

CITY OF PETERBOROUGH, COMMUNITY SERVICES DEPARTMENT

Program Registration Report

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TABLE OF CONTENTS

Executive Summary.....	3
Strengths and Weaknesses.....	6
Arenas.....	7
Art Gallery	7
Library.....	7
Museum	8
Recreation	8
Wellness Centre	8
Policies and Procedures.....	9
Arenas.....	12
Art Gallery	12
Library.....	12
Museum	12
Recreation	13
Wellness Centre	13
Program Rates.....	15
Commonalities and Differences	16
Commonalities	16
Differences	17
Risk Analysis.....	19
Policy/Procedures.....	19
Processes.....	19
Rates.....	20
Change.....	20
Recommendations	21
Policies and Procedures.....	21
Program Guides.....	22
Processes.....	22
Rates.....	23
Change.....	23
Training.....	23

Conclusion	24
Exhibits	25
Exhibit 1 – Policies and Procedures	25
Arenas.....	25
Art Gallery	26
Library.....	27
Museum	28
Recreation	44
Wellness Centre	46
Exhibit 2 – Rate Inventories.....	51
Arenas.....	51
Art Gallery	52
Library.....	54
Museum	55
Recreation	57
Wellness Centre	61

EXECUTIVE SUMMARY

The facilities booking project began in the fall of 2014 focusing on a variety of aspects related to room rentals for the divisions and facilities of the Community Services Department for the City of Peterborough. Following the project, the department recognized a need for research and analysis related to program registration; this is the extension of the facilities booking project related to programming called the Program Registration Project. The goal of this project is to create consistency across the department and improve customer service. The following report documents information gathered through research regarding program registration for the Arenas division, the Art Gallery of Peterborough (AGP), the Library, the Museum, Recreation division, and the Wellness Centre.

To begin, a series of interviews were conducted with frontline staff responsible for program registration at their division or facility. This led to the determination of the strengths and weaknesses of the divisions and facilities (also referred to as sites in this report), and an understanding of the policies and procedures being used by each site. In addition to an in depth analysis of the documented policies and procedures, rates were examined and a rate inventory has been included. Subsequently, this research led to the identification of commonalities and differences between sites, and a risk analysis was conducted as a means of assisting the department in prioritizing goals. This report was written by a contractor hired by the City of Peterborough to conduct research and create this final report, and does not necessarily represent the opinion of the City staff.

This report outlines the policies and procedures used by each division and facility. The term formal policy refers to a written policy used by the division or facility that is legally binding. The term informal policy refers to a policy that frontline staff may use but it is not recorded contractually. By identifying which divisions and facilities are using formal or informal policies and procedures, comparisons have been made as to which sites are operating more efficiently and consistently than others. Also included is a detailed rate inventory which includes information regarding location, age group, number of attendees allowed to participate in the program and other details that may be important to the reader.

Commonalities and Differences

After examining the strengths and weaknesses, policies and procedures, rental rates and membership rates, the key commonalities and differences have been analyzed. The commonalities include;

- most program information can be found online,
- all sites offer some form of programming,
- most policies and registration procedures are easily transferrable between sites and
- all sites are using some form of registration procedures.

The differences include;

- policy documents differ,
- not all sites offer educational programs,
- rates are quite different from site to site,
- programming staff are not always aware of policies related to programming (even if they do have them),
- some sites offer memberships whereas some do not,
- 4 out of 6 sites are using CLASS,
- registration is documented differently,
- the Library is mandated by the Public Libraries Act (PLA) so creating consistency regarding cost does not apply to the library and
- knowledge among staff regarding programs differs.

Clearly there are more differences than commonalities which reinforces the need for departmental consistency.

Risk Analysis

The risk analysis is designed to aid the department in prioritizing change. The risks related to program registration are either in regards to creating consistency or what may happen if consistency is not created. The risks identified are related to policies and procedures, processes, rates and change. These risks include;

- legal/litigation threats,
- liability issues,
- misunderstandings/backlash,
- the implementation of a new computer system,
- drastic rate changes,
- resistance from staff and/or users and
- too much change.

The risk analysis was the basis for recommendations.

Recommendations

The recommendations are designed to assist the department in achieving their goal of creating consistency across the department and improving customer service. Recommendations have been made based on the project goal of creating departmental consistency; some recommendations may not apply to all sites. There are six groups of recommendations;

- Policies and procedures: developing one policy document for the department; including policies in registration guides; and creating consistency regarding policies.
- Program guides: develop one program guide for the City as well as individual guides for each site.
- Processes: standardize processes and procedures related to program registration.
- Rates: no change is necessary at this time.
- Change: involve staff in the change process.
- Training: train staff on procedures and any changes made regarding policies, including the implementation of policy documents.

STRENGTHS AND WEAKNESSES

This project began with a series of interviews conducted with frontline staff responsible for program registration at their site. Through these interviews the strengths and weaknesses of the individual sites became apparent; both through the perspective of the contractor as well as frontline staff. Overall, the individual strengths and weaknesses regarding program registration are easily transferrable to the strengths and weaknesses of the department as a whole, and provide a starting point by which to identify areas that need improvement.

Figures 1-6 identify the individual areas of strength and weakness for each site. As one of the project goals is to create consistency across the department, sites that exhibit more strengths than other sites may be used as a basis by which to set standards for the other sites; either when considering policies and procedures, or major areas of risk. It is important to consider not all policies and procedures will be applicable to each site, however, there are a certain number of policies and procedures that will very well serve as a basis by which to develop standard policy and procedure documents, allowing individual divisions and facilities to add any other policies or procedures specific to their site to their own documents.

ARENAS**Figure 1**

STRENGTHS	WEAKNESSES
<ul style="list-style-type: none"> • Programs are specific to ice time. 	<ul style="list-style-type: none"> • No formal policy documents.
<ul style="list-style-type: none"> • Offers few programs which allows Arenas to focus on facility bookings. 	<ul style="list-style-type: none"> • Offers few programs.
<ul style="list-style-type: none"> • Uses the skaters Code of Conduct to ensure safety rules are followed. 	

