

CHILD AND YOUTH PROGRAMS



PARENT HANDBOOK



SAFE APPROPRIATE SUPERVISION

When parents register their children for a program, they need to feel confident that their children will receive the care they need. All children need to feel protected, safe and secure while in the care of City Program Instructors. City Child and Youth Programs are recreation and class-based programs. Activities will take place in both indoor and outdoor space. Program Instructors supervise children at all times and maintain awareness of the physical play environments.

At the beginning of every new location, children are introduced to the new environment with a group Boundary Walk-a-bout tour. During the tour, key safety landmarks, safe people, and clear, simple instruction of what the plan is while they are visiting this new environment for the activity taking place are.

Program Instructors role model respect, acceptance, honesty, inclusion and fun in using best practices in positive child-guidance and behavior management. Program Instructors actively engage with the children during unstructured and structured play times while observing behavior. All children are encouraged to participate in each activity, promoting feelings of competency and self-esteem. We ask that any concerns you may have regarding the care provided by our Program Instructors be addressed with the Program Supervisor as soon as possible.

Attendance is taken as soon as your child arrives, and frequent head counts are completed throughout the program. If someone other than the parent/guardian will be responsible for drop-off/pick-up, it is the parent /guardian's responsibility to let the Program Instructor or Coordinator know in writing prior to drop-off/pick-up time. If the person is unknown to the Program Instructor, they will be asked to prove who they are by showing a piece of government issued photo I.D.

STAFF QUALIFICATIONS

The City of Grande Prairie is committed to fair hiring practices; hiring the best fit for each position. Our Program Instructors are certified with a current Standard First Aid AED/CPR, have completed an approved Intervention check, a Vulnerable Sector check and have Early Child Development Certificate/Diploma or equivalent training in working with children.

POTENTIAL HEALTH RISKS

When individuals contract certain communicable illnesses or conditions, their health may impact the health and well-being of others. For the health and wellness of all program participants, staff and volunteers, an ill child must be kept home until his/her condition is no longer deemed contagious by a medical professional.

Due to the new Government of Alberta Day Camp Guidelines for COVID-19, we have put new procedures in place to protect the health and safety of all staff, children and families participating in City programming. One of the new procedures will be a daily symptom screening questionnaire. Any child or household family members of the child whom is exhibiting symptoms associated with COVID-19 will not be permitted to attend the camp.





If a child should develop symptoms while at camp, they will be immediately removed from camp, be asked to wash their hands, be given a disposable mask to wear and was placed in isolation with a summer staff member for supervision. City staff followed policy and procedure for hand hygiene, donning a mask and always maintained a distance of 2 meters away from your child during this process. At this point, parents or guardians of the symptomatic child, as well as the other children in camp, will be notified and asked to pick-up their child(ren) immediately. The camp will close for a minimum of 72 hours following direction of Alberta Health Services. Please see PROGRAM CANCELLATION POLICY for applicable refunds.

All children registered in the program will be required to contact 811 and request to have their cohort family tested for COVID-19. Children will be able to attend ad return to the program once documentation of your child's health no longer poses a health risk. A parent must provide a physician's note that outlines the child has been deemed symptom free and can resume normal activities within the public. All costs associated with the medical notes are the responsibility of the parent/guardian.

City of Grande Prairie follow the guidelines and direction of Alberta Health Services when identifying and reporting suspected outbreaks and communicable diseases of illnesses.

MEDICATIONS

Medications must be brought daily and in their original container. The label must indicate the type of medication, dosage, participant's name, physician's name and any instructions our staff may need to be aware of. In addition, a medication consent and release form must be filled out.

ALLERGY AWARE PRACTICES

To ensure the safety of all children, we ask that you NOT send any food that contains peanuts, peanut butter, peanut oil or tree nuts. Parents/guardians will be updated regarding all allergies specific to the current program participants. Hand washing practices are done often throughout the program, especially before and after eating times to prevent cross-contamination. Instructors are monitoring what food is being packed in lunch kits to regulate the 'no food sharing' practice of City child and youth programs. When packing your child's food for the program we ask parents/guardians to be mindful of ingredient labels and kitchen safety. We encourage parents/guardian to teach children about food allergies and kitchen safety. The City of Grande Prairie Program Instructors are trained to deal with any suspected allergies symptoms and conditions. If a child is showing signs of an allergic reaction, they will be cared for until the parent/guardian arrives. In severe cases Program Instructors will contact 911 and follow the directions of a 911 operator.

