

Wainwright Pre-Kindergarten Association

BYLAWS

Last updated: October 2013

- 1) The name of the Society is Wainwright Pre-Kindergarten Association and is registered with Alberta Registries
- 2) The Pre-Kindergarten shall be non-denominational and shall be operated as a non-profit cooperative organization

3) BOARD OF DIRECTORS

- a) Board of Directors, Executive Committee or Board shall mean the Board of Directors of the Society
- b) The Board shall consist of six members as follows: President, Vice-President, Secretary, Treasurer, and 2 or more Directors. Any member in good standing shall be eligible to any office in the Society
- c) The Board shall, subject to the by-laws or directions given it by majority vote at any meetings properly called constituted, have full control and management for the affairs of the Society. The President may call a meeting of the Board at any time, provided that twenty-four (24) hours notice is given. Fifty percent of the members of the executive shall constitute a quorum and meetings shall be held without notice if a quorum of the members is present.
- d) Any Director or officer, upon a majority vote of all members in good standing, may be removed from office for any cause, which the Society may deem reasonable.

4) PRESIDENT

- a) The President shall, when present, preside at all meetings of the Society and the Board. In his/her absence Vice-President shall preside at any such meetings; and the absence of both, a chairperson may be elected by the meeting to preside.
- b) The President will remain as a non-voting, consulting member of the Board for three (3) months into the new school year upon the end of his/her term.

5) VICE-PRESIDENT

- a) The Vice-President shall act as the President in his/her absence and also coordinate fundraising efforts for the Pre-Kindergarten.

6) SECRETARY

- a) It shall be the duty of the Secretary to keep accurate minutes of all meetings of the Society and of the Board. In case of absence of the Secretary, such officer as may be appointed by the Board shall discharge his/her of the duties. He/she shall have charge of the Seal of the Society, which, whenever used shall be authenticated by the signature of the Secretary and the President, or, by the Vice-President. The Secretary shall have charge of all the correspondence for the Society

and be under the direction of the President of the Board, and shall perform miscellaneous typing and correspondence. The Secretary shall be responsible for a record of all members and also to provide notices of the various meetings as required.

7) TREASURER

- a) The Treasurer shall receive all monies paid to the Society and shall be responsible for the deposit for said monies into the Society's bank account. He/she shall properly account for the funds for the Society and keep such books as may be directed. He/she shall present a full, detailed account of receipts and disbursements to the Board whenever requested and shall prepare for submission to the general meetings, a statement duly audited as hereinafter set forth of the financial position of the Society and submit a copy of same to the Secretary for the records of the Society.
- b) The financial books, accounts and records of the Society shall be audited at least once each year by a duly qualified accountant or by two (2) members of the Society. Such auditor, before the annual meeting, shall submit a complete and proper statement of the standing of the books for the previous year. The fiscal year of the Society shall be July 31.

8) ROSTER CHAIRPERSON

- a) The Roster Chairperson shall plan a roster of parent helpers in the classroom for the entire year and it shall be published the first month of school

9) RECORDS

- a) The books and records of the Society may be inspected by any member at the second general meeting provided for herein or at any time upon giving reasonable notice and arranging a time satisfactory to the officer or officers having same. Each member of the Board shall at all times have access to such books and records.
- b) *Proposed removal:* The children's records, containing information required by the teacher/teacher's aide, including medical history and health care numbers are to be kept in a locked file cabinet in the classroom
- c) The administrative records of the Society, including the operations of the Pre-Kindergarten are updated weekly on any changes required and submitted to the Board for approval.
- d) *Proposed removal:* A set of portable records, containing emergency information of all the children, will be taken by the teacher's/teacher's aide to any off site activities
- e) *Proposed addition:* the license holder shall maintain a portable record of emergency information that includes;
 - i) Child's name, date of birth and home address;
 - ii) The parent's name, home address and telephone number;

