option they choose. More information about family choice is outlined in this document.

Continuity of learning

We know that students may move between in-person and online learning throughout the year. To ensure the transition is smooth, we are co-ordinating in-person and online teaching to make sure students across the Division learn key themes or units of the curriculum at the same time during the school year. This will ensure that students who shift between in-person and online learning groups in 2020–2021 can do so without disrupting the continuity of their learning. It will also help keep students on track if they need to miss school due to illness or to self-isolate.

Shared responsibility

As our Chief Medical Officer of Health Dr. Deena Hinshaw has said, safety is our collective responsibility. Together, we must all take measures to protect one another—we must maintain high levels of hygiene and we must all follow the provincial health guidance to the best of our ability.

We take this responsibility seriously. There is nothing more important to us than the safety and well-being of our staff and students.



Darrel Robertson
Superintendent of Schools
Edmonton Public Schools

Planning the return to school

On July 21, 2020, the minister of education and Alberta’s chief medical officer of health announced the provincial [School Re-entry Plan](#) for 2020–2021.

The provincial plan is designed around three operational scenarios during the COVID-19 pandemic:

- Scenario 1: In-school classes resume (near normal with health measures)
- Scenario 2: In-school classes partially resume (with additional health measures)
- Scenario 3: At-home learning continues (in-school classes are suspended/cancelled)

The province has decided that students will return to school in September under [Scenario 1](#) of the provincial re-entry strategy.

Alberta’s chief medical officer of health and the minister of education will continue to monitor information around the COVID-19 pandemic as they decide how to best keep students, staff and the broader community as safe as possible during a pandemic.

This means that, at any point during the school year, the province could decide whether schools across Alberta, schools in a particular region, or individual schools and classrooms need to move from one scenario to another. This decision will always be made by a medical officer of health in collaboration with education officials.

To help families better understand the provincial school re-entry plan, Alberta Education has developed the [Parents’ Guide 2020–2021 School Year](#) and [Get the Facts: Back to Class for 2020–2021](#).

This school re-entry strategy follows the [COVID-19 Division Re-entry Strategy](#). It is designed to give families a clear picture of what things will look like at our school under Scenario 1 of the province’s re-entry plan.

Our strategy is developed around three key themes—safety and risk mitigation, family choice and continuity of learning—which work together to support a return to school in September.

Safety and well-being

The safety and well-being of staff, students and families is the foundation of our return to school. Protecting each other is the shared responsibility among all members of the school community—we all have a critical role to play in following the safety protocols set out by Dr. Deena Hinshaw, Alberta’s chief medical officer of health. These protocols are intended to mitigate or reduce the risk of COVID-19, but do not eliminate all risk. The provincial re-entry plan’s focus on safety does not depend on one single strategy, but **many strategies that work together** to support the safest environment possible within the complex dynamics of a school community.

These strategies include:

- cohorts
- screening for illness
- strict illness protocols
- handwashing and sanitizing
- cleaning standards
- physical distancing
- personal protective equipment (PPE) and masks



Cohorts

In the provincial re-entry plan, a cohort is defined as **a group of students and staff who remain together**. The size of the cohort will depend on the size of the classroom and the number of students assigned to the teacher.

Cohorting decreases the number of close contacts staff and students will have in the school, and will assist public health officials in their efforts to trace contacts and contain a COVID-19 outbreak, should there be one in the school community.

Screening for illness

Before coming to school each day, all staff and students must complete the Government of Alberta’s [COVID-19 Information Screening Questionnaire](#) to determine whether they can attend or must stay home. The self-screening questionnaire is [available in multiple languages](#).

Families will receive a copy of this provincial questionnaire from their school in late August. They will be expected to complete the questionnaire daily and follow all Government of Alberta health instructions on the questionnaire. Students who have any symptoms noted on the questionnaire cannot attend school.

Families are not required to submit the form to the school. It is a tool to assess their child’s wellness before sending them to school.

Anyone else permitted in a school will also need to complete the daily [COVID-19 Information Screening Questionnaire](#) before entering the building. People with symptoms of COVID-19 or experiencing illness will not be allowed in the school. All schools will have posters on their doors reminding people not to enter the building if they feel sick, or if they have had close contact with someone who is ill or suspected of having COVID-19.

Following provincial health protocols around illness is a key strategy to slow down or stop the spread of COVID-19. **We all must do our part and stay home when we are sick.**

Showing signs of illness while at school

If a student or staff member shows symptoms during the school day, they will need to leave the school. When a student is sick, the student will continue to wear a mask if they can do so safely. School staff who supervise the student will also wear a mask and will:

- bring the student to a private area away from others, if possible, or keep them at least two metres away from others
 - all schools have been provided thermometers, which will be a tool for when children are not feeling well and will enable schools to report health information to families
- contact parents or guardians to pick up their child immediately
- follow health protocols around personal protective equipment (PPE) and cleaning and disinfecting the area

Students with pre-existing conditions

Any student with a pre-existing health condition that causes symptoms of illness should be tested for COVID-19 at least once before they return to school.

A negative test would help show that their symptoms are related to their pre-existing condition, and not to an illness. This would establish what their baseline for being healthy looks like. Families should notify their school about any pre-existing condition and the symptoms it causes. As long as these symptoms remain the same, the student can attend school.

If symptoms change or worsen, the student will need to leave the school, follow illness protocols and have another COVID-19 test to determine if the symptoms are still related to the pre-existing medical condition. If the test is negative, the student may return to school. Families can [learn more about COVID-19 testing and book a test online](#) through Alberta Health Services.

If there is a case of COVID-19 at school

If health officials confirm a case of COVID-19 in a school community, Alberta Health Services will take the following steps:

- the zone medical officer of health will work with school authorities to quickly:
 - identify cases
 - identify close contacts
 - create isolation measures when needed
 - provide follow-up recommendations
- a COVID-19 case will not automatically lead to school closure—it could be that only the group of students and staff who came in close contact will be required to stay home for 14 days
- parents will be notified if a case of COVID-19 is confirmed at school and public health officials will contact those who were in close contact with the person
- each school authority will support students and staff to learn or work at home if they are required to self-isolate

Handwashing and sanitizing

Everyone who enters a school will be required to use hand sanitizer or wash their hands immediately. Students and staff will be required to wash and/or sanitize their hands throughout the day, including:

- every time they enter or exit the school
- before they enter classrooms
- before and after they use shared equipment
- before eating

Schools will provide hand sanitizer throughout the building to support these requirements. It is also encouraged that families send their children to school with personal hand sanitizer.

