FALL/WINTER 2019/20
Toronto Parks, Forestry and Recreation
Scarborough District
Registration begins September 8

THE FUN Guide
We are transforming our registration and facility/space booking system. We want to hear from you!

Here’s how you can get involved:

• Attend a drop-in consultation this fall
• Become a Digital Citizen Advisor
• Complete an on-line survey

Please visit toronto.ca/engagepfr for information and to register.
Welcome to recreation! The City of Toronto provides many opportunities for you to enjoy indoor and outdoor activities during the fall and winter in its extensive network of recreation centres and parks. Maintaining an active lifestyle is made easier through the many programs, services and spaces that are available and we encourage you to take part in activities to help you achieve your health and wellness goals, engage in your community, and build your leadership skills.

**Participate:** Over 1 million program hours are offered annually for every interest, age, and ability. The FUN Guide provides you with a list of the programs and services that are offered city-wide and if you prefer to take the digital route, 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—the possibilities are endless!

**Explore:** If venturing out into nature is your preferred pastime, explore one of our parks and trail systems to go for a stroll and enjoy the fall colours or cross-country ski on newly fallen snow. If you like to lace up your skates and enjoy brisk weather, our many outdoor ice rinks and skating trails are ideal places to spend some of your leisure time. Bundle up and join us for some fun!

**Space is available:** For community groups, private rentals, birthday parties, sports groups, celebrations and more! Please visit the website or call 416-396-7378 for information on booking a community facility, arena and/or sports field.

**Become involved:** If you have time and interest in volunteering please let us know. Visit toronto.ca for information on the many volunteer opportunities in Toronto.

Join the team: If you would like to consider an employment opportunity, we are always looking for recreation staff to join our team. Please visit the website to learn more about recreation job opportunities and how to apply.

Whether indoors or out, we hope that you stay active and spend some time with us this fall and winter.

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Howie Dayton  
Director, Community Recreation  
City of Toronto

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**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
- Teaching kitchen
- Children's space
- Multi-purpose rooms of varying sizes
- WiFi
- A green roof and solar panels.

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/cancelanding.

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**Table of Contents**

**General Information**  
Toronto At Your Service ........................................... 1-5  
Registration ....................................................... 4-5  
Map and Integrated Facility Listing ......................... 6-8

**Program Sections**

ARC-After-School Recreation Care .......................... 13  
Adapted and Inclusive Recreation .......................... 14-19  
Arts ................................................................. 20-27  
Camps .............................................................. 10-12  
Early Years ....................................................... 28-36  
Fitness ............................................................. 37-42  
General Interest ............................................... 43-46  
Older Adults ..................................................... 47-59  
Skating ............................................................. 71-77  
Sports .............................................................. 60-66  
Swimming .......................................................... 78-101  
Youth Development ............................................. 67-70

**Other Information and Services**

Black History Month ........................................... 20  
City Golf Courses ................................................. 48  
City Pool Rentals ................................................ 8  
Community Group Listing ................................... 108  
Concussions ....................................................... 71  
Cycling Map ....................................................... 37  
Dogs in City Parks ............................................ 102  
Facility Bookings and Rentals ............................... 105-107  
Family Day ......................................................... 12  
High Five .......................................................... 9  
High Park Children's Kitchen ............................... 108  
Homecourt Hoops .............................................. 70  
Leadership Guide ............................................... 69  
Leisure Skate ...................................................... 72  
Leisure Swim ..................................................... 81  
Let's Get Coaching ............................................ 60  
Online Bookings and Rentals ................................. 7  
Parks and Horticulture ....................................... 17  
Playground Paradise .......................................... 28  
Recreation Jobs .................................................. 3  
Registration/Program Policies ............................... 102-104  
Summer Camp Registration ................................ 10  
Toronto Islands ............................................... 15  
Toronto Ski and Snowboard Centres ...................... 66  
Toronto Sport Hall of Honour ............................. 62  
Toronto Track and Field Centre .......................... 42  
Urban Forestry ................................................... 107  
Volunteers Welcome ......................................... 44  
Waste Diversion ................................................. 104  
Welcome Policy ............................................... 104
CONNECT WITH YOUR CITY

STAY UP TO DATE
City Update e-newsletter, news releases and City initiatives:
toronto.ca/e-updates
Have your say at public consultations:
toronto.ca/get-involved
Check out events and festivals:
toronto.ca/events

MAKE THE RIGHT CALL ONLINE AND BY PHONE
3-1-1 for City services and programs
toronto.ca/311
416-808-2222 for non-emergency police matters
torontopolicewa.on.ca/core
9-1-1 for emergencies where people or property are at risk

GET SOCIAL WITH US
@cityoftoronto @311toronto
thecityoftoronto

TORONTO
toronto.ca
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.

Le renseignements suivants sont fournis par le service des Parcs, de la forêt 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.

العلوم الدقيقة تتيح إجراء مراجعة لمحة شاملة ومفصلة للأحداث والأنشطة في جميع أنحاء مدينة تورونتو. في حالة استفسارك، يُرجى الاتصال بنا عبر الرقم 311.

Visitez notre site web 24 heures a jour/7 jours par semaine
• toronto.ca/311
• efun.toronto.ca
• toronto.ca/rec
• booking.toronto.ca/booking
• toronto.ca/ferry
• 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.

How to contact us:

Call 311
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
• efun.toronto.ca
• toronto.ca/rec
• booking.toronto.ca/booking
• toronto.ca/ferry
• toronto.ca/trees

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

Call 311

Scarborough District – Fall 2019/Winter 2020

At Your Service/Registration 3
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:

1. **Email**: complete the New Family Account form (pdf) and e-mail to 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)

2. **Fax**: complete the form and fax to 416-392-1551

3. **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:

- $45 fee is applied to each program
- $92 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 CC, North York CC and Scarborough CC or community centres that offer on-site registration to add a credit on your account. 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: 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 104) 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 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

Scarborough District Registration Dates:

**Registration begins September 8 for:**
- Fall and Winter General Programs
- Fall Skate and Swim Lessons
- December Holiday Camps

*In-person site – Scarborough Civic Centre 7am-12noon*

**Registration begins December 7 for:**
- March Break Camps
- Winter Skate and Swim Lessons

*In-person site – Scarborough Civic Centre 7am-12noon*

**ARC–After-School Recreation Care begins June 10:**
- **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. Visit 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 (the fastest and easiest) – 7am-12midnight.
2. **Register on the phone with help from staff** at 416-396-7378 – 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 up until the third class/day, you can register:
- in-person at civic centres
- in-person at community centres with "on site" registration listed on page 7
- on the phone with help from staff.

For most programs, online registration is not available after the program start date.

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
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.