INCLUSION AND SPECIAL REQUIRMENTS

The City of Grande Prairie is an inclusive environment where all children are welcome to register in our programs. Please make us aware of any prompts and/or tips that may better support your child's participation. While our goal is inclusive participation, there are times when a child requires more support than our Program Instructors are able to provide. Program Instructors reserve the right to request an aide. If a certified Aide or Support





Worker is required, it is the parent's responsibility to arrange for and provide the Aide. For further questions or information, please contact the Program Coordinator or Supervisor. Contacts are found on the last page of the handbook.

GENDER IDENTITY AND EXPRESSION

The City of Grande Prairie programs aim to encourage each child to feel comfortable being themselves while participating in our programs. For more information on the legislation of Gender Identity and Expression please visit <https://justice.gc.ca/>

CODE OF CONDUCT

We believe that a safe and inviting environment is essential for optimum social, emotional, intellectual and physical growth. With this comes responsibility towards self, others, the environment and the community. Within our programs, only appropriate behaviour is accepted. Participants are expected to be respectful, cooperative, involved and positive.

BEHAVIOUR MANAGEMENT

All children who participate in City Child and Youth Programs are treated in a positive manner that supports healthy development. All children are respected and recognized, in ways that protect their well-being, individuality, self-worth and self-esteem.

Our Child and Youth team work closely with all children with the expectation of them in return to take direction and get along in a cooperative manner. If a child misbehaves, we take the time to explain what the problem with his/her behavior is, guide them verbally through what we expect from them and give them the opportunity to express their thoughts and feelings. If their behaviour does not improve, they may be separated from the group to calm feelings, think about their actions and/or find a solution. They are then reminded of the expectations and are encouraged to express their feelings with a Program Instructor. After a pattern of behaviour is observed and the child has had support and guidance from the Program Instructor regarding his/her unacceptable behaviours, the child is given three chances to correct the behaviour. After three chances, the child's parent/guardian will be notified to come and pick up their child. We reserve the right to withdraw a child when the safety of the child, other children or staff is considered to be at risk. The decision to withdraw a child is at the discretion of the Program Supervisor. This includes when a child is not practicing the requirements of physical distancing.

AFTERHOURS PICK UP POLICY

The City programs are set up to operate only during the hours outlined at time of registration. While we understand that unforeseen circumstances do occur from time to time, we request that you call to make the Program Coordinator or Supervisor aware immediately if you are going to be late picking up your child. After a second occurrence of picking up your child late you will incur a late fee of \$10.00 per 5-minute increments. If a pattern occurs, this may result in removal from the program.





PROGRAM CANCELLATION POLICY

Cancellations/withdrawals from a City program can be made if the cancellation/transfer occurs 10 days before the program start date. A refund will be issued one of three ways:

1. If you have paid by credit card, a reversal of the transaction will occur.
2. If you have paid by cheque, cash or debit, you may request a refund cheque. Cheques take approximately 10 – 15 days to process.
3. A credit will be applied to your account in our database, which can be used for future City operated programming.

If you wish to cancel and it is less than 10 days before the program start date, no withdrawals or transfers will be accepted. A refund or credit will not be issued – with the exception of relocation or medical reasons, which must be accompanied by a doctor's certificate.

In the event ANY child in the program becomes ill during the program, the program will close for up to 72-hours to allow for contact tracing and adhere to all requirements of Alberta Health. All parents/guardians will be reimbursed for their child's remaining registered days of the program and any following City programs due to the Government of Alberta Day-Camp Guidelines.

TRANSFERS

Transfers from one program to another are permitted up to 5 business days (Monday-Friday) prior to program start date. Transfers are subject to available space.

MEDICAL CIRCUMSTANCES

Withdrawals for medical reasons are permitted without penalty prior to program start date. If you withdraw after the program start due to medical reasons, a pro-rated refund or credit will be granted. Refunds or credits will only be available once a Doctor's note has been received. This note must be received within two weeks after notification of withdrawal in most cases.