ART GALLERY**Figure 2**

STRENGTHS	WEAKNESSES
<ul style="list-style-type: none"> • Offers children, adult and educational programs. 	<ul style="list-style-type: none"> • Minimal policy documents.
<ul style="list-style-type: none"> • Offers a wide range of programs. 	<ul style="list-style-type: none"> • Using SUMAC for registration.
<ul style="list-style-type: none"> • Offers a 10% discount for adult AGP members. 	<ul style="list-style-type: none"> • No program guide.

LIBRARY**Figure 3**

STRENGTHS	WEAKNESSES
<ul style="list-style-type: none"> • Mandated by the Public Libraries Act (PLA). 	<ul style="list-style-type: none"> • Registration is being documented manually; paper and binder.
<ul style="list-style-type: none"> • Offers children, adult and teen programs. 	<ul style="list-style-type: none"> • Registration does not always apply to programs.
<ul style="list-style-type: none"> • Children's programs vary with the school seasons. 	<ul style="list-style-type: none"> • No policies, very few procedures.
<ul style="list-style-type: none"> • Uses registration rules. 	<ul style="list-style-type: none"> • Different ways of ensuring participants attend programs.
	<ul style="list-style-type: none"> • No registration system.

MUSEUM**Figure 4**

STRENGTHS	WEAKNESSES
<ul style="list-style-type: none"> • Extensive set of policies. 	<ul style="list-style-type: none"> • Programs cater mainly to children and teens.
<ul style="list-style-type: none"> • Extensive set of procedure documents. 	
<ul style="list-style-type: none"> • Offers summer camps for kids. 	
<ul style="list-style-type: none"> • Best documentation of policies and procedures for the small volume sites. 	
<ul style="list-style-type: none"> • Offers educational programs. 	

RECREATION**Figure 5**

STRENGTHS	WEAKNESSES
<ul style="list-style-type: none"> • Easy to read program guides. 	<ul style="list-style-type: none"> • No formal policy document.
<ul style="list-style-type: none"> • Rules that can be interpreted as policies are found within program guides. 	<ul style="list-style-type: none"> • Policies do not include child safety.
<ul style="list-style-type: none"> • Procedures are found in program guides. 	
<ul style="list-style-type: none"> • Information regarding other facilities can be found in program guides. 	
<ul style="list-style-type: none"> • Provides support to local businesses by offering program contracts. 	

WELLNESS CENTRE**Figure 6**

STRENGTHS	WEAKNESSES
<ul style="list-style-type: none"> • Strong set of easy to read policies. 	<ul style="list-style-type: none"> • No identifiable weaknesses at this time.
<ul style="list-style-type: none"> • Facility guides make it easy for users to research programs. 	
<ul style="list-style-type: none"> • Form 6 – user fees and charges – documents all times, fees and dates 	

POLICIES AND PROCEDURES

The divisions and facilities of the Community Services Department offer a variety of policies and procedures contained in a range of policy and procedure documents. An essential part of creating consistency within the department is creating policy documents that support the different sites, whether or not the policies directly apply to them. Throughout the research process, it has been identified that creating and implementing a singular policy document would serve the department well. Moreover, creating policies that are applicable only to certain sites is essential in creating consistency, but also mitigating risks.

One very important aspect of this project to consider is the fact that a large number of programs being offered by the City involve children. This is important because the lack of child safety policies for the majority of the sites examined in this project leaves the City vulnerable to serious liability issues and litigation threats. Throughout this paper it will become apparent that transferring the child safety policies that are already documented will be very easy from site to site, either in a singular policy document for the City or within policy documents specific to each site.

Figures 7 and 8 illustrate the formal policies and procedures which have been documented for each of the six divisions and facilities within the department. It is important to understand that although a site may not have policies or procedures in writing, this does not mean they do not use policies or procedures, such as informal ones.

Following figures 7 and 8 is a list of current policies and procedures being used by each of the divisions and facilities; it must be noted that policies are not always identified as policies, however, can also be found as rules. Exhibit 1 identifies detailed explanations of the following policies and procedures in greater detail.

Figure 7

F = Formal policy is documented in writing

Policy	Arenas	Art Gallery	Library	Museum	Recreation	Wellness Centre
Accessibility						F
Attendance						F
Bullying				F		
Cancellation						F
Concussion Awareness						F
Confidentiality				F		
Discipline				F		
Harassment & Discrimination				F		
Health & Safety						F
Health Conditions				F		
Illness				F		
Medication				F		F
Behaviour				F		
Payment					F	
Peanut Sensitivity				F		
Photo Waiver		F		F	F	F
Program Guidelines				F		
Refund		F			F	F
Release, Waivers & Indemnity		F			F	F
Special Needs				F		F
Subsidy				F		
Waitlist						F
With drawl				F		

Figure 8**F** = Formal procedure documented in writing**I** = Informal - Procedure is used but not documented

Procedure	Arenas	Art Gallery	Library	Museum	Recreation	Wellness Centre
Attendance				F		F
Drop-off/ Pick-up						F
Emergency				F		
Fire Safety				F		
Misbehaviour				F		
Missing Child				F		
Registration	F	I	I	F	F	F
Release				F		
Sanitary				F		
Training				F		

ARENAS

- *Skaters Code of Conduct*

ART GALLERY

- *Refund Policy*
- *Release, Waivers & Indemnity*
- *Photo Waiver*

LIBRARY

- *Registration Rules*

MUSEUM

- *Confidentiality*
- *Program Guidelines for Participants and Parents/Guardians*
- *Harassment and Discrimination Policy*
- *Bullying*
- *Snacks, Lunches – Peanut-Sensitive Policy*
- *Discipline Policy*
- *Administration of Medications*
- *Peterborough Museum & Archives Policy for Misbehaviour in Day Camp Activities*
- *Dealing with Sick Children and Youth Policy*
- *Communicable Diseases/Viruses*
- *Participation of Children/Youth with Health Conditions Policy*
- *Participation of Children with Special Needs Policy*
- *Photo Waiver Policy*
- *Program Withdrawal Policy*
- *Personal Health Forms*
- *Training Procedures*
- *Emergency Procedures*
- *Fire Safety Procedure*
- *Missing Child Procedure*
- *Child/Youth Release Procedure*
- *Sanitary Procedures*
- *Day Camp Safe Arrival and Attendance Procedure*
- *Misbehaviour in Day Camp Activities*
- *Attendance*