- iii) The name, address and telephone number of a person who can be contacted in case of an emergency;
- iv) Any other relevant health information about the child provided by the child's parent including allergies and immunizations, if any
- v) Telephone numbers of local emergency response service and poison control centre
- f) The records and books of the Society shall be kept for a period of seven years, at which time, they are considered dead files and will be shredded and disposed of properly
- g) The Wainwright Pre-Kindergarten Association will retain attendance records for a minimum of two (2) years before disposing of any records.
- h) The administrative records (attendance records) will state on them the date and time of drop off and pick up of the child registered in the program, and will have the signature of the authorized individual for each drop off and pick up time that the child was in attendance in the program.
- i) The records will be stored in the classroom where they will be safe from environmental damage, as well as safe from theft as the room is kept locked while not in use.
- j) *Proposed addition:* the following children records will be maintained up-to-date on the program premises;
 - i) Child's name, date of birth and home address;
 - ii) A completed enrolment form;
 - iii) The parent's name, home address and telephone number;
 - iv) The name, address and telephone number of a person who can be contacted in case of an emergency; If medication is administered, written consent of the parent and, when administered, record of the name of the medication, the time of administration, the amount administered and the initials of the person who administered the medication;
 - v) The particulars of any health care provided to the child including the written consent of the child's parent, and
 - vi) Any other relevant health information about the child provided by the child's parent including allergies and immunizations, if any
- k) *Proposed addition:* the program will maintain on the program premises, up-to-date administrative records containing the following information;
 - i) Particulars of the daily attendance of each child, including arrivals and departure times;
 - ii) Evidence of each staff member's child care certification;
 - iii) Current first aid certificate, where applicable, and
 - iv) Verification of a criminal record check, including a vulnerable sector search, is required and updated every 3 years

10) REMUNERATION

- a) Unless authorized at any meeting and after notice for same shall have been given, no office or member of the Society shall receive remuneration for his/her services

11) TEACHER/TEACHER'S AIDE

- a) The Society shall be responsible for obtaining a qualified Teacher and Teacher's Aide. The board shall be responsible for interviewing and hiring the Teacher and Teacher's Aide.
- b) The salary of the Teacher and Teacher's Aide shall be decided by the Executive and presented to those affected for their approval.
- c) The Teacher and Teacher's Aide shall be paid on a bi-weekly salary basis and allowed six (6) paid sick/passionate leave days per year. Both positions will be allowed to carry over unused sick leave days to a maximum of twelve (12) sick leave days per school year. Leave of absence days requested by the Teacher or Teacher's Aide, if granted will be unpaid. All deductions (Income tax, CPP, EI) will be made. Extended leave of absence to be considered by the Board as circumstances warrant. Any bonuses should be decided by a two-thirds (2/3) majority of the board.
- d) In the event of short-term absence of the Teacher, the Teacher's Aide shall take his/her place and attempt to secure an additional helper for the day(s) affected. For those days when the Teacher's Aide acts in the Teacher's place, he/she shall be paid an additional sum according to his/her qualifications, to be determined by the Board at the beginning of the school year, but not to exceed the equivalent of the Teacher's daily rate of pay.
- e) The educational aspects of the program should be entirely up to the Teacher, within the limited budget and using the Teacher's Aide and parent helper as needed.
- f) The Teacher may be seen at school or phoned at home regarding any child. Parents are requested to arrange appointments at the convenience of the Teacher.
- g) If it is felt necessary, the Teacher or Teacher's Aide shall be removed by a two-thirds (2/3) vote of the members in good standing, providing there is a lengthy enquiry into the causes for dismissal.
- h) The Teacher and Teacher's Aide must have current First Aid with Child Care Certification and said Certification will be displayed in the classroom.
- i) *Proposed addition:* The Teacher and Teacher's Aide will attain and provide a clear Criminal Records Check every three (3) years.
- j) *Proposed addition:* The Teacher and Teacher's Aide will attain and provide proof of their Certification will be displayed in the classroom.
- k) *Proposed addition:* One in every four of the staff members is certified at minimum as a child development worker and that all other staff members are certified, at minimum as child development assistants.
- l) *Proposed addition:* In the case of a staff member who is hired as a child development assistant, the staff member must obtain certification as a child development assistant within 6 months of commencement with the program and must not have unsupervised access to children until the staff member has obtained child care certification as a child development assistant
- m) The staff of the Pre-Kindergarten observe the children's play and behavior by:
 - i. Directly and closely monitoring children when carrying out activities that may involve risk or during transition times when children will gather in large groups.

