



WELCOME PACKAGE

SEPTEMBER 2025 to JUNE 2026

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 (i.e. recreation, dance, sport);
- Healthy food choices and nutrition education (i.e. label reading, cooking classes, local food produce choices);
- Wellness and personal health education (i.e. bullying and violence prevention, substance use prevention, building self-esteem); and
- Local programming (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.

Dates: September 2, 2025 to June 19, 2026

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

Times: From school dismissal to 6 p.m. (5:30 pm site specific)

General Information

416-338-2512 / arc@toronto.ca

What to bring to ARC:

- ✓ Water Bottle
- ✓ Running Shoes
- ✓ Clothing/attire appropriate for the weather
- ✓ A Smile

Please note that cell phones and other electronic devices are not permitted during the program. Please leave valuable items and all electronic devices at home to reduce distractions. The City of Toronto is not responsible for lost or stolen items. Please review and reinforce these expectations with your child. It is important that we work together as we guide the participants through how to use technology in an appropriate and respectful way.

Participant Information Form

Caregivers are required to complete a Participant Information Form for each registered participant in the program. 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, special needs, we should be aware of to ensure safe participation in our program. **Participants will not be permitted to attend the program until the Participant Information Form has been completed.** Please do not forget to update this form each time any contact information changes.

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 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

During registration, you are asked to identify whether participants attend the school where the ARC program is held, 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.

All participants must be picked up by an authorized caregiver by the program end 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 and Recreation registered care program. Parents/ guardians must physically sign out their child(ren), we cannot send participants to your car. 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 must physically sign their child out of program, we can not send them out to your car.**

Caregivers wishing to sign out participants early, must either sign out the participant(s) at the school before the ARC staff leave the designated pick-up location, or at the ARC site. Staff will not be able to sign out participants during the walking escort on route to the ARC location.

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 sibling's home. **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 of program, 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 an **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 parent/guardian and emergency contacts, and if the 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.

School Bus Drop-offs to ARC Sites

Arrangements for participants being bussed to/dropped off at the ARC site must be scheduled at or after the ARC site start time. Please make arrangements with your school bus company to have your child(ren) arrive at or after program start time. The bus must drop off directly at the ARC site.

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, for each minute late, applied to their customer account. Parks and Recreation incurs additional costs for wages and facilities when staff must stay past the program

end time. To make payment, please call the Recreation Client Services Call Centre at 416-396-7378, option 1.

Program Withdrawal and Refunds

If you wish to withdraw from the ARC program, please notify the ARC Coordinator of the last day the participant will be in attendance. To have your withdrawal processed you may e-mail arc@toronto.ca or call Recreation Client Services Call Centre at 416-396-7378, option 1.

Credits and refunds will be prorated based on the date withdrawal is requested. An administration fee will be charged per person, per activity for all withdrawals, except for activities at Free Centres or activities paid for with Welcome Policy credit.

Inclusion and Support

We welcome and include children and youth with special needs/disabilities to participate in the After-School Recreation Care program. Participants should be able to integrate into a 1:10 ratio. A match between the participant, programming and facility space needs to be suitable to ensure the child's safety and physical needs are met. If your child has special needs/disabilities please register at the desired location and then contact ARC staff at 416-338-1351 to set up a meeting to further discuss your child's needs and complete an Adapted and Inclusive Services intake.

Healthy Snack

ARC is pleased to provide a daily nutritious snack for all program participants. Each day ARC participants get to 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.

Code of Conduct Policy

The City of Toronto Parks 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 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 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

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

Inclement Weather

If there is inclement or severe weather, please call our General Inquiry line at 416-338-2512, 311 or visit toronto.ca/recreation to ensure that ARC programs are operating.

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

What Makes ARC a Quality Program?

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 leader, 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.



Back This Year

Backpack tags will be provided to participants who are escorted from school to an ARC program. It will include the ARC location and contact number in case the child is separated from their group or their backpack is misplaced.

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 or e-mail us at arc@toronto.ca.

What kids like the most about

ARC



SPORTS



SNACKS



FREE PLAY
& EVENTS



OUTDOOR
PLAY



OUR STAFF