- *Medication Record*
- *First Aid Kits*
- *Subsidy*

RECREATION

- *Photo Waiver*
- *Refunds*
- *Release, waiver and indemnity*
- *Payment Options*
- *Children's Fitness Tax Credit*
- *Procedures*
 - Registration can be done three ways:
 - In person
 - Online
 - By phone
 - Recreation registration procedure:
 - Register
 - Custom prompt – provides information regarding nut allergies, etc... Important information in regards to personal health or safety issues is documented.
 - Collect fees
 - Evaluate
- *Summer Camp Health information Form*
- *Park Regulations*

WELLNESS CENTRE

- *Attendance policy*
- *Waitlist policy*
- *Program cancelations*
- *Refunds*
- *Release, waiver and indemnity*
- *Photo waiver*
- *Health & safety*
- *Administration of medication*
- *Participants with special needs*
- *Behavioural expectations at camp*
- *Concussion awareness policy*

- *Accessibility*
- *General facility policies*
- *Fitness Centre Policies*
- *Aquatic centre policies*
- *Procedures*
 - Drop-Off and Pick-Up Procedure, Safe Arrival
 - Aquatics program registration procedure
 - General program registration procedure
- *Subsidies*

PROGRAM RATES

Due to the large amount of data recorded for program registration and membership rates, the tables housing this information have been included at the end of this report as exhibit 2. These tables document program rate inventories and membership rates for the individual facilities and divisions being examined by the Community Services Department. In addition, information regarding location, times and dates, age ranges, duration of the programs and the number of attendees allowed to take the program at any given time are included. There is a great difference in the programs being offered as well as the rates that are associated with each program.

COMMONALITIES AND DIFFERENCES

To aid the Community Services Department in creating consistency, the commonalities and differences between the divisions and facilities have been identified. The purpose of this is to compare these to the strengths and weaknesses allowing the department to focus on areas that need the most attention. Although each of the sites are unique in nature, identifying any discrepancies between divisions and facilities will allow the department to understand if creating consistency in some areas is possible and if it is a priority.

COMMONALITIES

1. Most program information can be found online:
 - When researching for this report, the easiest way to identify which programs were being offered by the City of Peterborough was via the internet. This is helpful for many people because it is an efficient way to maintain that users will be able to collect any information needed when searching for programs.
2. All sites offer some form of programming:
 - Although the nature of the types of programs varies among sites, there is some form of programs being used by all sites.
3. Most policies and registration procedures are easily transferrable between sites:
 - Regardless of the type of programs being offered by the individual sites, the majority of the policies and procedures identified as being in current use by the department are very easily transferrable between sites. This will be an asset to the department when creating consistent policy or procedure documents, or when creating one document to be used by the department as a whole.
4. Registration procedures.
 - Each site does use a procedure for program registration however, they vary depending on the volume of users, the registration system that is being used and the needs of the facilities.

DIFFERENCES

1. Differing policy documents:

- The depth of policies that are being used by each site varies greatly. Some sites are offering information regarding policies on registration forms, some have policies in program and facility guides and some do not have any. This is an essential part in the goal of this project which is to create consistency and improve customer service.

2. Not all facilities offer educational programs:

- Educational programs are run through the school board and are a great way for children to learn about their community as well as offer a different educational experience.

3. Differing rates:

- Rates for programs vary greatly based on a number of factors. Some of these factors include: number of staff needed to run programs, number of attendees, factors related to overhead for each facility, etc.
- What sets the Library apart from the rest of the Community Services Department is they are mandated by the Public Libraries Act. This means the Library is NOT allowed to charge for programs.

4. Programming staff are not always aware of policies related to programming; even if they do have them:

- Knowledge among staff regarding the policies and procedures that are offered at their site vary greatly as well. It is important for staff to be aware of and understand the policies and procedures being used by their site. This knowledge can help to ensure liability issues are avoided in the event an incident occurs at their facility.

5. Memberships:

- Some sites and facilities offer memberships. The facilities that do utilize memberships do offer perks when it comes to programming. For instance, the AGP offers a 10% discount for adult members, while the Wellness Centre holds priority spots for members when registering for programs.

6. 4 out of 6 sites are using CLASS:

- The implementation of the new computer system for the department is expected for 2017/18. One of the barriers regarding transferability of staff from one site to another is that they may not know how to use the system being used at the new site. Again, this is a major area to consider when thinking about creating consistency and improving customer service.

7. Registration is documented differently:

- Since the Library does not charge for programs they are not using the CLASS system for program registration. The Library is documenting registration manually which is very inefficient, and this is also creating inconsistency regarding staff transferability.

8. Library is mandated by the PLA so creating consistency regarding cost does not apply to the library:

- Non-residents are being charged for memberships at the Library.

9. Knowledge among staff regarding programs differs:

- When conducting research for this project it became apparent that when the programming agent responsible for registration was not available, other staff was not always trained on this. From the perspective of the researcher, this is not good for customer service. This made finding basic information regarding programming difficult in some cases.

RISK ANALYSIS

A risk analysis has been created for the Community Services Department to assist the department in understanding the potential risks associated with creating consistency, as well as the potential risks associated if the department does not create consistency in the area of program registration. Not only does the risk analysis determine the areas of risk, it also helps the department to understand which areas of focus are priorities, and which are not. The purpose of the risk analysis is to identify the possible risks the department must review, which in turn can aid the department in mitigating risks before an issue arises. There are seven identifiable risks associated with this project which are related to policies, processes, rates and change.

