

# The FUN Guide™

## At Your Service • Registration



Welcome to recreation! The City of Toronto has an expansive network of recreation centres, swimming pools, parks, sports fields, golf courses, trails, ravines, beaches and forests for you to explore and enjoy. Maintaining an active and healthy lifestyle this spring and summer is made easier by quality spaces, programs and services for every interest, age and ability.

We invite you to take part in the many programs that are offered annually. Whether you want to try something new or wish to participate in your favourite activity, the FUN Guide provides a list of programs and services to help with your planning. If you prefer to take the digital route, [toronto.ca/rec](http://toronto.ca/rec) allows you to search for your favourite programs or find recreation centres close to you. Learn to swim, take part in a fitness class, participate in your favourite art or sport, or meet new friends at camp—the possibilities are endless!

If you are interested in joining the recreation team as an employee or volunteer, there are a variety of opportunities available for enthusiastic and talented individuals just like you! Please visit the website to learn more and find out how to apply.

We are committed to ensuring our service is accessible to all Torontonians by offering free and lower-cost recreation options including 39 community centres without fees and free drop-in leisure swimming. Financial assistance is also available to eligible residents through the City's Welcome Policy. For more information, please visit our website.

We hope you have an active spring and summer. We look forward to seeing you.

Howie Dayton  
Director, Community Recreation  
City of Toronto

### Canoe Landing Recreation Centre Update

Centrally located in the vibrant City Place community, Canoe Landing Community Recreation Centre will include:

- Two double gymnasiums
- State-of-the-art indoor running track
- Fitness studio
- Spin studio
- State-of-the-art indoor playground
- Children's space
- Teaching kitchen
- Multi-purpose rooms of varying sizes
- WiFi

Canoe Landing will feature the City of Toronto's first active roof with a basketball court, walking track, lounge area and garden surrounded by City of Toronto Green Standard sustainable features including a green roof and solar panels.

This facility is currently under construction. For programming updates and information about this collaborative multi-use facility visit [toronto.ca/canoelanding](http://toronto.ca/canoelanding).



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# CONNECT WITH YOUR CITY

## STAY UP TO DATE

City Update e-newsletter, news releases  
and City initiatives:

[toronto.ca/e-updates](https://toronto.ca/e-updates)

Have your say at public consultations:

[toronto.ca/get-involved](https://toronto.ca/get-involved)

Check out events and festivals:

[toronto.ca/events](https://toronto.ca/events)

## MAKE THE RIGHT CALL

ONLINE AND BY PHONE

**3-1-1** for City services  
and programs

[toronto.ca/311](https://toronto.ca/311)

**416-808-2222**

for non-emergency police matters

[torontopolice.on.ca/core](https://torontopolice.on.ca/core)

**9-1-1** for emergencies where  
people or property are at risk

## GET SOCIAL

WITH US

 Cityofto

 @cityoftoronto  
@311Toronto

 YouTube  
thecityoftoronto

 **TORONTO**

[toronto.ca](https://toronto.ca)

**3 1 1**

toronto at your service

# At Your Service

## The FUN Guide is for Everyone

The following information is provided by Toronto Parks, Forestry and Recreation, in regard to recreation programs in your neighborhood. If you wish to use other languages to inquire about this information, call 311.

Les renseignements suivants sont fournis par le service des Parcs, de la foresterie et des loisirs de Toronto, relativement aux programmes de loisirs de votre quartier. Si vous désirez vous renseigner à ce sujet dans une autre langue, veuillez composer le 311.

以下是有關您社區內康樂活動的信息，信息是由多倫多市政府公園、林木及康樂署提供。如果您希望使用其他語言查有關信息，請致電 311。

اطلاعات زیر توسط اداره پارکها و جنگلبانی و تفریحات تورنتو در باره برنامه های تفریحی در محله شما فراهم شده است. در صورتیکه جهت کسب این اطلاعات، مایل به استفاده از زبان دیگری میباشید، با تلفن شماره 311 تماس بگیرید.

तमारा पाडोशना मनोरंजन कार्यक्रमो (रिडिफ्रेशन प्रोग्राम्स) विषे निम्नलिखित माहिती टोरोन्टो पार्क्स, फोरिस्ट्री एन्ड रिडिफ्रेशन ज्वारा उपलब्ध कराववामा आवे छे. जे तमे आ माहिती पालत पछपरछ किछ भीजु भाषाओमा करवा मागो छे तो 311 पर छोन करी.

