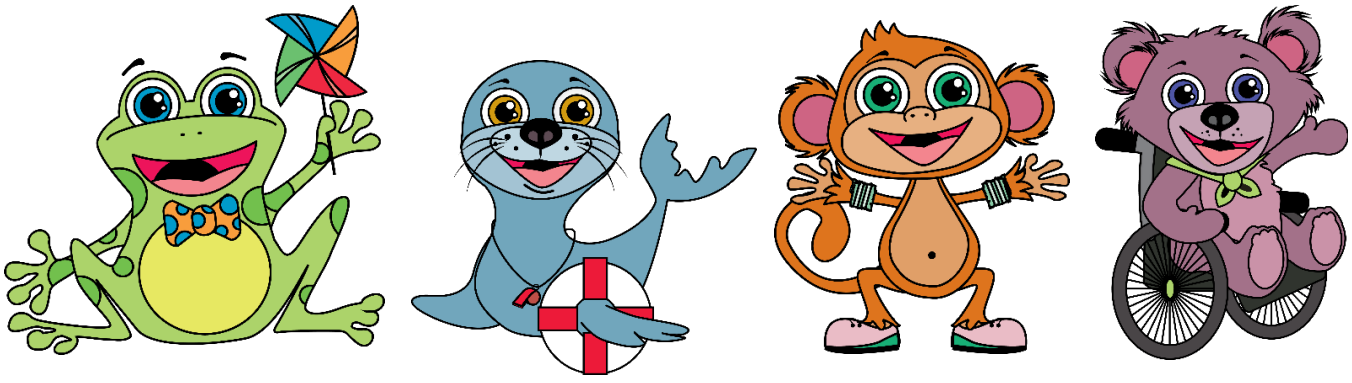
Maple Ridge

Children's Summer Recreation Programs

Program Handbook



Welcome!

Welcome to the Children's Summer Recreation Programs. We are excited to have your child join us.

This handbook provides important program information, expectations, and safety procedures to help you feel prepared. Our goal is to create a safe, active, and inclusive environment where children can have fun, explore, and thrive.

Contact Information

Registration inquiries including cancellations:

- Email: registration@mapleridge.ca or call: 604-467-7422
- Refund & Cancellation policy: Program Registration | Maple Ridge, BC

For all other program questions, feedback, and assistance: childrens@mapleridge.ca or call: 604-467-7453

Program Phone Number: Parents/guardians will be provided with the program phone number, which can be used to contact staff directly during program hours**.** Please note that this phone is only monitored while the program is in session.

Program Information Email

Approximately one week before your child's program begins, you will receive an email from our team: **childrens@mapleridge.ca** with important program details. This may include information about special activities, location updates, reminders, and other program-specific information.

To ensure you receive these updates, please add the program email address to your safe senders list and confirm that your email address is up to date in your Xplor Recreation account.

Please note that if your program is delivered in partnership with an external provider, you may receive program information directly from their team using a different email address. You can identify partner-operated programs by reviewing the instructor name in the program description.

Our Program Staff

Our incredible staff are committed to creating a safe, positive, and engaging experience for every child. They bring energy, creativity, and a genuine passion for working with children.

All staff hold current Standard First Aid and CPR-C/AED certification and receive program-specific training. Training includes program planning, child development and behaviour guidance, conflict resolution, emergency procedures, and leading games, crafts, and group activities. Families can feel confident knowing their child is in capable and caring hands.

Required Program Waiver

Participants will need to have a completed waiver prior to participating in programs. For those that attend our programs frequently, we encourage you to save a copy of your filled PDF form on your computer for quick resubmission.

Options for submitting your waiver:

1) Complete the fillable PDF form and email to: childrens@mapleridge.ca **(preferred)**
2) Drop off completed waiver at sign in.
3) Fill out a paper copy at sign in.

Photos or screenshots cannot be accepted.

If waivers are sent after the due date outlined in your program information email, staff will ask you to fill out a paper copy at drop off or you may bring your own paper copy.

What to Bring

- ✓ Reusable water bottle
- ✓ 2 nut/peanut free snacks and lunch (for full day camps)
- ✓ Extra change of clothes
- ✓ Sunscreen and bug spray
- ✓ Swimsuit, towel, water shoes (program specific)
- ✓ Hat and sunglasses (encouraged)

Our programs operate as a peanut and tree-nut aware environment, and staff complete a daily lunch check at sign-in. Refrigerators and microwaves are not available. Ensure all items are labelled with your child's first and last name to help us return misplaced belongings. Lost and found items are kept for two weeks. Please note that undergarments, food containers, and leftover food will not be stored at any time.

We ask that participants leave electronics, valuables, toys, and other personal items at home. The City of Maple Ridge is not responsible for lost, stolen, or damaged items.

Illness

If a participant becomes ill or develops symptoms of illness during the program, a parent/guardian will be contacted for immediate pick-up. If unavailable, the emergency contact will be called. Until the child is picked up, they will remain in a designated self-isolation area under staff supervision.

Toileting & Changing

Participants must be fully independent in toileting and changing to attend programs that do not require adult support. This includes being able to dress themselves if they need to change during the program.