POLICY/PROCEDURES

1. Legal/Litigation threats

- Level of risk: HIGH
- Suggested response:
 - Develop a standard set of policies for all divisions and facilities.

2. Liability issues

- Level of risk: HIGH
- Suggested response:
 - Develop a signature sheet that users MUST sign before the program start date, releasing the City from any claim made against them such as Release, Waivers & Indemnity

The risk analysis has been helpful in identifying the importance of implementing child safety policies and procedures at each site within the department. Legal, litigation and liability issues could be a detriment to the City. Applying these policies and procedures on a departmental level will mitigate this area of risk for the City.

PROCESSES

3. Misunderstandings/Backlash

- Level of risk: MAJOR
- Suggested response:
 - Ensure staff is properly trained on new processes
 - Provide information on changes to users

4. The new computer system

- Level of risk: MAJOR
- Suggested response:
 - Plan to make certain changes in conjunction with implementation of the new system

RATES

5. Drastic changes

- Level of risk: MAJOR
- Suggested response:
 - Do not try to create consistency regarding program rates on a departmental level.

CHANGE

6. Resistance from staff/users

- Level of risk: MAJOR
- Suggested response:
 - Involve staff in the process.

7. Too much change

- Level of risk: MODERATE
- Suggested response:
 - Balance the changes so they do not overwhelm
 - Prioritize

RECOMMENDATIONS

Through examining the program registration details of the divisions and facilities of the Community Services Department, the following recommendations will be made as a means of assisting the department in achieving the goal of developing a set of common business processes, as well as creating consistency for the department. The recommendations are based on both long-term and short-term goals.

The research process involved in this project has given way to the recommendations for the Community Services Department. These recommendations are based on frontline staff interviews and the information gathered throughout the interview process, the data provided regarding registration rates and membership rates, information regarding policies and procedures and finally the risk analysis.

POLICIES AND PROCEDURES

- Develop one policy document:
 - It is clear that each of the divisions are using their own set of policies and procedures. Although there are similarities among some of the sites, overall policies and procedures are very inconsistent. In addition, some policies take the form of formal rules and some sites are using policies but they are either informal or not being documented. The Museum offers the best set of policies for the small volume sites and the Wellness Centre offers the best set of policies for the larger volume sites. Both of these facilities could very easily serve as a basis for developing a common set of policies for the department regarding program registration.
- Include policies in registration guides:
 - The sites that use registration guides document their policies within these guides. This is very helpful from a research standpoint, but also from the user's perspective. If program guides contain policies and procedures, then it will be clear to the customer what the rules are for each facility.

- Create consistency regarding policies:
 - Although the needs of each facility and the users attending each facility vary, consistency regarding policies remains a very important aspect of creating consistency for the department. Not only this, but creating consistency regarding policies can aid the department in mitigating risks and making clear to the users the rules that are set out by the City when utilizing their services. Even though some facilities may need specific policies that relate only to their individual site, most of the policies that have been identified through this process are easily transferrable between sites.

PROGRAM GUIDES

- Develop one program guide for the City:
 - To aid the Community Services Department in improving customer service as well as creating consistency, the development of one program guide is recommended. This will provide the user a detailed list of all programs the City offers, not just programs specific to one division or facility.
- Develop individual programs guides for facilities that do not currently have one:
 - Program guides are a very helpful aid for users. Most of the programs offered by the City can be found online, however, a tangible document is a great way for the individual sites to advertise their programs.

PROCESSES

- Standardize program registration processes and procedures:
 - The standardization of registration processes and procedures will improve customer service for the Community Services Department as well as create consistency for staff. One of the areas of concern for the department is the transferability of staff from one site to another. If processes and procedures are consistent then staff will be able to move from one site to another with ease.

RATES

- Do not try to create consistency regarding rates on a departmental level:
 - Consistency regarding rates was one of the areas to be examined within this project. Research has indicated the existing rate models are sufficient at this point in time. Due to many factors such as the size of programs, number of staff needed to run programs, nature of programs, overhead costs and differences between sites must be taken into consideration when determining rates. It does not make sense to look into creating a consistent rate model for the various programs run by the department; however, rates will change yearly on a divisional level based on factors such as inflation.

CHANGE

- Involve staff in the change process:
 - Involving staff in the change process can help the department to identify areas of need for this project. In addition, involvement in the change process will decrease the likelihood of resistance to change from the staff perspective. In many cases the same staff members have been in charge of programming and registration for many years, making them the experts at their sites; this means frontline staff can be a very important asset for this project.
 - Currently, some divisions do involve staff in change processes. In many cases changes are based on staff input and recommendations. This model of staff involvement will serve the department well.

TRAINING

- Train staff on registration procedures:
 - It became apparent throughout the research process that not all staff are trained on registration procedures. In addition, primary and secondary staff roles must be identified; in the event that the primary staff member is away a secondary individual within the facility will be able to take over the role with ease. This is essential in improving customer service.
- Train staff on policies and changes to policy documents:
 - Staff must be made aware of any and all changes to policies and procedures as well as the development of new policy documents.

CONCLUSION

This report was designed to assist the Community Services Department in reviewing various aspects related to program registration within the divisions and facilities of the department. Through the analysis of each site, information related to policies and procedures and program rates has been used to create this report. The frontline staff interviews that were conducted at the beginning of this project were the basis of determining the strengths and weakness of each site in regards to programming. These strengths and weaknesses are a reflection of the department as a whole and give way to the importance of creating consistency within the department.

When documenting the current policies and procedures being used by the different sites, the realization of gaps between policy and procedure documents becomes apparent. This is the most important aspect in creating consistency for the department because the gaps in policy documents could potentially give way to some of the risks that have been identified in this report; such as legal/litigation threats. The implementation of child safety policies and procedures is imperative, and appears to be the highest level of risk for the City concerning this project. Each site will benefit from having a formal policy and procedure document, and creating consistency regarding policies and procedures will be easy if current policy documents are used as a starting point for creating singular policy and procedure documents.

