



## WELCOME PACKAGE

SEPT 2019 – JUNE 2020

### Welcome to ARC!

You have registered for innovative, high quality, safe after-school care in a recreation setting and we're looking forward to meeting you! Our program is designed to enhance life skills by promoting physical activity, health and wellness and nutrition in a welcoming and inclusive environment.

The required program content has four elements:

- Physical activity (30%) (i.e. recreation, dance, sport);
- Healthy food choices and nutrition education (20%) (i.e. label reading, cooking classes, local food produce choices);
- Wellness and personal health education (20%) (i.e. bullying and violence prevention, substance use prevention, building self-esteem); and
- Local programming (30%) (i.e. the aim is to nurture participant development through fun, safe, interesting and engaging activities that teach new skills and increase knowledge)

Our program is delivered by qualified staff, who have been extensively trained to provide safe, high quality, engaging programming and supervision.

Site Location:

Site Phone Number: Please inquire

Site E-mail: (sitename)arc@toronto.ca

**Dates:** September 3, 2019 to June 19, 2020

**Days:** Monday to Friday (PA days, school holidays and statutory holidays excluded)

**Times:** School dismissal – 6 pm (5:30 pm site specific)

### General Information

416-338-2512 / [arc@toronto.ca](mailto:arc@toronto.ca)

## **Participant Information Form**

On the first day of program, caregivers are required to complete a Participant Information Form for each registered participant. This form provides us with important information including a list of people authorized to pick-up participants and emergency contact information, as well as any allergies and/or health concerns we should be aware of to ensure safe participation in our program. We will also request your child's cell phone number (if applicable) so we can reach them, this information will remain private. Please do not forget to update this form each time any contact information changes

**Please note:** Participants 10 years of age or older may walk home unaccompanied from the ARC program at 6 pm if permission is granted on the Participant Information Form by the caregiver. Some participants may be required to leave at an earlier time, and in this circumstance caregivers must provide a signed and dated note specifying the time the participant can leave the program unaccompanied. Staff will only dismiss the participant at the time indicated.

## **Medication**

If a participant requires an auto-injector for allergies or has any health concerns, please contact the ARC office at 416-338-2512 prior to their first day attending the program. In addition, please speak with your onsite ARC Coordinator to complete and review an Administration of Medication Form, to ensure that staff are aware of all precautions that may need to be taken. Participants with an auto-injector and/or asthma puffers must wear a waist-pack containing their labelled medication at all times during program. Medication cannot be kept onsite after program hours and will be sent home each day. Also, please provide an emergency contact number(s) where you can be reached at all times during program operating hours. More information on this is found on the **Administration of Medication waiver**.

## **Sign In and Out**

At registration, it will be identified whether participants attend the school where the ARC program takes place, if they will be arriving by school bus, accompanied by an adult to the ARC location, or if they will be walked over to the program by staff from a designated location where we provide a walking service (not available at all sites). Staff will work in collaboration with parents to determine a meeting place for participants arriving at an ARC location. Participants who

attend the site school are to meet ARC staff at the designated meeting location at school dismissal time.

An **Authorized Caregiver is a person 12 years of age or older** who the parent/legal guardian has authorized to pick up their child from a Parks, Forestry and Recreation registered care program Please immediately advise us in writing of any changes to the pick-up arrangements, as another Participant Information Form will need to be filled out.

Caregivers can give permission to a participant who is 10 years of age or older to walk home unaccompanied from the ARC program by signing the Participant Information Form. We will not release a participant who does not have a signed permission form even if they are over the age of 10. Participants over the age of 10 can only sign themselves out. They **CANNOT** take younger siblings home **as stated above to sign out a child you must be 12 years of age or older.**

### **ARC Safe Arrival and Dismissal:**

All participants must be signed in and out of the program each day. Program staff will call the caregiver and emergency contact numbers within the first half hour, to follow up with any unexplained absences, and confirm that the participant will not be attending that day. If the child's whereabouts are not confirmed, ARC's emergency plan will be implemented. Should you forget to inform ARC staff of a participant's absence, please be aware that staff will be calling you from site cell phones that may display as **unknown caller**.