Le informazioni che seguono sono fornite dall'ente Toronto Parks, Forestry and Recreation e riguardano dei programmi ricreativi in atto nel vostro quartiere. Se per rivolgere dei quesiti in merito alle informazioni in oggetto preferite usare una lingua diversa, siete pregati di chiamare il numero telefonico 311.

동네에서 참여할 수 있는 다음과 같은 오락 프로그램 정보를, 토론토 공원 삼림과 오락국에서 제공합니다. 다른 언어로 이 정보에 관한 문의를 하려면, 311번으로 전화하십시오.

A informação seguinte, providenciada pela Repartição de Parques, Áreas Florestais e Programas de Lazer, refere-se aos programas de tempos livres existentes na sua zona. No caso de preferir utilizar outro idioma para pedir informação, ligue 311.

Нижеследующая информация предоставлена Управлением парков, лесного хозяйства и досуга Торонто (Toronto Parks, Forestry and Recreation) в связи с программами по организации досуга в вашем районе. Если вы хотите навести справки по этому вопросу на других языках, позвоните по номеру 311.

La siguiente información relativa a los programas recreativos en su barrio la proporciona el Departamento de Parques, Silvicultura y Actividades Recreativas de Toronto. Si desea preguntar sobre esta información en otros idiomas, llame al 311.

உங்கள் அயலில் மேற்கொள்ளப்படும் பொழுதுபோக்கு நிகழ்வுத்திட்டங்கள் பற்றிய பின்வரும் விபரங்களை ரொறன்டோ பொழில்-வன-பொழுதுபோக்குத் துறை முன்வைக்கிறது. இவ்விபரங்களை வேறு மொழிகளில் நீங்கள் விசாரித்தறிய விரும்பினால், அழைக்கவும்: 311.

آپ کی ہمسائیگی میں تفریحی پروگراموں کے بارے میں مندرجہ ذیل معلومات ٹورانٹو پارکس، فوریسٹری اینڈ ری کرٹیشن فراہم کرتی ہے۔ اگر آپ ان معلومات کے بارے میں دریافت کرنے کیلئے دوسری زبانیں استعمال کرنا چاہتے ہیں، تو 311 پر کال کریں۔

## How to contact us

Call **3•1•1**

24 hours a day/seven days a week

- General Parks, Forestry and Recreation information
- Parks and Horticulture
- Urban Forestry
- Toronto Ski and Snowboard Centres

Call **416-396-7378**

Monday through Friday 8AM-5PM

- Recreation registration
- Recreation programs
- Facility bookings/permits
- Client services
- General inquiries

Visit us on the web

24 hours a day/seven days a week

- [toronto.ca/311](http://toronto.ca/311)
- [efun.toronto.ca](http://efun.toronto.ca)
- [toronto.ca/rec](http://toronto.ca/rec)
- [booking.toronto.ca/booking](http://booking.toronto.ca/booking)
- [toronto.ca/ferry](http://toronto.ca/ferry)
- [toronto.ca/trees](http://toronto.ca/trees)

**Note:** Program locations and information (dates/times/fees/days) are subject to change or be adjusted without notice. At time of print, not all locations have been confirmed.



## Recreation Jobs

Whether you are looking for your first job, a part-time job, or possess a specialty skill that you want to put to work, we've got something for you.

Recreation positions include swim instructors, dance instructors, camp counsellors, special needs program staff, facility attendants, after school program leaders and many more.

To create your profile and apply online, visit

[toronto.ca/recjobs](http://toronto.ca/recjobs)



Call **3•1•1**

# Registration

## Step 1: Create a New Account

To sign up for recreation programs you will need Client and Family Numbers. There are three ways to get these numbers:

- Email:** complete the New Family Account form (pdf) and e-mail to [pfrcustomerservice@toronto.ca](mailto:pfrcustomerservice@toronto.ca) (please make sure that you save the completed form)  
Download the New Family Account form at [toronto.ca/parks/registration](http://toronto.ca/parks/registration)
- Fax:** complete the form and fax to 416-392-1551
- Phone:** 416-396-7378 to speak to client services from 8AM to 5PM, Monday to Friday.