Schools will also promote proper hand hygiene and respiratory etiquette with verbal reminders and posters throughout the school.

Cleaning standards

We are developing a COVID-19 cleaning standard for all Division schools that aligns with provincial directives around cleaning and disinfecting. These increased measures include:

- purchasing provincially recommended COVID-19 cleaning supplies
- additional training for custodial staff
- removing any soft furnishings and area rugs from classrooms and common areas that cannot be cleaned to provincial standards
- frequently cleaning and disinfecting high-touch surfaces such as water fountains and door handles
- more frequent cleaning and disinfecting throughout the school, with specific attention to washrooms, high-traffic areas and classrooms

Our Division is purchasing all COVID-19 cleaning and safety items on behalf of all of our schools. This will help ensure all schools use products that adhere to health standards and meet requirements to mitigate the spread of COVID-19. It also ensures that all schools have equitable access to these supplies.

Physical distancing

Physical distancing is one component of the provincial COVID-19 plan. However, it is not always possible, particularly in the school setting. Schools will put controls in place to promote physical distancing throughout their buildings, where possible, including in classrooms, hallways, washrooms and common areas. These controls may include:

- removing excess furniture in classrooms to make more space to spread student desks and tables farther apart
- removing and rearranging seating in common areas to prevent students from gathering
- staggering the times that classes start and end to prevent crowded hallways
- posting signs and using floor markers to control the flow of foot traffic and support physical distancing
- plexiglass shields in the school office
 - we are currently looking into the efficacy of plexiglass shields, recognizing the challenges with proper cleaning and disinfecting

In classrooms where physical distancing is challenging, the provincial government requires assigned seating plans and recommends positioning students to help mitigate the spread of the virus. The province further indicates, where physical distancing isn't possible, students will be seated in desks or at tables so that they are not directly facing each other. This way, if a student coughs or sneezes, they are less likely to cough or sneeze directly into the face of another student.

In situations where physical distancing is not possible (e.g. buses, classrooms and some sporting activities), extra emphasis on hand hygiene, respiratory etiquette, not participating when sick and cleaning and disinfecting on a regular basis before and after activities is strongly recommended.

— *Government of Alberta, Guidance for School Re-entry – Scenario 1*

Personal protective equipment (PPE) and masks

Not all forms of PPE are required for all staff, but additional PPE is important in the following situations:

- PPE will be part of plans to support students with special needs who require complex medical supports
- custodial staff will receive appropriate PPE to support their work cleaning and disinfecting
- all Division staff will be provided with reusable masks and offered a face shield, as part of the Division's strategy to support a safer return to school
 - masks are still required for staff who are wearing face shields

Wearing masks at school

Masks are emerging as an important way to mitigate the risk of spreading COVID-19, particularly when people are indoors and physical distancing is a challenge.

All staff and students in Grades 4–12 will be required to wear a mask when physical distancing at school and in the classroom is not possible, as one way to help reduce the risk of spreading the virus. We are asking K–3 students who are physically, psychologically or developmentally able to wear a mask, to do so.

Some important things to know about the use of masks are:

- individuals who are physically, psychologically or developmentally unable to wear a mask, or any protected ground under the Alberta Human Rights Act, may be excused from this health protocol
- families will work with the school principal to discuss this relative to their child
- masks are required for staff who are wearing face shields
- please follow the provincial health guidelines for [how to choose and wear a mask](#)
- masks will be an important item on school supply lists for families
- every student in the Division will be provided with two reusable masks
- if someone forgets their mask, schools will ensure there are supplies available for students and staff

What school will look like

We look forward to welcoming students and staff back into our classrooms. However, it will be different in many ways as our whole system works together to support the safety and well-being of our students and staff during the COVID-19 pandemic.

We want to help students, families and staff better understand how schools will operate and what teaching and learning will look like in 2020–2021.

Arriving at school

All students will have an assigned door to use every time they enter and exit their school. When students arrive at school, they will:

- go to the area outside their assigned door
- follow physical distancing guidelines to stay at least two meters apart while they wait outside
- follow physical distancing guidelines to line up when it is time to enter the school
- wait for staff to bring them into the school

School staff will be outside to remind students of these requirements, and to help students line up and keep an appropriate distance from each other.

Many schools will develop staggered entry schedules to limit how many students enter the school at once. This schedule may be **slightly** different from the regular bell schedule.

During extreme weather, such as severe cold or rain, schools will have a plan in place so students can enter the school early.

Adults bringing students to school will be asked to stay in their vehicle or outside the school, and to maintain a safe physical distance between themselves and others. Those who need to enter the school must book an appointment with the school office. Individuals without an appointment will not be able to enter the school.

Parents and guardians of children who have complex needs and require support to enter the building should contact their school office in late August. Staff will work with them to develop a plan that is safe for both students and staff.

At Callingwood School, students will follow and adhere to the entry plan as follows;

Exterior Doors:

- Students will be entering from the following doors based on their homerooms:
 - East Doors (off of the soccer field):
 - Kindergarten, Room 2, Room 3
 - Playground Doors:
 - Room 4, Room 11
 - Tarmac Doors:
 - Room 7, Room 8
 - Front Doors:
 - Room 5, Room 6 (pick-up from the front door by EA)
 - Modular classroom emergency exits:
 - Room 13, Room 14, Room 15
 - North Portable Doors:
 - Room 20
 - South Portable Doors:
 - Room 22
- Students should remain in and around their assigned doors, maintaining physical distancing from others when waiting for entry.
- Details of the September 3rd and 4th staggered entry plan for grade 1-6 students will be shared on SchoolZone by August 28, 2020.
- A Kindergarten staggered entry plan will be shared with kindergarten parents on or prior to August 28, 2020.
- A detailed plan of entry and exit doors for cohorts of students will be shared with the parents and on SchoolZone by August 28, 2020.

Entry into the school:

- Signage will be posted on the school's exterior walls to indicate where specific homeroom classes should line up. This will be in place during the first few weeks of school while students are learning new routines.
- Supervision will be provided by staff starting at 8:22 am. There will be no supervision prior to this time. Staff members will supervise each entrance to ensure physical distancing and cohorting. Classes are to follow teacher direction and will enter one at a time until the previous class has cleared the hallway.
- Students will remove their outdoor shoes and carry their belongings into their classroom, placing them in the designated area.
- For inclement weather days (large amounts of rain and -23 degrees or colder) students will be brought indoors. Cohorts of students will be assigned an indoor area of the school to ensure that they do not intermingle with students from other cohorts. Indoor recess areas will be supervised to ensure that social distancing and other health protocols are adhered to all times.
- Students are not to use the playground equipment before or after school.
- Assigned supervisors will do sweeps in the morning and at dismissal to ensure that all students are adhering to social distancing and to remaining within their cohort group.