- ii. Observing play and anticipating what may happen next in order to provide caregivers with the opportunity to assist children and intervene in the event of potential danger.
 - iii. Listening closely to the children.
 - iv. Position the staff in a way that all children can be observed at all times.
 - v. Watch the children for early signs of illness or unusual behavior
 - vi. Watching and participating in play to ensure that the children are playing in a safe manner
- n) The programs supervision practices meet the children's developmental needs as close and intentful supervision ensures activities are tailored to meet the individual developmental stages of each child according to developmental ability. Supervision and placement/ proximity of staff is adjusted accordingly.

12) SUPERVISION

- a) The board members of the Wainwright Pre-kindergarten Association are made up of the parent group for the children currently enrolled in the program. As such, we each have the opportunity to assist in the classroom and participate in the classes 3 – 4 times a program year. During these times that we are in the classroom, we have the opportunity to watch the Teacher and Teacher's Aide to learn how they supervise the children during the program time periods.
- b) The staff of the Pre-Kindergarten conducts regular safety checks in the classroom and on equipment in the classroom, and removes any potential hazards.
- c) The staff of the Pre-Kindergarten: arranges the room with the equipment in a way that allows the staff to supervise the children's play areas easily, and stays with the children in the hallway for bathroom breaks.
- d) The staff of the Pre-Kindergarten: know which individuals are authorized to pick-up a child from the program in the place of a parent, as designated by parents.
- e) The staff of the Pre-Kindergarten: notice when the children arrive and leave from the program, and ensure that the sign in and sign out checks have been entered correctly.
- f) The staff of the Pre-Kindergarten: monitor children at all times
- g) The staff of the Pre-Kindergarten: know and remember where emergency medications, first aid kits and emergency contact numbers are kept
- h) The Board and the Teacher will discuss the potential changes to the environment available for the Pre-Kindergarten. The teacher will determine what areas are available for use in the school and outside at appropriate times, and will let the board know accordingly.
- i) All children are dropped off and picked up by authorized individuals as set out in the registration packages. No child is left alone in the hallway without an authorized person there for pick-up. Staff members stay with the child either in the hallway or in the classroom and call the authorized guardian if they are late. The staff also checks the sign in and sign out sheet to ensure that all children are accounted for before leaving the premises. Once the children have

all come in to the classroom, the staff will call for attendance record to ensure that all children are accounted for.

- j) The sign in and sign out process allows that child to see that their parents or guardians are held accountable and the child can feel safe in the program, and that they are attending the program as approved care for the child.
- k) The staff members do not transport the children.
- l) The supervision policies are stated in the rules and regulations in the registration packet that every parent or guardian gets the start of the program year or at registration night.

13) CHILD DISCIPLINE POLICY

- a) All disciplinary actions will be verbally reported to the parents upon arrival to pick up their child. In extreme cases, where a child continues a behavior that the Teacher deems unsafe for all children, the parents of said child will be contacted by phone to come and remove said child for the remainder of the day.
- b) The Teacher/Teacher's Aide shall be responsible for the discipline of the children during Pre-Kindergarten hours. It is the policy of the Pre-Kindergarten to use a "time-out" practice of discipline. This means the temporary removal of the child to another area of the classroom. After a short period of time, the Teacher will talk to said child about his/her behavior before allowing the child back into the activity.
 - i) *Proposed addition:* Positive time outs will be used to provide a quiet time to allow the child to calm down before re-joining the group. The child is taken aside to a safe, non-stimulating place and is not left alone or segregated. This strategy is not meant to be punitive, it is an emotional teaching strategy.
- c) *Proposed addition:* Any child disciplinary action taken must be reasonable in the circumstances
- d) *Proposed addition :* Physical punishment, verbal or physical degradation or emotional deprivation is not allowed
- e) *Proposed addition:* The program must not deny or threaten to deny any basic necessity;
- f) *Proposed addition:* The program must not use or permit the use of any form of physical restraint, confinement, or isolation
- g) The Teacher, with consent of the Executive, has the option of dismissing a child who in the opinion of the Teacher consistently disrupts the class. A consultation of the Teacher, Executive and the parents of said child shall be held prior to dismissal.

14) OFF-SITE ACTIVITIES AND EMERGENCY EVACUATION

- a) All parents/legal guardians will be informed of any off-site activities/field trips, through a monthly newsletter *Proposed addition:* and a consent form which will describe the details of the activity, transportation and supervision arrangements and a signature line for the parent to consent to the child's participation.

