



After-school Recreation Care

WELCOME PACKAGE

SEPTEMBER 2026 – JUNE 2027

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, nutrition, health and wellness 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).
- **Local programming** (i.e. fun, safe, 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 8th, 2026, to June 18th, 2027

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

Times: School dismissal – 6:00pm (5:30pm 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 must complete a **Participant Information Form** for each registered participant. This form includes:

- A list of people authorized to pick up participants.
- Emergency contact information (**must be someone other than parents/guardians, as we already have your information and will call you first in case of emergency**)
- Any allergies, health concerns or dietary restrictions

Participants will **not** be permitted to attend the program until the form is completed. Please update this form if 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** before their first day. Speak with your onsite ARC Coordinator to complete an **Administration of Medication Form** to ensure staff are aware of necessary precautions.

Participants with an auto-injector and/or asthma puffers must wear a **waist-pack** always containing their labeled medication during the program.

Medication cannot be kept onsite after program hours and will be sent home daily.

Please also provide additional emergency contact number(s) for individuals other than yourself who can be reached during program operating hours. In the event

of an emergency, parents/guardians will always be contacted first; however, having alternate emergency contacts ensures we can reach someone if we are unable to connect with you. 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. 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 granting permission on 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 may 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.

Late Fees

Participants are expected to be picked up at the end of After-School Recreation Care (ARC) Programs. Participants picked up late will incur a per-minute late fee, per participant. All fees will be charged to the customer's ActiveNet account. Parks and Recreation incur 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 inclusion team at ARCInclusionSupport@toronto.ca to set up a meeting to further discuss your child's needs and complete an Adapted and Inclusive Services intake. A member of our team will get back to you as soon as possible.

When emailing please provide the following information:

- Your name
- Your phone number
- The best time to contact you

Healthy Snack

ARC provides a **daily nutritious snack** for participants. Each day, children will choose two healthy snacks and learn about nutrition.

- If your child has dietary restrictions, inform ARC staff to ensure an appropriate snack is provided.
- **No snacks will be provided during the first week of the program.** Parents may send a **peanut and nut-free** snack during this time.

Code of Conduct Policy

The 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.

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

Toronto is a registered organization with **HIGH FIVE**, Canada's only comprehensive quality standard for children's sport and recreation. The program emphasizes:

- **A caring leader**
- Opportunities to **play**
- **Make friends**
- Mastering **new skills**

- Safe and inclusive participation

The physical and emotional safety of all participants is always our 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

Physical literacy develops fundamental movement skills, increasing confidence in physical activities. **30% of ARC programming** is dedicated to physical activity to support lifelong healthy choices.

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