- Parents are asked not to come onto school grounds. If parents must come onto school grounds, there will be a designated area where parents can wait to watch their children head toward the entrance.
- Parents and family members dropping off students are asked to stay in their vehicle or away from the exit doors, and to maintain a safe physical distance between themselves and others.

COVID-19 signage on entrances

All school doors will have COVID-19 signs posted to indicate that anyone with symptoms cannot enter the school.

Hand sanitizer and hand washing

As soon as students enter the school, they will be required to use hand sanitizer or immediately wash their hands. Schools will create plans to support hand hygiene by considering washroom locations, the number of students entering the school and other relevant factors. Students will be required to use hand sanitizer again before they enter their classroom.

Schools will provide hand sanitizer throughout the building to support these requirements. It is also encouraged that families send their children to school with personal hand sanitizer.

- Hand sanitizer stations will be set up in high traffic areas (e.g. school office, entrances, library, etc.) and outside each homeroom / cohort classroom.
- The majority of the classrooms being utilized also have sinks where students can wash their hands.
- Classroom routines will be established to ensure that hand washing / hand sanitizing becomes a daily habit.
- Parents may send appropriate hand sanitizer for their own child so they have the best access to this whenever they want to use it.
- Students will be expected to use hand sanitizer whenever they enter or leave a room in the school.
- Classroom teachers will review expectations and protocols with students as of the first day of school and regularly to ensure they are practiced and adhered to by all students..

Traffic flow within the school

Schools will use a variety of visual cues (posters and arrow/standing-dot floor markers) to help students maintain physical distancing within the school.

- Posters (examples below) will be used throughout the hallways in the school to promote physical distancing when students line up, as well as to provide direction of traffic.



- Standing-dot floor markers will be utilized in high traffic areas such as the library and school office to allow for physical distancing
- A video will be shared on schoolzone with examples of how to ensure safe traffic flow throughout the school, and how to maintain proper physical distancing

Lockers

At this time, students will not use lockers. Students will keep their personal belongings with them at all times.

Coat hooks in the hallways will not be utilized to allow for traffic flow, movement and physical distancing. Students will keep their personal belongings (backpack, jackets, etc.) with them in the classrooms.

Students will be reminded to bring only the materials they need for each school day due to limited space in the classroom and in order to maintain social distancing at all times.

Assigned seating in classrooms

Students will follow assigned seating plans throughout the day in the classroom, including for eating lunch. Assigned seating is a strategy to mitigate the potential spread of COVID-19 throughout a cohort of students. It will also support health contact tracing should that be required.

Student supplies and learning materials

Students will have their own personal supplies to use that are stored separately. Teachers will plan learning activities to reduce or minimize the need to share equipment, textbooks or materials. If items are shared, they must be cleaned and disinfected after use. Students will wash or sanitize their hands both before and after using the shared items.

At Callingwood School we will adhere to the following;

- There will be no sharing of student school supplies this year. Student school supplies will be kept at their desks and/or in a designated area in the classroom Clearly labelled....
- Chromebooks will be assigned to each student. Chromebook carts will be shared between classes. These devices will be cleaned and disinfected before and after each use. Students will also be required to sanitize their hands before and after each use.
- The library will remain closed for the month of September.
- When the library reopens, teachers can request materials and resources through our administrative assistant who supports our library. Sanitation protocols will be followed when books are returned and before they are signed out to a different person.
- Students will not be able to browse our selection of books at this time.
- For those students who use textbooks, a textbook will be assigned to each student or online textbooks will be used.
- Students are encouraged to bring their personal hand sanitizer to sanitize their textbooks and other learning materials

Washroom protocols

Washrooms will be cleaned and disinfected several times throughout the day. There will be a maximum number of students permitted in the washroom at one time. Depending on the size of the school and the location of washrooms, schools may assign students to specific washrooms.

Northeast washroom:

- Utilized by Rooms 2, 3, and 7

Southeast washroom:

- Utilized by Room 4, 5, 6, 8, 11

Central washroom:

- Utilized by Room 13, 14, 15, 20 and 22

Kindergarten

- Kindergarten students will utilize the washroom within their classroom

Student washrooms will have a capacity of two students at a time.

Via a Google Doc, teachers will indicate who is using the washrooms to ensure only two students are using the washroom at a time. Administration will monitor the washrooms to ensure safety.

- Signage will be posted on the walls and the floors to indicate safe distancing for students waiting to use the washroom.
- Students will be expected to wash their hands with soap and water once finished using the washroom.
- Students will be required to use hand sanitizer when they enter and leave the washroom.
- Teachers will review and practice the safe use of washrooms with students.

Water fountains

Under provincial guidelines, water fountains can continue operating. In schools, students will be encouraged to fill their water bottles from the fountain instead of drinking from it directly.

In schools that have water-bottle refilling stations, those stations will remain operational and water fountains will be turned off. Fountains will be cleaned and disinfected several times throughout the day, with particular attention to the knob and push buttons.

Common areas

Schools will have measures in place to promote physical distancing in spaces where students often gather, such as foyers, learning commons or T-intersections in hallways. Measures will include:

- limiting the number of students allowed in certain areas at certain times
- requiring students to walk straight through some areas so they don't crowd together in groups

- having staff supervise high-traffic areas and remind students to adhere to physical distancing protocols

Around school offices and other high-traffic areas, signage (posters and floor markers) will remind students and staff to keep a safe physical distance. There will also be a maximum number of individuals allowed in the school office at one time.

Schools will also develop protocols to mitigate risk in other spaces such as prayer rooms, staff workrooms and utility spaces.

Hallways:

- Students will not be permitted to work in the hallways. Hallways will be used for foot traffic only.

Music:

- Until further notice, the music room will not be in use. Music instruction will be delivered in each homeroom classroom to minimize student movement throughout the building. The music teacher will be moving from room to room.

Gym:

- Students will sanitize their hands upon entering and exiting the gym. Students will not be permitted to touch common surfaces such as light switches and walls.
- Different physical education units will be taught between grades to avoid excessive use and contamination of physical education equipment. All equipment used will be cleaned and disinfected after the completion of the unit.
- Where possible, physical education classes will take place outdoors to promote physical distancing. However, a gym schedule has been created to allow for each homeroom class to access the space when needed. Gym classes are limited to one class in the gymnasium at a time.