Unfortunately, some site cell phone numbers do not come up displaying the City of Toronto or the ARC site name. Unreported absences can lead to emergency plans being implemented, and Police may be called. Staff will first check with school, call emergency contacts/parents, and if participant is not located, **non-emergency police will be called.**

Please note that the school may not be able to tell ARC staff if your child was absent, it is your responsibility to ensure ARC knows if your child is going to be absent from the after school program. Feel free to call at the same time as you call the school in the morning as all site cell phones have voice mail. **Participant absences may also be communicated via e-mail or text message to your ARC site's specific e-mail address or phone number.**

We understand that from time to time other commitments will mean participants will be absent from the program. Please ensure that the site ARC Coordinator is informed of any absences. In the event of unexpected absences, please call your ARC site's direct phone number and leave a detailed message with the participant's full name, date of absence and the expected date of return to the program. Please assist us by notifying us when participants will be absent.

\*Please see front page for site specific contact information\*

### **School Bus Drop-offs to ARC Sites**

Arrangements for children being bussed to / dropped off at the ARC site must be scheduled at or after the ARC site school's dismissed time. Please make arrangements with your school bus company to have your child(ren) arrive at or after school dismissal time.

### **Late Fees**

Participants are expected to be picked up at the end of After-School Recreation Care (ARC) Programs. Participants who are picked up late will have a fee of \$1.00 for each minute late applied to their program registration account. Parks, Forestry and Recreation incurs additional costs for wages and facilities when staff have to stay past the program end time. To make payment, please contact our support staff at 416-395-1201.

### **Program Withdrawal & Refunds**

If you wish to process a withdrawal you may do so by calling client services at 416-396-7378. Please notify the ARC location coordinator of your child/children(s) withdrawal once it is complete. You may also submit your request via e-mail to [arc@toronto.ca](mailto:arc@toronto.ca).

Credits and refunds will be prorated based on the date withdrawal is requested. A \$12 administration fee will be deducted from any credit or refund amount per person, per program for all withdrawals. The effective date of the withdrawal is the date the withdrawal notice is received by the City, regardless of the date the participant stopped attending the class. Any request for a refund must be submitted in writing and dated, please call 416-395-1201 for assistance.

## **Inclusion and Support**

We welcome and include children and youth with special needs/disabilities to participate in the After-School Recreation Care program at a level of participation suitable to their ability and facility access. Please register at desired location and contact ARC staff at 416-338-1351.

## Healthy Snack

ARC is pleased to provide a daily nutritious snack for all program participants. Each day ARC participants get to pick two healthy snacks, and learn about nutrition and making healthy food choices. If your participant has specific dietary needs, please inform our ARC staff so we can ensure that a snack can be provided for everyone. **Please note there will be no snack the first week of program.** Please feel free to provide your child with a peanut and nut-free snack that week.

## Severe Weather Event

An individual program class may be cancelled or modified due to severe weather events or power failures. The status of an individual class can be checked via contacting client services at 416-396-7378, 311 or referring to the City's Recreation Alerts page at [toronto.ca/recreationalerts](http://toronto.ca/recreationalerts).

## Welcome Policy

The City of Toronto's Welcome Policy provides a fee subsidy to help low income individuals and families who live in Toronto access City-operated recreation programs. If you are approved for Welcome Policy, you will receive an annual financial subsidy that can be spent on any of the wide variety of high-quality recreation programs offered by the City throughout the year. The subsidy will cover the full year cost of the ARC program. For more information please call 416-338-8888 or visit [toronto.ca/wp](http://toronto.ca/wp)

## What Makes ARC a Quality Program?

In order to provide quality programming staff are trained to deliver innovative program models and ARC programs are evaluated on an on-going basis throughout the year. For more information on our program models please read below:

## HIGH FIVE



The City of Toronto is a registered organization with HIGH FIVE, Canada's only comprehensive quality standard for children's sport and recreation programs. HIGH FIVE identifies 5 principles of healthy child development that are essential for quality programs: a caring adult, the opportunity to play, make friends, master skills and participate. HIGH FIVE teaches leaders to understand these principles and how

to provide quality programming using a child-centred approach. HIGH FIVE training also provides leaders with the skills to identify and resolve conflict and bullying. The physical and emotional safety of all participants is always our first priority.

HIGH FIVE training, resources and evaluative processes have been developed to empower organizations to focus on the elements that impact healthy child development and to instill quality in sport and recreation programming for children.

## Physical Literacy



When children have the opportunity to learn a wide range of physical skills, they acquire the basic building blocks that will give them the competence and confidence to try many different physical activities and sports. We call this physical literacy. Developing physical literacy involves learning fundamental movement skills. Physically literate individuals are able to demonstrate a variety of movements confidently, competently, creatively and strategically across a wide range of health-related physical activities. These skills enable individuals to make healthy, active choices. Research has shown that being physically active later in life depends on an individual's ability to feel confident in an activity setting. That confidence most often comes from having **learned fundamental movement and sport skills, or physical literacy**, as a child. Physical activity accounts for 30% of ARC programming in order to create opportunities for participants to develop physical literacy skills.