Although the sites are all unique in nature and their programs vary greatly, the consistency of one policy document will serve the department well. Through examining the commonalities and differences between sites as well as the risk analysis, recommendations were made. These recommendations were made in the interest of the Community Services Department as a whole as well as the individuals who will be most affected by this process; which includes City staff and the users of the City's programs.

EXHIBITS

EXHIBIT 1 – POLICIES AND PROCEDURES

ARENAS

Skaters Code of Conduct

- CSA Approved helmets are strongly recommended.
- No participants are to enter the ice surface area until the resurfacer is off the ice and the resurfacer door is closed.
- Children 10 years and under must be accompanied and supervised by a guardian 14 years or older.
- No food or drink on ice surface.
- No horseplay/games/tag in any area of the facility.
- No erratic/excessive speed skating or figure skating manoeuvres.
- No balls/pucks/chairs/pylons/strollers/sticks or any other item which might interfere with the safety of any skater while on the ice surface
- No headsets, cell phones or hand held electronic devices to be used while skating.
- Carrying of children is not permitted on the ice surface.
- No sitting on the boards.
- Skate in constant flow and in the direction of all skaters.
- Skaters are required to conduct themselves appropriately at all times - this includes no cursing or swearing.
- Alcohol is prohibited.
- Excluding helmets, hockey equipment is not permitted.
- Wheelchairs are permitted on the ice once the wheels have been cleaned.
- Persons accompanying those in wheelchairs or ice sledges must wear skates and be skilled skaters.
- All participants are required to wear skates - no footwear other than skates on the ice.
- The use of approved skating aids will be permitted on the ice during applicable general public skating programs.
- Respect and cooperate with Staff. They are there for everyone's safety.

ART GALLERY*Refund Policy*

Program refund requests are accepted prior to the program start date and charged an administration levy of 10% or \$5 minimum depending on the original registration fee. Program refunds are not accepted after the program starts unless accompanied with a medical certificate and will be subject to the administration levy and be pro-rated accordingly.

*includes subsidies.

Release, Waivers & Indemnity

The participant (or parent/guardian if the participant is under the age of 18) voluntarily assumes any risk of injury or damage in connection with the use of services or facilities and releases, discharges and agrees to indemnify and save harmless the Art Gallery of Peterborough and the City of Peterborough and its employees, agents and volunteers from any liability, claim, demand or costs whatsoever incurred arising out of the participation of the Participant in the program at the facility.

Photo Waiver

In the course of all program activities, photos will be taken and audio and/or visual recordings may be made. The Art Gallery of Peterborough reserves the right to use all photographs and videos for all our programs, participants, special events and facilities for promotional purposes. Please notify the Gallery if you have any concerns.

LIBRARY

The Library does not currently have any formal policy or procedure documents in regards to programming; a policy document is in the works at this point. Regarding procedures, the Library does not have any procedures regarding registration because they do not always apply. All data is recorded manually; the library does not have a computer program to help with registration. Since there is no system in place there are no procedures in place.

Registration Rules

Peterborough Public Library is pleased to offer FREE programs to kids and families throughout the year. In order for these programs to run both smoothly and successfully, library staff are required to abide by the following:

- Staff cannot give out tickets or make registrations ahead of the registration date.
- Tickets must be picked up in person.
- A maximum of 10 free tickets are given out per group/family.
- Telephone registrations are not accepted for programs requiring a materials fee.
- Materials fees must be paid at the time of registration.
- Age requirements are at the presenter's request and must be followed.
- Space limitations are at the presenter's request or due to fire regulations and no exceptions are made.
- If you find you are unable to attend a ticketed event, please contact the Children's Department. Returned tickets will then be distributed on a first come, first served basis.
- Once a registered program list has filled, registration closes. Successful registrants will be called the day prior to the event to ensure their attendance. And, if there is a waiting list, those people listed will then be called to fill in any gaps.

MUSEUM*Confidentiality*

The Museum protects the privacy of the children, youth and families involved in all programs. Confidential information pertaining to children, youth and their families will be kept secure at all times, with no exception. This includes information about medical conditions, family status (including marital, financial and educational status), personal information including telephone numbers, email and home addresses), personal concerns, issues or beliefs, or any other delicate matters regarding a child or youth and his/her family. Instructors and Youth Leaders will be committed to our participants and will respect confidentiality in protecting the privacy and dignity of children, youth and their families. All confidential information will be contained in designated binders (or files) in the care of the Summer Programming Assistant and Instructors. Confidentiality is treated with the utmost respect and poor judgment on behalf of an Instructor or Youth Leader will be disciplined immediately upon investigation. For further information on client confidentiality rights and staff confidentiality rights, request to review the Corporation of the City of Peterborough's Policy.

The Museum adheres to guidelines provided by the IPC – Office of the Information and Privacy Commission of Ontario. All Youth Leaders and Instructors are required to sign a confidentiality form when hired, to adhere to all confidentiality policies.

Program Guidelines for Participants and Parents/Guardians

All children and youth, who participate in the Museum programs and facilities, are expected to treat others, as well as the facility's amenities, equipment, and staff (including Youth Leaders and Instructors), in a respectful manner. The Museum is committed to zero tolerance and will remove non-compliant participants and/or their parents/guardians from a program or the facility. Instructors and the Summer Programming Assistant are obligated to clearly articulate to children and youth, as well as to their families, that unacceptable behavior will not be tolerated. Instructors and Youth Leaders are required to document all behavior incidents and to inform the Summer Programming Assistant. All incidents should be communicated to parents to enlist their help. Suspensions must include the assistance and supervision of the Summer Programming Assistant and Museum Education Officer.