General Office:

- Only four people will be permitted in the office at one time. This may include our administrative assistants.

Assistant Principals' Office:

- Only three people are permitted in the office at one time. This may include our Principal and Assistant Principal.

Principals' Office:

- Only three people are permitted in the office at one time. This may include our Principal and Assistant Principal.

Room 2 and 11:

- These rooms will no longer be utilized as a multi-purpose room. They have been designated as homerooms this year as they are equipped with working sinks.

Dismissal times

Schools will take measures to prevent crowding in hallways and to support appropriate physical distancing, including:

- assigning a specific exit door to each student
- staggering dismissal times **slightly**, if needed—this staggered schedule may differ **slightly** from the school’s regular bell schedule, and will not interfere with transportation schedules

Adults who come to pick up students from school will be asked to stay in their vehicle or outside the school, and to maintain a safe physical distance between themselves and others. School staff will bring students outside to meet the adults who are picking them up.

At Callingwood School, students are dismissed at 3:30 daily and early dismissal at 2:09 on Thursday.

There will be no outdoor supervision afterschool as students will not be permitted to use the playground or playspace, and are expected to go directly home.

If students are waiting for family members to pick them up afterschool, they are expected to remain in their designated area and remain physically distant from other students with their classroom teacher.

Parents and family members waiting to pick up students cannot come into the school. Parents are asked to stay in their vehicle or away from the exit doors, and to maintain a safe physical distance between themselves and others.

Exterior Doors:

- Students will be exiting from the following doors based on their homerooms:
 - East Doors (off of the soccer field):
 - Kindergarten, Room 2, Room 3
 - Playground Doors:
 - Room 4, Room 11
 - Tarmac Doors:
 - Room 7, Room 8
 - Front Doors:
 - Room 5, Room 6 (pick-up from the front door by EA)
 - Modular classroom emergency exits:
 - Room 13, Room 14, Room 15
 - North Portable Doors:
 - Room 20

- South Portable Doors:
 - Room 22

Daycare Pick-up:

- Students will be dismissed from their assigned doors and they will walk to the assigned daycare line-up
- The school will coordinate with Daycare workers on meeting location for each cohort of Daycare students until this becomes a habit and to ensure that social distancing is adhered to at all times.
- Teachers will escort their students to their waiting adults. This may continue for a few weeks to ensure all students and adults adhere to social distancing and all other required health protocols.

Yellow bus students:

- Students will be dismissed from their assigned doors and they will walk to the yellow bus line

Recess and playground equipment

Students will remain in their assigned learning cohort for recess activities. Schools will ensure each cohort has an area outside that supports physical distancing and promotes play and physical activity. Schools may stagger break times or assign student cohorts to specific areas of the schoolyard.

Schools will follow the Government of Alberta's [Guidance for Playgrounds](#) when using schoolyard and outdoor equipment.

Before and after school, school staff will be assigned to supervise areas outside school entrances. This supervision will help support physical distancing and is part of our Division's COVID-19 Re-entry Strategy.

With this in mind, schools will not be assigning staff to supervise playground equipment before and after school. To support safety, this equipment will be off limits to students during these times.

Families who wish to take children to the playground at other times of the day are encouraged to follow the province's [Guidance for Playgrounds](#) to use the equipment as safely as possible.

Students will continue to have one 15 minute morning recess, one 20 minute lunch recess, one 24 minute lunch break and one 15 minute afternoon recess (except on early Thursdays). Supervision will be provided by staff and lunch supervisors.

All grades will be assigned a play area to use with their grade cohort. This area will change to allow all students the opportunity to use the different outside spaces.

We will require students to remain in their grade cohorts during recess and lunch.

Staggered Lunch Recess:

- Division I students - (11:32 TO 11:52 EATING; 11:52 TO 11:56 TRANSITION; 11:56 TO 12:16 RECESS)
- Division II students - (11:32 TO 11:52 RECESS; 11:52 TO 11:56 TRANSITION; 11:56 TO 12:16 EATING)

Open- or closed-campus school communities

Junior high and high schools will work with their school community to decide if students will be allowed to leave campus during lunch breaks. If students are permitted to leave the school building, they must:

- exit through their assigned door
- respect physical distancing and all other COVID-19 health protocols when off campus
- assess whether they have any symptoms of illness before they re-enter the school—students with newly developed symptoms will not be permitted
- to return to school
- re-enter the school through their assigned door

Additionally, high schools will need to determine if students may leave campus and return to the school building during a spare period. Schools will also need to identify a space or spaces in the school where students on spares can be accommodated while physical distancing.

N/A

Lunch

It is important for students who stay at school for lunch to remember to bring their lunch each day—schools will not be able to accommodate family members who want to drop off lunches. If a student forgets their lunch, families should phone the school to work out a solution.

Students will store lunches with their other personal belongings.

All students must wash their hands before eating, and eat only their own food. Students are not permitted to share food under provincial health guidelines.

At this time, **microwaves will not be available to students** and vending machines will not be operating.

Schools will not be able to support any food being brought into the school through a food delivery service (such as pizza or Skip the Dishes).

Elementary students will remain in their cohort to eat lunch. Multiple cohorts will not gather together to eat. Under Scenario 1, schools will be able to hire lunchroom supervisors to help supervise students. These staff must adhere to all COVID-19 health protocols and will not be able to enter the school if they have symptoms of illness.

Junior high and high school students who stay on campus will be assigned to an area of the school for lunch.

If the school is using a common lunch area, cohorts of students will eat in staggered shifts and the space will be cleaned and disinfected between each cohort. When scheduling lunchtimes, schools will make sure students have a full 20 minutes to eat their lunch.

School cafeterias and canteens must follow the Alberta government's strict [COVID-19 health guidelines](#).

Students will wash and/or sanitize their hands before eating.

Students will not share their food with others.

Students will remain in their own desks during the lunch break until it is time to go outside for recess.

All supervisors will be made aware of these expectations.

Utensils (ex. forks, spoons, etc.) will not be provided.

It is important for students who stay at school for lunch to remember to bring their lunch each day—schools will not be able to accommodate family members who want to drop off lunches. If a student forgets their lunch, families should phone the school to work out a solution.