## *Play It Fair!*



*Play It Fair!* is an innovative program implemented in children's programs for 6 – 12 year olds across Canada. *Play It Fair!* increases children's understanding of human rights, respect for diversity and peaceful conflict resolution.

Interactive age appropriate activities and games from *Play It Fair!* reinforce the positive values and fundamental principles of human dignity and equality set out in the Universal Declaration of Human Rights. *Play It Fair!* games and activities provide a starting point for children to discuss issues in their lives and work together to find ways to promote inclusion, respect, fairness, acceptance and cooperation.

## **Code of Conduct Policy**

The Toronto Parks, Forestry and Recreation Division endeavours to provide programs and services that promote a safe, welcoming, positive and inclusive environment where differences are valued. All staff and program participants and parks and facility users are expected to be considerate, to respect people and their rights, and to show proper care and regard for City property and the property of others.

Toronto Parks, Forestry and Recreation staff, volunteers and participants, are expected to demonstrate concern for the dignity, health, safety, and well-being of others, and to abstain from any conduct intended to intimidate or humiliate others, or to harm City property.

Any behaviour that violates Toronto Parks, Forestry and Recreation's Code of Conduct may result in a suspension of the right to participate in the program and/or a ban from property.

## **Anti-Bullying Policy**

Everyone who participates in Parks, Forestry and Recreation programs and facilities is expected to treat others in a respectful manner. Parks, Forestry and Recreation staff will endeavour to provide an environment where all participants are free from bullying in its facilities and programs.

## **We Want to Hear From You!**

We invite you to provide feedback about the ARC program. Based on this input, programs are adjusted where possible. Feedback Forms will be sent out once a year. If you have any questions or concerns, please speak with the program staff.

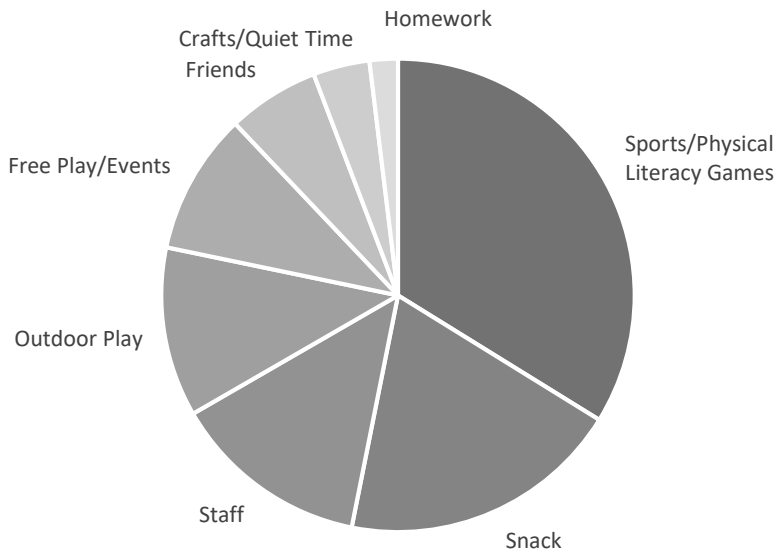
In the 2014-2015 survey, parents told us that:

- 89% of parents agree that ARC has made a positive impact on their child's physical literacy skills (hopping, throwing, passing, skipping, catching, etc.)
- 91% believe that participating in more physical activity within the ARC program has positively impacted their children's activity levels.



- 92% believe that participating in the ARC program has positively impacted their children's healthy food choices.
- 94% believe that participating in the ARC program has positively impacted their children's social interactions, such as building positive relationships.
- 94% of parents surveyed stated that the ARC program was important to them.
- 96% of parents strongly agree that ARC has had a positive impact on their children
- 92% of parents are satisfied with the cost of the ARC program.
- 83% of parents are satisfied with the snack their child receives

### What ARC Kids Like Best!



## What to bring to ARC:

- ✓ Water Bottle
- ✓ Running Shoes
- ✓ Warm clothes for the cold winter days
- ✓ Hat and sunscreen for the warm and sunny days



@arcclasp



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

Call **3 1 1**

Ver. 05/2019