



Welcome to

Children's Recreation Programs

Parent/Guardian Handbook



Maple Ridge



Welcome!

Thank you for choosing our Children's recreation program! We are excited to have your child(ren) join us! To help you get the most out of your experience, we have created this handbook as a guide. You will find an overview of our program philosophies, daily procedures, and answers to frequently asked questions. We encourage you to read through it carefully to help ensure a smooth and enjoyable experience for both you and your child.

Our mission is to provide a safe and active environment where all participants can have fun and build strong healthy relationships. Our vision is to strive to provide accessible programs that engage all participants and help recognize their potential & our values are that we are fun, active, safe & inclusive.

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:

- Email: 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

About one week before your child's program begins, you will receive an email from childrens@mapleridge.ca with important details. This message may include information about specialized activities, location updates, announcements, and more. To ensure you receive these updates, please add childrens@mapleridge.ca to your safe senders list and make sure your email address is current in your Xplor Recreation account.

Please note: If your program is operated in partnership with an external provider, you may receive emails directly from their team using a different email address.

Required Program Waiver

Each participant will need to have a completed waiver prior to participating in programs.

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 on the first day of the program.
- 3) Fill out a paper copy at sign in.

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

Please do not send photos or screenshots of the forms as we will not be able to accept them.

We require a waiver per participant per program. For those that attend our programs frequently, we advise you to save a copy of your filled PDF form on your computer and re-submit it for each program.

What to Bring

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

Lost and found items will be kept for 2 weeks at program locations. The following items will not be kept: undergarments, food containers, leftover food.

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

Lunch & Snacks

We are a peanut/tree nut aware program. Upon sign in, staff will conduct a “lunch check” daily. Please provide your child with a nutritious peanut/tree nut free lunch & snacks, and plenty of water to drink for every day of program. Refrigeration is not available at programs, therefore we recommend insulated lunches bags or packing a frozen water bottle with your child’s lunch. As part of our attention to camper safety, we will have regular water breaks, so please pack a water bottle that can be refilled.

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

HEALTH AND SAFETY

Illness

If a participant shows symptoms of illness, a parent/guardian will be contacted for immediate pick-up. The child will wait in a self-isolation space, where they will be supervised by staff until they are picked up.

Medication

If a participant requires medication during program hours, a signed permission to dispense medication release form must be on file. Medication cannot be administered without this completed form.

All prescription medications must be accompanied by written instructions from a physician and kept in an original, labelled container with the expiry date clearly visible. Medication should be handed to staff during the program sign-in. All medications will be stored in a safe, secure location, out of reach of participants.

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.

Sun Safety

On warm weather days, please send your child with: sunscreen, bug spray, hat and sunglasses. Before heading outdoors, staff will ensure all participants are wearing their sun protection. During extended time outside, staff will provide access to shaded areas and remind participants to reapply sunscreen as needed.

We encourage families to practice sunscreen application at home before the program begins to help participants apply it independently. Please apply sunscreen to your child before arriving each morning.

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 Programmer.

PRORAMMING

Our Program Staff

Our dedicated staff play a vital role in creating a safe, engaging, and positive experience for your child. Our staff bring energy, creativity, fun, and a genuine passion for working with children.

All staff are certified in Standard First Aid & CPR-C/AED. In addition, they receive specialized training in program delivery. Staff training covers a wide range of topics, including program planning, child development and behavior, conflict resolution, emergency procedures, and hands-on experience in leading games, crafts, and group activities. You can feel confident knowing your child is in capable and caring hands.

Ratios

Our staff/child ratios reflect our commitment to safety and high-quality program supervision.

- School aged programs: 1 staff per 12 participants.
- Early years programs: 1 staff per 8 participants.

Sign In & Out

Parents/guardians are required to drop off and pick up participants at the designated drop-off/pick-up zone at each location. These zones will be marked with signage and/or staff direction.

All participants must be dropped off by a parent/guardian and signed into the program by the parent/guardian.

Sign-In times:

- For full-day programs, sign-in occurs within the first 20 minutes of the program.
- For programs less than 4 hours, sign-in is within the first 10 minutes.

We kindly ask that parents/guardians drop off within the designated sign-in window. If you are running late, our staff will contact you to confirm your attendance.

If you are significantly delayed, you will need to drop off your child off directly at the program location (e.g., if the group is at the library, drop-off must be at the library).

Authorized Pick Up

Only parents/guardians and individuals listed in the authorized pick-ups on the participant form will be allowed to pick up a child. Please ensure the waiver form includes any adults you authorize for pick-up. Staff will not release children to anyone not listed on the waiver. Authorized pick-ups may be asked to show photo ID when picking up.

Walk Home Authorization (Ages 10 Y+)

If you are comfortable with your child leaving the program independently, you may choose to authorize them to sign themselves out at the end of the day. To do so, please complete the Walk-Home Authorization section on the waiver form. Parents/guardians must also provide a safe walking route plan and review it with the Children's Programmer prior to the start. Please note that once a participant has signed out, they are no longer under staff supervision. This option is available only to participants aged 10 and older.

Swimming

At the Maple Ridge Leisure Centre Pool & Hammond Outdoor Pool: Participants will use the washroom facilities at the Greg Moore Youth Centre to change into their swimwear before walking to the pool. After swimming, they will return to the Youth Centre to change back into dry clothes. Our programs follow all Aquatics safety procedures and rules. 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.

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 specific to that facility, which may differ from those at the Maple Ridge Leisure Centre. Participants will use on-site change rooms. Staff will inspect change rooms to ensure safety and will supervise the general area outside the stalls during use.

Rivers, Lakes, or Natural Water Areas: There will be no swimming in lakes, rivers, or other bodies of water. Participants may explore shallow areas up to knee-height only. Staff will be present in the water to supervise and ensure safety. All water areas will be assessed by staff to confirm conditions are calm and shallow before use. Participants should be prepared to dry off in the sun as change rooms may not be available.

Walking Trips

As part of our programming, the group will visit nearby parks and outdoor spaces on foot. The program will follow safe walking procedures, with one staff member at the front and another at the back of the group. On some days, we may ask parents/guardians to pick up their child directly from the outing location. This information will be shared in the program information emails and or communicated by staff during sign-in.

Out Trips

Some programs include an off-site out trip on select days of the week. The group will travel to and from the designated out-trip location by a chartered school bus. For full-day programs, buses will depart promptly at 8:50 AM. Please ensure your child arrives on time as staff are unable to delay departure for late arrivals. If a participant arrives late, it is the parent's responsibility to bring them directly to the out-trip location. Buses will return to the program facility at approximately 3:30 PM.

There is no additional cost for out trips. Please note that participants are not permitted to bring or purchase items from concession stands, gift shops, or similar vendors. We kindly ask that you do not send your child with money.