CODE OF CONDUCT

Play Fair

Our goal is to provide a fun, active, and inclusive environment where everyone feels safe, respected, and supported. To help make this possible, we expect all participants to treat each other and our staff with kindness, fairness, and respect. We encourage participants to:

- Use positive, non-offensive language
- Include others in games and activities
- Solve problems in calm and respectful ways
- Support and encourage one another
- Avoid bullying, teasing, or exclusion

Creating a safe and welcoming program is a shared responsibility. We ask parents/guardians to review the following expectations with their children before the program begins:

- Respect others and the environment
- Stay with the group
- Use appropriate language
- Ask for help when needed

Participants' Code of Behaviour

Our Children's team is committed to creating a safe, inclusive, and enjoyable environment where all participants can have fun alongside their peers. To support this, we expect all participants to follow the program rules and engage respectfully with staff and fellow participants. Disruptive behaviours may occur that affect the overall experience and safety of the group. The following behaviours will be addressed:

- Physical aggression – e.g., hitting, kicking, or other harmful physical contact
- Verbal aggression – e.g., yelling, swearing, threats, or disrespectful language
- Defiant or uncooperative behaviour
- Unusual or unpredictable behaviours – e.g., running away, frequent tantrums, or ongoing outbursts

In these cases, the Children's Supervisors may implement one or more of the following actions: meeting with the parent/guardian and participant, creating a behaviour contract, adjusting the participant's schedule (e.g., reducing program days and or hours).

The Children's Supervisor reserves the right to dismiss a participant from the program following communication with the parent/guardian. If your child is withdrawn from program, no refund will be issued. Our goal is to work in partnership with families to support every child's success in the program.

SAFETY

Inclement Weather

We follow all provincial and local air quality and heat advisory warnings. Cancellations and or changes of programs due to weather advisories will be made the morning of by the Children's Supervisor team.

Sun Safety

Please send your child each day with sunscreen, insect repellent, a hat, and sunglasses. Staff will remind participants to bring their sun protection items outdoors and to reapply sunscreen throughout the day. Please apply sunscreen before arrival and practice sunscreen application at home to help support your child's independence in the program.

Sign In & Out

Parents/guardians must drop off and pick up participants at the designated sign-in and sign-out area at each location. These areas will be identified by signage and/or staff direction. Participants must be signed in by a parent/guardian at drop-off. Sign-in times are as follows:

- Full-day programs: within the first 20 minutes of the program
- Programs under 4 hours: within the first 10 minutes of the program

Please plan to arrive within the designated sign-in window. If you are delayed, staff will contact you to confirm attendance. If the group has already left the main program site, you will be responsible for dropping off your child directly at the group's current location.

Authorized Pick Up

Participants may only be picked up by a parent/guardian or an individual listed on the participant waiver form as an authorized pick-up. Please ensure all authorized adults are included on the waiver form. Staff will not release a child to anyone who is not listed. Photo ID may be requested at pick-up.

Late Pick-Up Reminder

To support the safety and proper supervision of all children in our care, families are required to pick up their child(ren) by the program's scheduled end time. In the event of late pick-ups, the following actions will take place:

- First late pick-up: Verbal reminder and written notice. Staff will provide a reminder of the program end time and issue a written notice documenting the late pick-up.
- Second late pick-up: Final warning from a supervisor.
- Third late pick-up: Late fee applied. A fee of $1.00 per minute, per child will be charged starting immediately after the program end time.

Please note that late pick-up occurrences apply across all children's recreation programs and do not begin again with each new program registration. To help support smooth pick-up, we also encourage families to keep authorized pick-up contacts current.

Walk Home Authorization (Ages 10Y+ Only)

Participants aged 10 and older may be authorized to sign themselves out at the end of the program. To arrange this, please contact the Children's Supervisor team at: childrens@mapleridge.ca a week in advance. Please note that one a participants sign out, they are no longer under staff supervision.

PRORAMMING

Swimming

At the Maple Ridge Leisure Centre Pool & Hammond Outdoor Pool: Participants will use the washroom facilities at the Maple Ridge Leisure Centre and Hammond Outdoor Pool facilities. All swimming activities follow Aquatics safety rules and procedures. The following swim guidelines will apply:

- Ages 5-7: Must wear a life jacket and always remain within arm's reach of a staff member.
- Ages 8 and up: Will complete a swim test conducted by a lifeguard. The test requires swimming the length of the pool with head in the water - goggles are not permitted during the test. Based on the assessment, lifeguards may require a participant to wear a life jacket for added safety. Retries will not be permitted.

If a participant opts out of the swim test, they must wear a life jacket while in the pool.

Other Off-Site Pool Facilities: The program will follow the rules and procedures of that facility, which may differ from those at Maple Ridge Leisure Centre. Participants will use the facility's changing rooms, with staff supervising the general area to support safety.

Rivers, Lakes, or Natural Water Areas: Swimming is not permitted in lakes, rivers, or other natural water areas. Participants may enter shallow water up to knee height only, under close staff supervision. Staff will assess water conditions before use. As change rooms may not be available, participants should be prepared to dry off outdoors.

Walking Trips

Programs walk to nearby parks, playgrounds, and outdoor spaces. Staff follow safe walking procedures, with one staff leading the group and another at the back. On some days, parents/guardians may be asked to pick up their child directly from the outing location. This will be communicated in program emails and/or shared by staff at sign-in.

Out Trips

Some programs include scheduled off-site out trips. Participants will travel to and from the outing location by chartered school bus, public transit, or City transportation.

Please ensure your child arrives on time, as staff are unable to delay departure for late arrivals. If a participant arrives after the group has left, it is the parent/guardian's responsibility to transport them directly to the outing location. Refunds will not be provided for missed trips due to late arrival. We kindly ask that you do not send your child with money as participants are not permitted to bring or purchase items from concession stands, gift shops, or similar vendors.