*Harassment and Discrimination Policy***Your Rights and Responsibilities:**

The Museum believes that: All employees, contractors, volunteers and clients of the Museum have the right to work, play and partake in a successful experience in an environment that is free of harassment and discrimination and which supports and values diversity. The Museum's Harassment and Discrimination Policy is grounded in the Ontario Human Rights Code, which prohibits harassment and discrimination on the basis of race, ancestry, place of origin, colour, ethnic orientation, age, marital status, family status, or handicap and record of offences. These are known as prohibited grounds. Harassment is: Employee or client behaviour that is unwelcome, offensive, intimidating, hostile, derogatory or inappropriate.

Harassment may include the following:

- Gestures
- Jokes
- Innuendo
- Offensive Comments
- Taunting
- Threats
- Offensive Graffiti
- Slurs
- Shunning or Exclusion
- Stalking

Verbal or Physical Assault Discrimination is:

- Employee or client behaviour that results in unfavourable or differential treatment which has a negative effect on an employee's or client's work or experience at the facility. Behaviour that is part of the normal, consistent and fair application of employment practices, or client usage policies and standards of the facility is not harassment or discrimination.

What to Do: If you are experiencing harassment or discrimination, you can:

- Tell the individual in a clear and direct way that you find the behaviour offensive and that you want it to stop.
- Document your experiences and provide information to your direct supervisor and act on the behalf of any and all clients that report incidents to you as well.

- Keep a written record of all incidents, including time, places and witnesses and provide information to your direct supervisor, and act on behalf of all clients that report incidents to you.

Bullying

The Museum has a zero tolerance for bullying within programs and services for children and youth. Consequences of such behaviour will be provided promptly and parents and guardians will become involved at the request of supervisors as needed. Contact with Police may also be required depending upon circumstances. The Instructors and Youth Leaders role in this area is to be proactive rather than reactive as issues in this area should be eliminated before they become a concern. Children and youth will be subject to the Museum's discipline policies and procedures if such circumstances occur within programs. The Museum strives to create a culture of respect and inclusion with practices to deal with any bullying, racism, violent behaviour, harassment and disrespectful behaviour between children. These practices will be communicated to parents and guardians as required.

Snacks, Lunches – Peanut-Sensitive Policy

The Museum supports a nut and peanut sensitive environment for our participants. Due to serious food allergies, nuts and nut products are not permitted to be brought into the Fine Annex or Fleming Annex within participants' and Youth Leaders, Instructors or Museum staff, snacks and lunches. Parents and guardians, participants, staff and volunteers, are advised of this important policy through the Museum's marketing and promotion, letters to parents, and through Museum signage.

Discipline Policy

The Discipline Policy enables Instructors to provide clear, consistent boundaries to children, thus providing everyone with a sense of safety and security. In providing limits of graduating severity, Instructors also empower children and youth to make positive decisions in their lives. If at any time you require assistance with a child or group, please contact the Summer Programming Assistant or Education Officer immediately for support. For further information on misbehaviour and discipline policies for our programs, please review the day camp section of this Manual.

Discipline involves your method of handling:

- Unpleasant situations created by children;
- Misuse of grounds, facility and equipment;
- The way you handle yourself on the job;

Discipline maintains consistency, safety and success for participants and the program, and promotes fun. Discipline is so important that if it is lacking, it can destroy the benefits of a program. Rules are necessary but keep them to a minimum. It is absolutely necessary for each participant to respect the rights of others. Rules become essential to assure this respect.

- Ground rules for facility and program;
- Rules for equipment;
- Rules for games and activities;
- Rules for cleanliness and health;
- Rules for safety.

Administration of Medications

Under no circumstances are Instructors or Youth Leaders to assist in the administration of medication to program participants unless an 'Authorization for the Administration of Medication Form' has been completed in advance by a parent/guardian. In such cases, all procedures outlined by the parent/guardian, and/or pharmacist, for administering the medication (i.e., allergy medication) is not to be permitted unless prescribed by a physician.

In this case, the medication should bear a prescription label and the same procedures as listed in the 'Authorization for the Administration of Medication Form' are to be followed. Without a prescription label, the medication must be provided to the supervisors who will then follow up with parents/guardians immediately. Youth Leaders are not to be involved with the administration of medication whatsoever.

The appropriate forms and Policy are in place to protect participants from being given medication that could have detrimental effects to their health and well-being, and to ensure that when medication is administered it is done safely under the direction of a physician. Museum staff are simply supervising this process and providing assistance with measurement and scheduling. Given the possibility of side effects, allergic reaction or overdose, Instructors are not permitted to administer over-the-counter medications unless prescribed by a physician. When the medication is delivered to staff by the parent/guardian, it must be in its original container and bear a prescription label.

The label must be cross-referenced with the 'Authorization for the Administration of Medication Form' completed by the parent/guardian to ensure it matches. Instructors must examine the label for the date it was dispensed and the expiry date to verify that the medication is a current prescription. Medication must be stored out of the reach of children/youth and kept at a temperature recommended by the label. When a unit of measurement is prescribed for a dosage, parents/guardians must supply a dosage implement with the medication. The implement is to be labeled with the participant's name and stored with the medication out of participant's reach.

Each time medication is administered, Instructors must:

1. Observe proper hygiene by washing hands and the measuring implement as required;
2. Administer medication at the exact time and in the dosage prescribed;
3. Observe the child if the medication is to be self-administered;
4. Clean the measuring implement and store with the medication out of the reach of children;
5. Complete and sign the medication chart on the "Medication Record for Child and Youth" form;
6. Observe the child for side effects. If side effects occur the parents should be notified immediately, as well as the Supervisor. Information regarding the side effects should be recorded on the chart.

Any leftover medication at the end of the prescription term, or the child's term with the program or activity, is to be returned directly into the hands of parents/guardians in its original container. For self-administered items such as epi-pens, or ventalin containers, parents are to send an extra one to the program to be kept with the child at all times while participating in the program.

Peterborough Museum & Archives Policy for Misbehaviour in Day Camp Activities

This policy is meant to be utilized as a guideline and should be based on the judgment of the instructors and the assistance of the Summer Program Coordinator and the Education Officer at the Peterborough Museum & Archives.