- b) All parents must sign a permission slip that gives their consent for their child to participate in any off-site activities/field trips. The permission slip is included in the registration form. Parents who choose not to sign the permission slip must keep their child home that day or accompany their child on that activity.
- c) The Teacher/Teacher's Aide will take a portable record of all the children's emergency information as well as a First Aid kit to any off-site activity or field trip
- d) Fire drills and emergency evacuation practice will be administered.
- e) In the event of a school wide property emergency evacuation, the Pre-Kindergarten will proceed to the "Burger Baron", and from there all parents will be contacted by phone and apprised of the situation. The Teacher/Teacher's Aide and students will remain at the "Burger Baron" until it is safe to return to the school or until a parent/legal guardian can be reached and arrangements can be made to have the children picked up.

15) ACCIDENT OR ILLNESS

- a) As outlined in the information package that each parent receives upon registration of their child into the Wainwright Pre-kindergarten program, a sick child should not be brought to school as the risk of infecting the other students and staff is so high. Signs or symptoms of illness exhibited by a child include the child vomiting, having a fever, diarrhea or a new or unexplained rash or cough, requiring greater care and attention than can be provided without compromising the care of the other children in the program, or having or displaying any other illness or symptom the license holder or other care provider knows or believes may indicate that the child poses a health risk to persons on the program premises.
- b) *Proposed addition:* Parents will be notified by phone immediately in the case of an accident of serious illness involving their child. If the parent cannot be reached, the emergency contact person will be contacted and that person will be required to remove their child from the premises' immediately if the child is suffering from a communicable disease or shows signs or symptoms of illness.
- c) A child who becomes ill while attending Pre-Kindergarten will be removed from the area occupied by the rest of the students until he/she is picked up by the parent/ legal guardian or emergency contact person.
- d) *Proposed addition:* If emergency medical attention is required, 911 will be notified. Otherwise, staff will provide first aid, as they are all certified.
- e) If a child is showing signs of or symptoms of illness, the association requests that the child does not attend class that day, and that the child does not return to school until he or she has been symptom free for 24 hours.
- f) A staff member will accompany any sick child to an area away from the rest of the children and will remain with said child until a parent/ legal guardian or emergency contact arrives to take the child home.
- g) The program will record and document children who are ill including name of the child, date the child was observed to be ill, name of staff member who identified the child was ill, time the

parent was initially contacted, name of the staff person who contacted the parent, time the child was removed from the program, and the date the child returned to the program.

- h) The incident shall be recorded on the sign out sheet as to the time that the child left as it would be different from the normal sign out time.
- i) The staff does not take physical temperatures of the children but monitors the children for signs of sickness. Signs of sickness include, for example, child being withdrawn, red in the face, hot to the touch, lethargic, or possible behavioral changes.

16) ADMINISTRATION OF MEDICINE AND FIRST AID

- a) No medication shall be administered by the Teacher or Teacher's Aide, with the exception of asthma, epi-pens or other emergency medications. *Proposed addition:* Administration of medication to a child can only occur where the written consent of the child's parent is obtained.
- b) Parents of children who require emergency medications are required to write out procedures about administration of said medications and are required to go over instructions with the Teacher and Teacher Aide prior to the first day of school.
- c) *Proposed addition:* Medication provided must be in the original labeled container.
- d) *Proposed addition:* Medication is administered according to the labeled directions.
- e) *Proposed addition:* Where medication must be administered to a child, the program shall record the name of the medication, the time of administration, the amount administered and the initials of the person who administered the medication.
- f) A phone call will be administered to the guardian/parent.
- g) All emergency medication will be stored in the cupboard by the stove or as indicated by the parent/guardian
- h) Emergency medications will be stored temporarily in the First Aid kit for off-site activities and will remain with Pre-Kindergarten staff.

17) NEW POLICY: HEALTH CARE POLICY:

- a) The Staff may provide or allow for the provision of health care to a child only if the written consent of the child's parent has been obtained, or the health care provided is in the nature of first aid.
- b) Health Care is defined in the *Alberta Child Care Licensing Handbook* as the provision of treatment or care, excluding first aid, that is intended for children with a chronic disability or illness and can include special diets, and administration of emergency medication. Some other examples where health care consent would be required include feeding through a g-tube, special care or treatment for a cast or brace, cranial helmet, or blood glucose monitoring. As per the *Alberta Child Care Licensing Handbook*, written consent for health care shall include the child's name, description of the health care, details on the provision of the health care including specific training requirements for staff, and the length of time health care will be administered to the child by the program