Food in schools

There are clear provincial guidelines around food in schools during COVID-19. As a result, treats cannot be sent from home for birthdays or other special days, and teachers will not hand out food or treats in the classroom. Potluck events, barbecues, food trucks or special lunch days (e.g. hot dog day) are all postponed at this time.

School nutrition programs

Schools that offer school nutrition programs will need to adhere to the following provincial guidelines:

- only designated staff will be permitted in food preparation areas
- under Scenario 1, partner staff responsible for operating the school nutrition program will be allowed in the school to help deliver the program
- partner staff must adhere to all COVID-19 health protocols and will not be able to enter the school if they have symptoms of illness
- all food served to students needs to be served in prepacked portions or served to students by designated program staff
- utensils will be used any time food is served to students
- there will be no shared food condiments or seasonings, such as ketchup or salt and pepper
- any leftover food will be thrown out—schools will not be able to package leftovers to send home to families

At Callingwood School:

- The Alberta Education School Nutrition Program will continue to be provided in partnership with the community organization, e4c.
- The morning meal will no longer be offered before school. Each morning after students are in their classrooms, the Nutrition Support Worker will deliver pre-packaged food items to each classroom.
- For students choosing to access the morning meal, the Nutrition Support Worker will use tongs to hand out the food items directly to students.
- Fruit bowls will no longer be available in the office or classrooms.

We will provide more information to families about the startup date of the program and registration forms as soon as plans have been finalized.

2020-2021 Division calendar

The approved [2020-2021 Division calendar](#) will remain in effect for the entire school year, no matter which provincial re-entry scenario we are operating under.

Visitors to the office and the COVID-19 visitor log

Volunteers and visitors

In-person visitors and volunteers will not be allowed in Division schools at this time. This includes guest speakers, sports-team coaches and artists in residence. Individuals are encouraged to communicate with the school through email or by phone.

Currently, parent volunteers are not permitted in the school building. However, we are optimistic that we will find ways to work with parent volunteers later in the school year.

Individuals authorized to enter the school include Canada Post, delivery and maintenance personnel who support the running of the school, and emergency responders. These people will only enter the school if the [COVID-19 Information Screening Questionnaire](#) indicates they are safe and if they have no symptoms. They must also sign the school's COVID-19 visitor log.

Individuals entering the school will be required to wear a mask.

Edmonton Public Schools staff entering school buildings

At this time, under Scenario 1, all Division staff are permitted to enter school buildings as required. This includes supply staff, facilities maintenance personnel, delivery employees, teaching and learning support staff and Division security staff. These staff will only enter the school if the [COVID-19 Information Screening Questionnaire](#) indicates they are safe to do so and if they have no symptoms. They must also sign the school's COVID-19 visitor log.

Division staff entering the school will be required to wear a mask.

Family and school communication

Families can stay in contact with their schools through email and over the phone. Families who need to go into the school must book an appointment in advance. Family members with a scheduled appointment will need to use the Government of Alberta's COVID-19 Information Screening Questionnaire before going to the school to determine if it is safe for them to attend.

Families who are contacted to pick up a sick child can attend immediately. The person picking up the student must be safe to enter the school based on the [COVID-19 Information Screening Questionnaire](#).

Family members attending the school for any reason will be asked to complete the school's COVID-19 visitor log.

Family members entering the school will be required to wear a mask.

COVID-19 visitor log

Division staff not regularly assigned to the school, authorized visitors and family members attending the school must fill out the school's COVID-19 visitor log to:

- confirm they are not ill and do not have COVID-19 symptoms
- provide their name
- indicate who they are meeting with
- note the time they arrived at the school
- note the time they left the school
- provide a signature confirming the information is true and accurate

All visitors including Division staff, authorized visitors and family members with an appointment will enter through the school's main entrance. A staff member will meet them at the door to complete the visitor log and ensure that COVID-19 protocols are being followed (mask, sanitizer, screening, etc.)

All visitors to our building will be asked to make an appointment.

All items touched by visitors will be sanitized once they have left the building.

Student teachers

The Division will continue to support the placement of student teachers. Student teachers will be expected to follow all safety and health protocols in place for Division staff and students, including the daily [COVID-19 Information Screening Questionnaire](#). They will not be permitted to attend the school if they have symptoms of illness.

The Division and Callingwood continue to support the placement of student teachers.

Student teachers will be expected to follow all safety and health protocols in place for Division staff and students, including the daily COVID-19 Information Screening Questionnaire.

They will not be permitted to attend the school if they have symptoms of illness.

Community use of schools

All community use of indoor school space is currently suspended—this is required to support the proper cleaning and disinfecting of the school facility and to limit access to the school by individuals who are not regular members of the school community.

Joint use agreements

All indoor joint use of schools for community members is currently suspended. School fields, tennis courts and ball diamonds will remain available for community use through the joint use agreement in the evenings and on weekends.

The Division will work with joint use partners on an ongoing basis to work toward safely reopening school spaces for community use.

Tenants

Staff from our property management area will work with all tenants to ensure they follow both Alberta Health and Division health and safety expectations and protocols around COVID-19.

Transportation

Yellow bus service

Students with COVID-19 symptoms or experiencing illness will not be permitted on the bus.

To help keep students and staff as safe as possible:

- students in Grades 4–12 who are physically, psychologically or developmentally able to wear a mask will be required to do so
- K–3 students are encouraged to wear a mask
- students will be assigned regular seats, using a seating plan that limits close contact with others and requires members of the same household to sit together
- students will respect physical distancing while they get on and off the bus, and staff will remind them of this
- there will be a protective zone between the driver and student passengers
- the bus will be cleaned according to COVID-19 cleaning standards prior to each run, and this cleaning will be recorded by the driver

Families are encouraged to consider getting their children to and from school if they are not comfortable with their child riding on the yellow bus with other children.

Public transit

Effective August 1, 2020, the City of Edmonton requires passengers to wear masks in all public vehicles such as city-operated buses and the LRT. Students taking Edmonton Transit Service (ETS) transportation will need to follow the city bylaw.

School libraries

Schools will need to decide if they will use the learning commons or school library space as instructional space. Schools that decide to use this space for instruction must follow COVID-19 strategies that support physical distancing. These spaces will be cleaned and disinfected between each cohort of students.

If the space is used for instruction, students and staff will not be permitted to access books and resources.

The protocol to access library materials and resources will be as follows, based on provincial recommendations:

- students and staff will not access directly
- staff will submit a request for the resources
- a library staff member wearing a mask and gloves will pull the resources
- the resources will be disinfected and then delivered to the classroom
- inside the classroom, resources will be disinfected after each use by a student
- after the resources are returned to the library, they will sit for two days and then be disinfected and reshelved

When staff are assigned to work in the library, all hard surfaces and the overall space will be cleaned and disinfected daily according to COVID-19 cleaning standards.