### How Client and Family Numbers Work

The family number is attached to the primary contact person for your family account; any mail or communications related to your account will be sent to this person.

A client number is attached to each person in your family and will allow you to track account transactions for each family member.

Once you have an account, you can register for programs, check your account transactions, registration status, and print and save your receipts (they are not mailed).

### Visitors or Non-residents to Toronto

People who live in the city, or own a residential or business property located in Toronto are considered residents and they get first priority for recreation programs.

Visitors and non-residents are welcome to register for programs, but please note that registration opens 10 days after the initial registration date, and:

- \$46 fee is applied to each program
- \$94 fee is applied to each free program.

## Step 2: Have a Payment Method

### Payments Accepted

**Major Credit Cards;** VISA, Mastercard and American Express are accepted for any registration method (online, or in-person with help from staff). Combination Visa, MasterCard debit/credit cards will only be accepted at in-person registration only at this time.

**Cheques** can be used for in-person registration. Cheques should be made out to “City of Toronto”.

**Cash** can be used for in-person registration.

Credit added to your account can be used for any registration method.

### Adding Credit to your Account

If you prefer to provide payment in-person or if you do not have access to a credit card, you can go to the following civic centres – City Hall, Etobicoke Civic Centre, North York Civic Centre and Scarborough Civic Centre or community centres that offer on-site registration to add a credit on your account before Registration begins. This payment can be made by cash, cheque (made out to “City of Toronto”), debit card or major credit card (VISA, Mastercard or American Express).

Note: Note: Applying Account Credit before Registration Day will allow you to register online, and have your program fees deducted from the credit on account, however, putting a credit on account does not guarantee registration.

### Fee Subsidy (Welcome Policy)

The City of Toronto is committed to providing access to recreation opportunities for all Torontonians. The Welcome Policy (more on page 95) provides fee subsidies to those in need, enabling access to any Parks, Forestry and Recreation registered program.

### Older Adult Discount

Older Adults (60 years +) who register for Adult programs are eligible to receive a 50% discount off the full adult rate. These discounts do not apply to Older Adult programs, contracted, partnership, third-party programs or drop-ins.



### Partial Payments

When you register for a program that costs more than \$100, you have the option of paying in two installments. 50% of the course fee must be paid when you register. The remainder is due five weeks before the last day of the program. Call 416-396-7378 if you would like to schedule partial payments for a program.

### Confirmation/Receipts

Remember to print your confirmation page before exiting the online registration system; this is your confirmation and receipt. The City no longer mails receipts but you can log on to your account with the main contact's Client Number and shared Family PIN Number to print and save your receipts.

## Step 3: Research Recreation Programs

Many programs are in high demand. Make sure to have a few options for each person in case you don't get into your first choices.

### Program Search Online



Try the “Program Search” page at [toronto.ca/funguide](http://toronto.ca/funguide) to build your wish list of recreation activities.

You can search online by location using the filters on the maps to build and sort your wish list by age, interest, and more.

## Step 4: Mark your Calendar

### North York District Registration Dates:

#### Registration begins March 10 for:

- Spring and Summer General Programs
- Spring Skate and Swim Lessons

**In-person site** – North York Civic Centre 7AM-12NOON

#### Registration begins June 9 for:

- Summer Swim Lessons

**In-person site** – North York Civic Centre 7AM-12NOON

#### ARC-After-School Recreation Care began June 10, 2019:

- September 2019-June 2020 school year

**In-person sites** – Toronto City Hall, Etobicoke Civic Centre, North York Civic Centre, Scarborough Civic Centre or by calling 416-396-7378 prior to program start date.

ARC-After-School Recreation Care registration/payments are accepted online at [efun.toronto.ca](http://efun.toronto.ca). Visit [toronto.ca/arc](http://toronto.ca/arc) for registration and program information.

## Step 5: Register

On the day registration opens, there are three ways to register

1. **Online Registration** [efun.toronto.ca](http://efun.toronto.ca) (the fastest and easiest) – 7AM-12MIDNIGHT.
2. **Register on the phone with help from staff** at 416-396-7378
  - Weekend Registration Dates: 7AM-4:30PM
  - Weekday Registration Dates: 7AM-5PM
3. **In-person registration locations** are listed in Step 4: “Mark your Calendar” section, above. On the first day of registration, additional staff are on site to assist you with registration.