18) INCIDENT REPORTING

- a) Wainwright Pre-kindergarten Association will be in compliance with the new rules for incident reporting. As per the rules implemented in 2011, there will be a form filled out and submitted annually with the license renewal. The form titled "Incident Reporting Annual Summary and Analysis Report" will be filled out and submitted. All incidents are to be analyzed annually using this report.
- b) The Wainwright Pre-kindergarten will report the following incidents immediately to the regional child care office by phone, fax or email:
 - i) Unexpected program closure
 - ii) Intruder on program premises
 - iii) An illness or injury to a child that requires the program to request emergency health care and or requires the child to remain in the hospital overnight
 - iv) An error in the administration of medication by a program staff or volunteer resulting in the child becoming seriously injured or ill and requiring first aid, or the program requesting emergency health care and or requires the child to remain in hospital overnight.
 - v) The death of a child
 - vi) An unexpected absence of a child from the program (lost child)
 - vii) A child removed from the program by a non-custodial parent or guardian
 - viii) An allegation of physical, sexual, emotional abuse and or neglect of a child by a program staff or volunteer
 - ix) The commission by a child of an offence under an Act of Canada or Alberta
 - x) A child left on the premises outside of the program's operating hours
 - xi) An emergency evacuation
- c) All serious incidents will be further reported to the Pre-Kindergarten's licensing officer or to the Regional Licensing Office using the prescribed form within two (2) days of the incident occurring.

19) SMOKING

- a) Proposed change: Smoking on/around school premises is not permitted in compliance with the Alberta Tobacco Reduction Act. Additionally no staff member or volunteer of the program shall smoke at any time or place where the program is being provided.

20) NUTRITION

- a) Parents are required to send a nutritious snack and drink with their child each school day. On special occasions a nutritious snack will be provided for them. Parents/guardians will be notified via the monthly newsletter when such snacks will be provided.

21) MEETINGS

- a) The Society shall hold two (2) re-organization/registration meetings; one (1) in June and one (1) in August. The positions of President, Vice-President, Secretary and Treasurer shall be elected at the June meeting. The positions of Directors may be left open until the August meeting if necessary to allow for representation from all classes (if applicable) on the Board if possible.
- b) Notification of the re-organizational/registration meetings shall be in the form of advertising in the local newspaper for two (2) weeks prior to said meeting and by any other means of advertising, deemed appropriate by the Board
- c) This Society shall hold an annual meeting on or before October 1 of each year of which notice shall be given fourteen (14) days prior to the date
- d) Providing written notice is given, the Board may call a special meeting of the Society at any time.
 - i) Not less than twenty-one (21) days notice, or;
 - ii) Less than twenty-one (21) days notice if all members entitled to attend and vote at the meeting so agree
- e) Sixty percent (60%) of the members in good standing shall constitute a quorum at any meeting

22) VOTING

- a) Any member who has not withdrawn from membership, been suspended or expelled as herein provided shall have the right to vote at any meeting of the Society. There will be one vote per child. Such votes must be made in person and not by proxy voting. Votes will be made by a show of hands unless a ballot is demanded.
- b) A Special Resolution may be passed, if consented to in writing by the members who would be entitled to vote on the resolution at a general meeting, in person; in this case, sixty percent (60%) of the members must submit votes to provide quorum.
- c) In the case of a tie vote, the President shall cast the deciding vote.

23) MEMBERSHIP AND FEES

- a) Any parent who wishes to enroll a child in the Wainwright Pre-Kindergarten may become a member of the Society upon registering said child by way of written application and payment of registration fee (non-refundable unless the child does not meet admittance priorities or for special circumstances, which are at the discretion of the Board).
- b) Monthly fees shall be determined by a two-thirds (2/3) majority of the existing Board, prior to the first (1st) registration meeting in June for the fall term. In deciding fees, an expense budget, including the salaries for the Teacher and Teacher's Aide, should be considered.
- c) Any increase in fees deemed necessary during the school year, after the final registration meeting, shall be decided upon by a two-thirds (2/3) majority vote of those parents affected the change and in attendance at the meeting. Reasons for the increase must be presented to the parents.