Emergency procedures

We are working with City of Edmonton Fire and Rescue to ensure that emergency drills (such as fire drills or lockdowns) reflect COVID-19 safe protocols.

Teaching and learning

Family choice

In March, the Alberta government announced that in-person classes were cancelled indefinitely and students shifted to distance and online learning. Students, families and staff across our Division did a great job navigating this sudden change.

As we organize for 2020–2021, we know that all our students need access to high-quality instruction. We also recognize that in-person classes might not be appropriate for all families and staff, depending on their personal circumstances and well-being. That is why we are offering choice.

A quarterly system for 2020–2021

Families will be able to decide, at four key times throughout the school year, whether their child will attend school in person or choose to learn at home through online instruction.

To offer this choice, we are organizing the school year into four instructional quarters (two-month periods of learning).

- **Quarter 1:** September 3 to November 10
- **Quarter 2:** November 16 to January 29
- **Quarter 3:** February 1 to April 20
- **Quarter 4:** April 21 to June 29

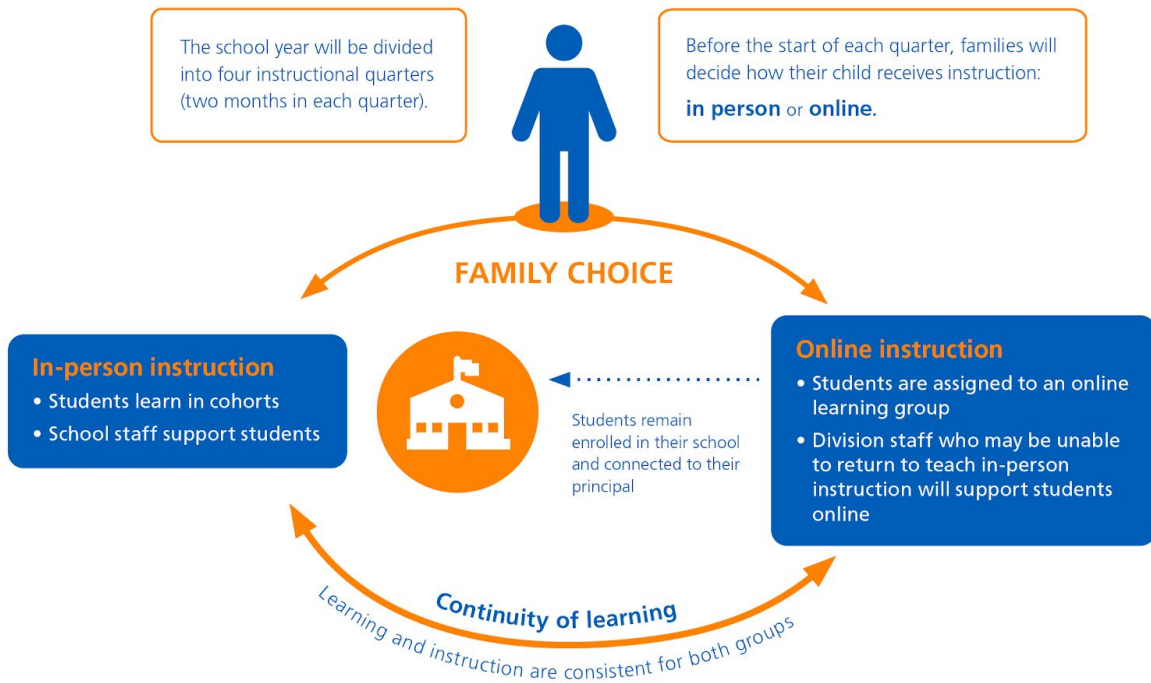
How it works

First, schools will reach out to families in mid-August to find out if each child will return to school in person or if they will choose online learning at home. Then, schools will organize resources and staff to support the choices that families make for that quarter.

Three weeks before the start of each quarter, families will be asked to indicate their choice for the following quarter. Whether families choose in-person or online learning, they remain enrolled in the school where they registered or pre-enrolled for 2020–2021.

High-quality resources for all students

To make sure we're ready to deliver excellent online instruction throughout 2020–2021, we have invested significant funding to develop comprehensive resources for students. This will help ensure that quality student learning is consistent for families, no matter which type of instruction they choose for their child.



School fees

Schools will charge fees to families each quarter, based on whether the family is choosing in-person learning or online instruction for that quarter.

Lunch fees and transportation fees will be included in each quarterly fee schedule. Families may continue to pay these fees on a monthly basis within the quarter.

Because schools will organize their operational spending to best support family choice in their community, schools are not able to refund fees once they have been received for that quarter.

Families are encouraged to pay their fees online through the Global Payments option in SchoolZone. Information on fees to be shared in a timely manner.....

Students enrolled at Argyll Centre

[Argyll Centre](#) has been delivering home education and online learning services to Edmonton families for more than 20 years. Home education through Argyll Centre is different from the online learning option families will have as part of the Division's re-entry strategy. According to Alberta's [Education Act](#), a home education program is provided by a parent under the supervision of a board of trustees of a school division or an accredited private school. The

parent must make sure their home education program meets the requirements in the [Home Education Regulation](#).

Students who are registered at Argyll for the 2020–2021 school year will remain registered there and be supported by Argyll programming for the entire school year.

In-person instruction under Scenario 1

Students who attend school will be assigned to a class where a classroom teacher will support their learning. If the student is registered in an alternative or language program, they will continue to receive instruction in that program.

If a student needs to stay home due to illness, their classroom teacher will provide work to support their learning. The teacher will not provide online instruction.

Online instruction under Scenario 1

Students who learn online will be part of an online learning group with an assigned teacher. This learning format will include live online teacher instruction, directed activities and assignments that students will complete independently.

Online students will remain enrolled at the school where they registered for 2020–2021. However, their online teacher may not be a staff member at that school. As well, students in an online learning group will often be from more than one Division school.

Online instruction will cover all the required areas of the provincial curriculum. Teaching will focus on the core subject areas, with a modified focus on complementary courses. Instruction in French as a second language will continue.

The Division will explore meaningful ways to deliver alternative programming to online students, but we cannot guarantee that all alternative programming options will be available online. Families with children registered in an alternative program will continue to receive information from their school about the program. Online students will also be welcome to participate in any special events related to the alternative program. At this time, schools are limited to hosting virtual events.