PROGRAM CANCELLATIONS

Programs may be cancelled due to insufficient registrations. You will be notified as soon as a decision regarding class cancellation has been made. In the event that The City cancels a program, you are entitled to a full refund or may transfer to another program, space permitting. Refunds may not be granted immediately but will be processed in a timely manner.

FEEDBACK AND COMMENTS

The City of Grande Prairie programs strive to provide the best possible programming for your child. If you are concerned about course content or have any feedback, please contact the Program Supervisor immediately.

ACKNOWLEDGEMENT OF RISK

By registering, the participant and/or parent/guardian of the participant accepts the risks of physical injury consistent with the programs and services in which they are registered and





waives any claim for injury arising therefrom. Participants are expected to follow all safety precautions and to use appropriate protective equipment as outlined by the program/service provider and/or instructor. If you have any questions about specific risks involved in the program or activity your child is registered in, please contact the program’s facility and/or Program Supervisor.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY (FOIP)

Collection of personal information

Any personal information that you provide is collected under the authority of the Freedom of Information and Protection of Privacy (FOIP) Act RSA 2000 c. F-25 s.33 (c). The information is used only for the intent it is collected or for a consistent purpose. The information is only kept for the length of time necessary to fulfill the purpose for which it was collected. If you have any questions about the collection of this information, you may contact the City of Grande Prairie FOIP Coordinator at 780-538-0300.

The City of Grande Prairie requests permission to use the registering child’s personal information, such as, name, participation photos, videos, audios and reproductions of their work for consistent purposes within the program they are participating in. The consistent purposes may include, but are not limited to the following:

- Educational or promotional reasons in City of Grande Prairie publications, calendars, newsletters, displays, websites and social media.
- On sign in/out sheets, group lists, or awards within the program,
- For absenteeism verification

If you would like to deny permission to the City to use this information, please inform the Supervisor and indicate, so on your child’s enrollment form.

RECEIPTS

The City of Grande Prairie no longer issues receipts for tax purposes. Please keep the receipt that you are provided at the time of registration.

PROGRAM SUPERVISOR and COORDINATORS

Name	Position	Phone #	Email
Hayley Kramps	Program and Event Supervisor	780-357-8728	Programming@cityofgp.com
Veronica Judge	Program Coordinator	780-357-4998	

Locations may include The Eastlink Centre, Ernie Radbourne Pavilion. South Bear Creek Pavilion, and the Grande Prairie Museum, Maude Clifford Community Gym, Mother Teresa Community Gym





WHAT TO EXPECT

This section of our handbook will outline what you can expect from a program at any of our City locations. These locations may have site specific requirements. We recommend you read prior to participating at a program in these locations.

PRIOR TO DROP-OFF:

The City of Grande Prairie programs follow the Government of Alberta's guidelines and recommendations in support of everyone's overall health in infection prevention. The City programs follow the recommended control strategies.

PREPARE your child(ren) with the expectation that they will need to maintain physical distance from all other attendees of the camp, be a good listener and model acceptable behaviors. Games and activities will be modified in order to maintain this standard.

You are required to **check the temperature of your child(ren) daily** before coming to camp. Any child(ren) with a temperature over 38 degrees Celsius will not be permitted to attend camp. Be prepared to give the temperature reading to the City staff member at the sign-in table each day of camp.

WHAT TO BRING:

Please be sure to always pack the following items for any of our programs:

- re-fillable water bottle
- multiple healthy snacks and lunch
- indoor and outdoor running shoes
- appropriate clothing for weather and outdoor active play



Exclusive to:

(as per the dates specified on the Activity Calendar received on first day of camp)

- **all full day programs and camps** are swimwear and towel.
- **summer camps** are sunscreen and bug spray packed in a labeled Ziploc bag, and a hat
- **winter and spring camps** are Canadian Safety Association (CSA) approved helmet, ice-skates and warm outdoor clothes

Our programs are a place to have fun and be active. Keep in mind that clothing may become soiled during some of the activities.

Children must be 100% washroom independent before registration into the program. Purchasing food during program hours from the facility vendors or vending machines is not permitted. Due to COVID-19, all sharing of snacks and beverages is strictly prohibited.