### Fee Information

Fees are subject to change as a result of the Council approved operating budget.

### After Registration Opens

After registration opens, and prior to the start of the 3rd class/day, you can register:

- in-person at civic centres
- in-person at community centres with “on site” registration listed on pages 7/10
- on the phone with help from staff.

On registration opening days, online registration is available 7AM to 12MIDNIGHT and offline from 12MIDNIGHT to 7AM due to maintenance.

At all other times, the registration website is offline daily from 4AM to 7AM for regular maintenance.

### Managing Your Account

Log in to your account to update your email address, view, print and save your receipts.

#### Steps to log-in:

1. visit [efun.toronto.ca](http://efun.toronto.ca)
2. go to “Log in”
3. enter Main Contact Client Number **and** Family Number
4. select “My Account”
5. select “Receipts Online” to view, print and save your recent receipts or select “Add/Update Email” to update your email address.

If you do not have access to a printer, you can visit a City community recreation centre or civic centre to receive a printed copy.

### Tick Tock, do you still want the spot?

City of Toronto recreation programs are more popular than ever! If a space becomes available for you in the program, you will be contacted by phone or email to offer the space. Clients must call 416-396-7378 to accept or decline the space within 24 hours of the space being offered. If we don't hear back from you within 24 hours, we will offer the space to the next client on the waitlist.

### Are you on a waitlist?

**New!** If you have signed up on a waitlist and a space becomes available, you will be contacted by email/phone offering the available space. Call 416-396-7378 and select option 3 to accept or deny the space within 24 hours of the space being offered. If we do not hear back within 24 hours we will offer the space to the next client on the waitlist.

### Attendance Expectations – If you can't go, let us know!

Programs are popular and many have waiting lists. If you are unable to attend the program you are registered for, please contact the community centre where the program is offered or call 416-396-7378. If you do not attend and have not notified us, you will be contacted and may be withdrawn from the program. This will enable other clients on the waitlist to participate.

### Check Balance Owing or Welcome Policy Balance

The easiest way to check your balance owing or Welcome Policy balance is to log in to your account online. You can also call 416-396-7378 to speak with a staff person.

### Duplicate Registrations

Clients may not register for more than one program that occurs at the same time.

## Contact Client Services

**By phone** (Monday through Friday, 8AM-5PM): 416-396-7378

**In-person** (Monday through Friday, 8:30AM-4:30PM):

- Etobicoke Civic Centre – 399 The West Mall, 2nd Floor
- North York Civic Centre – 5100 Yonge St, 3rd Floor
- Scarborough Civic Centre – 150 Borough Dr, 5th Floor
- Toronto City Hall – 100 Queen St W, 1st Floor

Call 3-1-1, twenty-four hours a day, seven days a week with general inquiries.

## Registering for programs online is fast, easy, convenient and secure

### TIPS - When using Online Program Registration

- Do not leave your computer idling. Your session will end after five minutes of inactivity. After that, you will need to log in again.
- Your registration is not complete by just adding your choices to the cart. You need to complete the checkout process to register by clicking **Complete Transaction** button - **even if the program is free.**
- Use site navigation buttons (for example, Click Here, Save and Go to My Cart, Check Out, etc.) Do not use browser navigation buttons (Back, Forward, Refresh). They open new pages and will cause your open session to end.

### Registered Programs Map [toronto.ca/funguide](http://toronto.ca/funguide)

Find day camps, recreational programs and activities close to your home or work, and register online. You can refine your search by programs, week, age, accessibility and other options to build your wish lists.

### Drop-in Programs Map [toronto.ca/funguide](http://toronto.ca/funguide)

The City of Toronto offers many activities and programs where you can drop in at the scheduled time without prior registration. Use the drop-in map to find the programs and activities close to your home or work. You can refine your search by programs, week, age, accessibility and other options.

## Registration and Policy Information

Refer to pages 93-95 for additional information on:

- Registration
- Welcome Policy
- Policies
- Release of Liability Waiver
- Duplicate Registration
- Participant Attendance