Step One: All participants are made aware of rules and appropriate behavior when programs commences for all day camp programs. Review of rules should be done frequently and as necessary.

Step Two: When an inappropriate behaviour occurs participants are made aware of consequences and an explanation of why their behaviour is inappropriate is provided. Alternative actions should be brainstormed or suggested by staff for the participant. This is ideally solution oriented discussion. Do not hesitate to seek help if needed.

Step Three: The behavior occurs a second time or repeatedly. Provide the consequences previously discussed. Parents may be informed of the situation by a supervisor at this point.

Step Four: Behaviour persists after consequences are played out; the child is disrupting the group to the point where the other participants are suffering. Notify Summer Camp Co-ordinator and acquire assistance. Parents will be informed of the situation by the Summer Camp Co-ordinator at this point and will be invited to discuss the situation with staff.

Step Five: A Meeting including the participant, the instructor and the Co-ordinator during this meeting we will attempt to:

- Find the source of the problem,
- Ensure they understand the seriousness of the problem,
- Review the three respects and discuss how they are being violated,
- Try to determine a solution for the participant to remain in the program or brainstorm alternative options (i.e. go home)

Step Six: If the child remains in camp, a behaviour contract will be created on an individual basis with camp staff and supervisors. If the child was removed from the program, a discussion with parents/guardians/caregivers will outline the option to return to the program.

Dealing with Sick Children and Youth Policy

Should a child/youth show/exhibit symptoms of illness while participating in a program at the Museum, Instructors will follow steps in assisting the participant to receive proper care. These steps include documenting all symptoms and time frames, advising the Summer Programming Assistant, supervising the participant in a quiet rest area, contacting the parents/guardians, contacting EMS if the illness is an emergency and completing an Accident/Incident form in full. The purpose of this Policy is to ensure that the ill child receives proper care and to protect the other participants in the program from becoming ill through the spread of infectious germs. When children become ill, their health must be taken seriously and treated as a priority.

It is imperative that parents be alerted to their child's condition immediately so that appropriate action can be taken to ensure their child's comfort and recovery. Camp Instructors have a legal responsibility to follow municipal health regulations, which stipulate that children/youth should not be permitted to participate in programs when a contagious illness poses health risks to others. Instructors will be responsible for the ill child. Instructors are to communicate with the Summer Programming Assistant or Education Officer, who will contact the parents/guardians or the emergency contact to advise of the participant's condition and request that the ill child be picked up from the program and/or service. Staff will perform a full disinfection of all program spaces and equipment, as necessary, to eliminate the spread of contagious illness. Some examples of illness are included, but not limited to the following: head lice, chicken pox, flu and/or cold symptoms, vomiting, headache, nausea, allergies, sunburn, heat exhaustion, etc. Communication to all other participant families may be required and will be the responsibility of the Summer Programming Assistant or Education Officer. Please see the Participation of Children with Health Conditions Section for further details.

Communicable Diseases/Viruses

Head Lice

Instructors and Youth Leaders should always be watching for excessive scratching or visible lice in children's hair. Should an Instructor or Youth Leader suspect a child has head lice; they should immediately advise the Summer Programming Assistant and/or Education Officer.

The Summer Programming Assistant and Education Officer will then perform a head lice check in a private location. If no lice are found, the child will be sent back to their program to continue participation. If lice are found, the Summer Programming Assistant will immediately call the parent/guardian to come to collect the child. The parent will be provided with an information sheet outlining our policy on head lice and returning to programs as well as information on how to get rid of the lice. Upon the child's return to the program, he/she must be rechecked by a supervisor. No lice or nits may be present for the child to be able to return to the program. If there is evidence, the child will be required to return home with their parent. If the child is required to withdraw from the program, appropriate financial compensation will be provided. Upon the discovery of head lice within the program, all participants will undergo a routine head lice check in an attempt to avoid new cases. Also, all participants will be sent home with a newsletter indicating that there has been a case of head lice and that all participants have been checked for lice.

Pink Eye

Instructors and Youth Leaders should be watching for redness and discharge of the eyes. Should an Instructor or Youth Leader suspect a child has pink eye, he/she should immediately contact the Summer Programming Assistant or Education Officer who will then inspect the child's eyes in a private location. If pink eye is suspected, the Summer Programming Assistant will immediately call the child's parent/guardian to come to pick up the child. The child should not return to a Museum program for 3 to 7 days, unless a doctor's note is provided advising otherwise. If the child is required to withdraw from the program, appropriate financial compensation will be provided. Upon discovery of pink eye within the program, all participants will be sent home with a newsletter indicating that a case has occurred.

Participation of Children/Youth with Health Conditions Policy

A child/youth may be restricted from a program at the Museum if he/she has contracted a contagious illness or condition that could affect the health and safety of others, or if his/her continued participation in an activity or program could have negative implications for his/her own health safety. The Museum follows guidelines developed in consultation with the Peterborough County-City Health Unit for illnesses and contagious health conditions. If an Instructor or Youth Leader suspects or has been informed by a parent/guardian that a child may or does have a contagious illness or condition, the Summer Programming Assistant must immediately be contacted for assistance. The Policy is in place to follow local health guidelines and to protect the well-being of the ill child, as well as that of other participants, facility users, staff and volunteers. In fairness to all program participants, facility users, staff and volunteers, the ill participant should be kept at home or picked up and taken home until his/her condition is no longer deemed contagious. It is also in the best interest of the ill participant to stay at home. If a participant with a contagious illness has been placed in the program, the supervisor will advise all parents if a participant with a contagious illness has been placed in the program, the supervisor will advise all parents as soon as possible, providing parents with written information about the signs and symptoms to watch for, and the action they should take if their child becomes infected. Maintain confidentiality and consider the dignity of the infected participant when communicating with other parents.