WHEN YOU ARRIVE, be sure to follow all signage and maintain physical distancing. Please allot extra time for the drop-off and pick-up of your child(ren) as each child will need to go through a pre-screening process for symptoms before being allowed into camp.



Be prepared to wait outside of the facility, as a limited number of people are allowed in the facility at one time. Please dress for the weather conditions.

If any member of your household has travelled outside of Canada in the past 14 days, has tested positive for COVID-19, has been in close contact with a person who tested positive for COVID-19, or has any of the following symptoms: fever, cough, shortness of breath, sore throat, runny nose, nasal congestion, headache and a general feeling of being unwell, your child(ren) will not be permitted to attend the program. If you have experienced any of these conditions, please contact **Alberta Health Services' Health Link at 811** for support.

You will be asked to provide or fill out an Enrolment form including waivers for each child. Upon each drop off and pick up you are required to sign in and out your child. Signing your child in and out of the program is mandatory.

Prior to camp you would have received an email including an Activity Calendar and a copy of the Parent Handbook. All other forms can be found on the webpage or you may request a printed copy. www.cityofgp.com/parks-recreation/programs-workshops-and-camps

Your child will have their own place to store their belongings and access to craft/art supplies for the duration of the program. Labelled items make it easy to identify to their owner. ***Tip: a separate bag for sport specific activities is a time saver.*

Leave valuables at home. City staff are not responsible for lost or stolen items.

Please arrive on time. After the drop-off time the program may be travelling to other parts of the facility.

If you are late or picking up early, check in with Guest Services or by contacting the Program Supervisor or Coordinator.

DURING THE CAMP, PROGRAM OR WORKSHOP:

Structured and unstructured play activities are alternated throughout the program, taking place both indoors and outdoors.

The health and wellness of your child is monitored throughout the day. City programs practice physical distancing, good hand hygiene and general safe procedures in maintaining the wellness of all program participants and staff.

PICKING-UP

You are welcomed and expected to follow all sign and guidelines before approaching. Sign out your child by visiting your program instructor. Signing your child in or out each time allows Program instructors to keep track of your child and is mandatory.

FAQ's



What can my child expect to be doing in the program or camp?

- Check or request a copy of the Activity Calendar.
- Structured and unstructured play activities are alternated throughout the program which can be adapted so everyone can play. Activities may include, but are not limited to swimming, skating, outdoor and indoor active play, arts & crafts, visiting neighbourhood playgrounds and parks, baking/cooking treats, exploring engineering challenges and science experiments.
- During transition to the pool; males will be permitted to use the family change room with supervision and females will use the female change room with supervision. Instructors will be changing after all children are changed.
- Lifejackets are provided on deck at the Eastlink Centre. Children who are at a level 4 or higher skill level will not be expected to wear a lifejacket in pools. A swim assessment can be requested providing a lifeguard on duty can be scheduled.
- Lots of time to make new friends, share their ideas and experience what each program offers.

I need to drop off late today or, I need to pick up early today. Where can I find my child?

- When you arrive, simply visit Guest Services or email programming@cityofgp.com
- Do expect to check your child in or out as per procedure.
- If your child is in the pool area, you will be expected to go on the pool deck to collect your child in their wet swim gear. An instructor will assist to get their dry clothes from the group locker.

Is it possible to have someone other than myself picking up or dropping off my child(ren)?

- Under the guidelines set out by the Government of Alberta, a designated parent/guardian for pick up and drop off the child(ren) is preferred.
- Contact the Program Coordinator to make arrangements prior to the day of the arrangement or immediately in the event of an emergency if you need an alternate person to pick up or drop off your child(ren).

I am excited to hear about my child's day.

- A short time to hear from the Program Instructor can be done upon request at the sign in/out table or by contacting the Program Supervisor or Coordinator to receive an update or share concerns and ask questions.

My child has a lost or missing belonging?

- Lost or forgotten items will be stored in the facility's main Lost and Found on the last day of the program.
- Labelled items are easy to identify to their owner. Instructors are not responsible for lost or stolen items.
- Please keep valuable or close to the heart items at home.