Family choice mid-way through a quarter

Shifting from in-person to online learning

In some cases, a family may decide part way through a learning quarter that in-person instruction is no longer appropriate for their child. The family should let their school know they plan to move their child to an online learning group for the following quarter. Students who make this change before a quarter ends will continue to receive work from their classroom teacher. The family will be responsible for

guiding their child as they complete this work at home. Once the quarter ends, the student will start the next quarter online with a different teacher.

Shifting from online to in-person learning

Families who chose online instruction and want to transition to in-person learning have the opportunity to do so at the start of each new quarter. When their child moves to in-person instruction, the student will be in a learning group with a different teacher.

A closer look at in-person instruction under Scenario 1

Pre-K and Kindergarten programming

Pre-Kindergarten and Kindergarten programming under Scenario 1 will be half days of in-person instruction, with the exception of the Division's 26 full-day Kindergarten programs, which will remain full-day programs.

Classrooms will be cleaned and disinfected between morning and afternoon classes, and each half-day cohort of students will have their own set of toys, manipulatives and resources to support learning. These materials will also be cleaned and disinfected daily.

Additional information around programming for children's learning in Pre-Kindergarten and Kindergarten during COVID-19 can be found in Edmonton Public Schools' Pre-Kindergarten and Kindergarten COVID-19 Guiding document, which will be released soon.

- Staggered entry plan for Kindergarten students will be communicated with the parents and posted on schoolZone on or prior to August 28, 2020.
- Kindergarten students will enter through the east entrance just off of the soccer field.
- Kindergarten students will wash and/or sanitize their hands before eating their snack. They have a sink located in their classroom.
- Any shared learning materials will be cleaned and disinfected.

Elementary

Students in Grades 1–6 will be organized into learning groups. Each learning group will be considered to be a cohort. Students will remain in their cohort for all instruction and for non-instructional times such as lunch and recess. In most cases, there will be one teacher assigned to the cohort. In some instances, there may be two teachers who share primary instructional responsibilities for a cohort.

Other adults who enter the classroom to interact with a cohort of students (e.g. school administrators, the music teacher, a lunch supervisor) will follow strict provincial health protocols that include hand sanitizing and wearing a mask.

Cohorts will be assigned to enter and exit the school by a specific door and to use a specific washroom.

- Each homeroom class will function as a cohort.
- Students will be physically distanced as much as possible and seated so they are facing the same direction.

Kindergarten to grade 3 classes

- Each grade will have a homeroom teacher, a music teacher, and may have an educational assistant that will work with them at different times throughout the week. Any adult entering the classroom will be wearing a mask and will use sanitizer.

Grade 4 to Grade 6 classes

- Each grade will have a homeroom teacher, a music teacher, French teacher, PE teacher and may have an educational assistant that will work with them at different times throughout the week. Any adult entering the classroom will be wearing a mask and will use sanitizer.

Junior high

Junior high schools will consider a variety of factors to decide how to best organize their students into cohort groups and how to provide programming with minimal disruption to these groups.

As part of this strategy, students will be assigned to enter and exit the school through a specific door and may be assigned to a specific area or wing of the school for break times and using the washroom.

N/A

High school

High schools will be organized using a quarterly system for the 2020–2021 school year. This means the school year will be divided into four time periods, or learning quarters. Students may take up to two courses in each quarter. This helps to minimize the contact students have with each other as they move between classes.

Student course requests will be scheduled over all four quarters of the school year.

As part of this strategy, students will be assigned to enter and exit the school through a specific door and may be assigned to a specific area or wing of the school for break times and using the washroom.

N/A

Supporting students with special needs

Returning to school can cause additional concern or anxiety for families of students with special needs. Families need to know we are taking steps to support them. This includes:

- working with Alberta Health Services on COVID-19 safety protocols for some of the complex medical interventions and supports some students require, to keep both students and staff as safe as possible
- adding COVID-19-specific strategies as needed to student-support plans, such as Individual Program Plans (IPPs), Medication Management Plans or Individual Student Behaviour Plans
- addressing effective learning strategies for online learning in IPPs

More information about how we're supporting students with special needs during COVID-19 will be available in the Division's guiding document, which will be released soon.

International students

Only international students already here in Canada and who have pre-registered for the 2020–2021 school year will be accommodated. The province has indicated that after Canada lifts current travel restrictions and non-essential travel resumes, international education programs can resume. Any students would need to follow quarantine requirements and any relevant public health orders.

Use of Technology

Schools will organize in-person instruction to minimize sharing of devices such as Chromebooks and iPads. That could mean schools assign technology to specific cohorts at certain times, or to individual students for extended periods of time. Devices will be disinfected between uses according to Division COVID-19 cleaning guidelines.

Students may be encouraged to bring their own devices to school. In most cases, we recommend Chromebooks because they work with the Google Suite of tools we use across our Division. Families interested in buying a Chromebook for their child may access special pricing from our Division suppliers through the [Chromebook parent purchase program](#). Students who bring their own device will be responsible for taking it home to charge it every night.

Families who choose to have their child participate in online instruction require access to a device and a reliable internet connection at home. Families without this access should contact their school to borrow a device and arrange internet access, if needed. Subject-specific information (Scenario 1)

Music

Music instruction will continue, but it will look different. In-person singing, cheering or shouting, and playing wind instruments is postponed at this time. Instruction will focus on music appreciation, theory and playing percussion or string instruments. If music instruction is provided in the music room, it must be cleaned and disinfected between each cohort of students.

Until further notice, the music room will not be in use. Music instruction will be delivered in each homeroom class by the music teacher. The music teacher will be moving from room to room.

If instruments are used during instruction, they will be cleaned and disinfected between each cohort of students.

Physical Education

Schools will continue to provide physical education instruction. The province's plan indicates that delivery of programming outside is most desirable, and activities that support physical distancing, such as badminton, are recommended.

Sharing equipment is discouraged. Equipment that is used must be cleaned and disinfected before and after each use. Students must wash or sanitize their hands before and after using equipment.

Use of lockers in the change room will not be permitted.

Physical Education units will be predetermined to limit the contamination of equipment.

Where possible, physical education classes will take place outdoors to promote physical distancing. However, a gym schedule has been created to allow for each homeroom class to access the space when needed. Gym classes are limited to one class in the gymnasium at a time to allow for physical distancing.

Students will use hand sanitizer upon entering and exiting the gymnasium.