- d) Payment of fees will be as follows: post-dated cheques to be dated for the first of every month, paid in full or partial payments made and given to the Treasurer by September 30 for the entire school year. The Board should consider special circumstances.
- e) In case of cheques being returned due to insufficient funds, the endorser shall pay all bank charges
- f) Monthly fees should be altered if Pre-Kindergarten commences or ceases before the specified dates.
- g) Withdrawal of membership may be submitted in writing to any Board member, thirty (30) days notice is required. The remaining fees beginning with the month immediately subsequent will be refunded. Full or partial refund may be made at the discretion of the Board. Membership will be revoked should monthly fees remain unpaid for any two (2) months, or should it be deemed necessary to dismiss a child provided herein.

24) OPERATION OF THE PRE-KINDERGARTEN

- a) The Board shall draw up budgets and regulations governing the operation of the Pre-Kindergarten throughout the year.
- b) The Board must endeavour to maintain a balance of not less than \$500.00 at the end of each fiscal year to ensure the financial viability of the Pre-Kindergarten.
- c) The Society members shall be responsible for maintaining equipment and administering Pre-Kindergarten affairs.
- d) Parents will be required to assist as parent helper on a rotation basis according to the roster. If a parent is not available, a relative is acceptable. It is the parent's responsibility to ensure that there is a helper on his/her special day.
- e) A person authorized to do as shown, on the registration form for that child must sign the child in and out each school day.
- f) Pre-Kindergarten hours shall be strictly adhered to. The Pre-Kindergarten shall not be responsible for the children before or after Pre-Kindergarten hours.
- g) As provided for in Section Nineteen (19) of the Societies Act, any member who contravenes Society by-laws may be fined in the amount of five (5) dollars per instance. This shall particularly apply in the cases where parents do not comply with sections 23 d, e and f of these by-laws.
- h) Resolved that any parent/guardian unwilling or unable to conform to the by-law rules or unwilling to complete any aspect of the registration form shall be given one (1) written warning. If the above requirements are not met within one (1) week of notification, the Board will have the authority to terminate the registered child at the Board's discretion or at the nearest month end.
- i)

25) FUNDRAISING

- a) All parents with a child attending the Wainwright Pre-Kindergarten are required to participate in fundraising or pay the amount of profit set forth by the Board. Profit amount will be decided by a two-thirds (2/3) majority of the existing Executive prior to the first (1st) registration meeting in June for the fall term. Projected budgets should be prepared and examined before the profit.
- b) Profit amount is the funds the Wainwright Pre-Kindergarten receives after all invoices are paid for the product sold. It is not the dollar amount of the product sold because with most fundraisers the Wainwright Pre-Kindergarten only receives a percentage of the proceeds earned.
- c) The parents may choose from two (2) options in regards to fundraising:
 - i) Pay the fundraising profit amount set forth by the Board upon registering their child
 - ii) Participate in fundraisers, which will be determined throughout the year. If this option is chosen, parents will provide a post-dated cheque dated February 1 of the coming year, in the amount of the profit set forth by the Board. This cheque is also required upon registration of their child.
- d) If a reasonable effort is not given during the fundraisers by those who have been chosen to participate in the fundraisers, to meet the profit specified, then the post-dated cheque may be deposited after February 1.

26) BORROWING POWERS

- a) The Society shall not borrow money. The Society may, for the purpose of carrying out its objectives, hold fundraising events as deemed necessary and may apply for any grants for which they may be eligible.

27) BY-LAWS

- a) The By-laws may be rescinded, altered or added to at any meeting of the Society by a "Special Resolution" to be approved by at least seventy-five percent (75%) of the members in good standing present at said meeting. A "Special Resolution" may be passed by a written vote as specified in Section 21(b) of these by-laws.

28) WINDING UP THE SOCIETY

- a) Should the Pre-Kindergarten discontinue operations, all property of the Society shall be disposed of by way of an auction to be held for former and present members of the Society. The proceeds of such an auction and any remaining funds shall be donated to the Wainwright Public Library.

- 29) The Licensing Officer for Child and Family Services (local office) is responsible to investigate any
- complaints of non-compliance to the Pre-Kindergarten Association regulations. Please note that the identity of the complainant will not be divulged to the operator, all complaints are investigated and complaints can be anonymous. All written complaints will be responded to in writing by the Licensing Officer indicating whether the complaint is verified and that the appropriate action has been taken. You can call toll free by dialing the government rite line, 310-0000, and ask the operator for #780-842-7502.