Gym equipment that is used will be cleaned and disinfected before and after each use.

Art

Students will have their own personal materials. If the art instructional space is a shared classroom, it must be cleaned and disinfected between each cohort of students.

Labs

Schools will follow COVID-19 health protocols to determine how to deliver lab-based learning as safely as possible. In some cases, students will participate directly in the learning experience. In other situations, teachers may need to demonstrate the learning experience.

Languages

Students in Grades 4–9 participating in in-person learning will continue to receive instruction in a second language program. Schools will provide 150 minutes of instruction per week. These minutes may only be reduced to allow for learning intervention supports for students where appropriate. Schools will work with families when making these programming decisions.

Complementary courses

Junior high schools will carefully consider safety factors around COVID-19 to assess which complementary courses can be taught, such as band, foods or construction. Schools will review a variety of factors, including student cohorts and physical distancing. Therefore, schools may offer fewer complementary courses, and students may not have choice, but be assigned to those courses.

N/A

Work experience

Work experience may resume. Schools that plan to offer work experience will work with the Division Occupational Health and Safety team to make sure all placements have appropriate COVID-19 safety protocols in place.

N/A

Curriculum resources to support continuity of learning

We are co-ordinating in-person and online teaching to make sure students across the Division learn key themes or units of the curriculum at the same time during the school year. This will ensure that students who shift between in-person and online learning groups in 2020–2021 can do so without disrupting the

continuity of their learning. It will also help keep students on track if they need to miss school due to illness or to self-isolate.

We have also developed resources to help families support their child's learning.

Alternative programs

Edmonton Public Schools respects the choice of families—both when they registered for school last spring and now, as they navigate a return to school during COVID-19. With this in mind, it is important to recognize the following:

- Students registered in a Division alternative program who are participating in in-person instruction will continue to receive instruction related to the alternative program.
- Students registered in a Division alternative program who are participating in online instruction will receive instruction that covers all required areas of the provincial curriculum. The Division will explore meaningful ways to deliver alternative programming to online students, but we cannot guarantee that all alternative programming options will be available online. Families with children registered in an alternative program will continue to receive information from their school about the program. Online students will also be welcome to participate in any special events related to the alternative program.

Assessment

Teachers will assess students throughout the school year, for both in-person and online learning. Student progress will be reported to parents at four key times throughout the year. At the end of each learning quarter, families will receive the following information about their child's learning growth and progress:

- Kindergarten to Grade 9:
 - November 2020: an interim report summarizing growth and progress
 - February 2021: a mid-year progress report indicating achievement across all subject areas
 - April 2021: an interim report summarizing continued growth and progress
 - June 2021: a final progress report indicating year end achievement for all subjects
- Grades 10 to 12:
 - Students will receive a report summarizing achievement and providing a final course grade at the end of each instructional quarter: November 2020, February 2021, April 2021, June 2021

At this time, all parent-teacher conferences will be arranged online.

The Division will be revising the assessment plan template to reflect the quarterly schedule. More information around progress reports and specific dates for reporting and learning conferences will be coming soon.

Provincial exams across the scenarios

| Exam | Scenario 1 | Scenario 2 | Scenario 3 |
|--|---|---|-------------------------|
| Provincial Student Learning Assessments Grade 3 | Optional for individual schools | Optional for individual schools | Cancelled |
| Grades 6 and 9 Provincial Achievement tests | English Language Arts, French Language Arts and Mathematics | English Language Arts, French Language Arts and Mathematics | Province will determine |
| Grade 12 Diploma exams | Mandatory (30% towards final grade) | Mandatory (30% towards final grade) | Province will determine |

School-based activities

Field trips

Field trips that require students to ride a bus are currently postponed, in keeping with provincial guidelines. As well, our Division has decided that:

- international field trips are suspended for the 2020–2021 school year because of uncertainty and risks associated with travel during COVID-19
- field trips within Canada are suspended but will be reviewed as chief medical officers of health adjust recommendations about traveling between provinces (learn more about [Alberta's COVID-19 travel restrictions](#))
- overnight trips are suspended, and the opportunity to plan and participate in these trips will be reviewed throughout the year as Alberta's chief medical officer of health adjusts local COVID-19 guidelines
- virtual field trips, in-class/classroom field trips and socially distanced community walking trips that follow COVID-19 health and safety protocols are permitted

Assemblies and special events

Gatherings that bring multiple cohorts of students together are not permitted at this time. This includes such things as performances, book fairs, guest speakers, school dances, in-person meet-the-teacher events and group fundraisers like bike-a-thons.

Virtual assemblies may be held within the school community.

This year's READ IN Week event will be limited to school staff reading with students and virtual guest readers.

Extracurricular activities (including athletics)

Schools will evaluate whether they can offer extracurricular activities that follow COVID-19 protocols, and let families know which activities are available. Students will be able to participate in those activities regardless of whether they choose in-person or online learning.

Graduations

At this time, the Division has not made a decision about traditional graduation ceremonies for the class of 2021. Schools may begin to plan celebrations for the class of 2021. These plans **must** include a COVID-19 contingency plan.

School council meetings

School council meetings for the 2020–2021 school year may go ahead. These meetings must follow Alberta Health restrictions for social gatherings as well as the safety protocols and expectations outlined in both the provincial [School Re-entry Plan](#) and the [COVID-19 Division Re-entry Strategy](#).

Schools will support their school council members to determine if they will hold in-person meetings or online virtual meetings.

Any in-person meeting must adhere to COVID-19 health and safety protocols.

We will continue to engage with the Callingwood School Council. Online meetings will be arranged and the date and time will be shared on SchoolZone.

Supporting mental health and well-being

COVID-19 is causing a lot of uncertainty for families and our communities. To support students and families, our Division is working on a set of mental health resources that families and caregivers can use. These will be released in the coming weeks.

Parents or guardians who are concerned for their child's well-being can reach out to these community resources:

- Mental Health Helpline: 1-877-303-2642
 - This toll-free helpline provides confidential and anonymous services, crisis intervention, information about mental-health services and referrals to other agencies.
- Kids Help Phone: 1-800-668-6868
 - kidshelpphone.ca
 - Text CONNECT to 686868
- Health Link: 811
- Alberta Health Services
 - [Help in Tough Times](#)
 - [Healthy Together](#)
- The federal First Nations and Inuit Hope for Wellness Help Line, at 1-855-242-3310, is available 24 hours a day, seven days a week; online chat at [Hope for Wellness](#).