Participation of Children with Special Needs Policy

Children and youth will attend Museum programs with a variety of special needs, anything from cognitive and intellectual delays and disabilities to physical disabilities, behaviour and emotional disorders and much more. It is important that Instructors and Youth Leaders be aware and knowledgeable of these needs; ensure that the needs are met effectively and that the child is guaranteed the most successful experience possible. Some children and youth will attend their program with a 1:1 worker for assistance in their daily routines and some may not require that assistance but may instead require Museum staff to provide activity and program modifications to program leadership and communication, rules, to equipment, or to spaces. Instructors are encouraged to utilize parents and guardians as resources and to approach the Summer Programming Assistant with concerns or questions or further training as required.

Photo Waiver Policy

In the course of all program activities, photos will be taken and/or visual recordings may be made. The City of Peterborough reserves the right to use all photographs and videos of all our programs, participants, special events and facilities for promotional purposes.

Program Withdrawal Policy

Refunds may be requested up to five business days prior to the start of the program. An administration fee of 10% of class fees will be withheld, with a minimum fee of \$5.

Personal Health Forms

Each child attending camp must complete and submit a Personal health Form. This form will be kept on file at the Museum, and only needs to be completed once each year. The form can either be picked up at the Peterborough Museum & Archives or downloaded from our website. Please submit health forms to the Museum prior to the first day of camp your child attends.

Procedures

Training Procedures

1. Youth Leaders

All Youth Leadership volunteers at the Museum will receive training on healthy child development, child and youth guidance, policies and procedures, programming, behaviour management, and of course, safety and emergency procedures. The purpose of this training is to ensure that all leaders receive standard training that provides them with a solid understanding of children's developmental needs and a clear picture of what is required of them in providing a safe and positive program experience for the Museum child and youth program participants.

Required Training for Youth Leaders

- Successful Police Screen and vulnerable sectors check
- Youth Leadership Orientation
- Standard First Aid
- Level C CPR Certificate Level C CPR Certification
- Confidentiality Agreement Form
- Accessible Customer Service Training
- Integrated Accessibility Standards (General Requirements and Human Rights Code)

2. Instructors

All Instructors working within the Museum camps will receive an orientation, including a tour of the facility. Each Instructor is required to sign a contract with the Museum that outlines the responsibilities of both parties (Instructor and the Museum), as well as financial reimbursement for the Instructors services. It is the Instructors' responsibility to ensure they have completed the required training. The Museum is able to assist the Instructor if they are missing any of the below requirements.

Required Training for Instructors

- Successful Police Screen and Vulnerable Sectors Check
- Confidentiality Agreement Form
- Accessible Customer Service Training
- Integrated Accessibility Standards (General Requirements and Human Rights Code)

Emergency Procedures

Instructors and Youth Leaders Emergency guidelines ensure that emergencies are handled by all Instructors and Youth Leaders as quickly and effectively as possible and to minimize risk to child and youth participants in the Museum's care. All emergency situations, whether life-threatening or not, are reported immediately to the Summer Programming Assistant or Education Officer verbally, and documented in writing immediately via the Museum's Accident/Incident Forms. The Summer Programming Assistant, Instructors and Youth Leaders are required to be familiar with all emergency procedures. The Museum facility will comply with applicable municipal, provincial and federal regulations and legislations impacting healthy development of children. At the City corporate level, an appropriate process is in place for planning in emergency circumstances and in case of such an event (i.e., H1N1) there will be consideration for children's programs

*Fire Safety Procedure***Instructors and Youth Leaders**

Never assume a fire alarm is false! If a fire alarm is heard, please remain calm and prepare for your camp group to relocate to the Heritage Pavilion. Do not attempt to collect any personal belongings as you exit, and if leaving a portable please ensure the space is empty. The Heritage Pavilion is our pre-determined meeting spot, and Summer Discovery and KinderKidz camps should report there. Once your group has safely arrived at the Heritage Pavilion, the Instructor will take attendance ensuring each child is accounted for. The Summer Programming Assistant will meet you at the Heritage Pavilion. Please report to him/her that that your group is present and if all of your children are accounted for. You will be authorized by officials when it is ok to re-enter the building and portables.

Building Evacuations Instructors are required to immediately clear all program or activity spaces and exit the building or portables with participants if directed to evacuate the Museum facility. Instructors and the Summer Programming Assistant are to take the sign-in/out documents and/or binder, group lists, etc., for all participants with them when they leave their spaces to attend their evacuation zone (Heritage Pavilion). Be calm, follow procedure and supervisory instructions, and keep yourself and the Museum's clients safe. Attendance is taken once the group has arrived at the Heritage Pavilion.

All participants in Day Camp programs are to be accounted for. Instructors are to report their numbers to the Summer Programming Assistant or Education Officer, as well as any missing participants. Instructors and Youth Leaders are to manage participants and keep them safe, calm and secure. Follow all directions provided by Museum staff and do not re-enter the Museum main building or portables without instruction or approval to do so.

Missing Child Procedure

Instructors and Youth Leaders

If a child goes missing:

- 1) Immediately notify other Instructors and Youth Leaders in your vicinity.
- 2) Leave your group in the care of another Instructor and/or Youth Leader and notify the Museum's Reception Desk.
- 3) All other day camp Instructors should bring their groups into their designated portables (Summer Discovery: Fine Annex; KinderKidz: Fleming Annex).
- 4) When at Reception Desk, report the following information to them: detailed description of the child including what they were wearing, gender, name, age and the location they were last seen. The Museum Receptionist will note the time that the child was reported missing and will contact 911. The Receptionist will advise Police during the call that the child was just reported missing and the facility is starting their search.
- 5) The Receptionist will notify all full and part time Museum staff in the building of the situation.
- 6) All Museum staff (regular part time and full time) will assist in monitoring all the exits in the following way: The Museum is not capable of physically locking any exits. One or two available staff will be assigned by the Museum Director to the driveway. They will stop all cars upon exiting and may request to do a visual search of the interior of the car. If there is any hesitation from the driver, the license plate number, the colour and make of the car, and a description of the driver will be noted; NOTE: Museum staff do not have the right to physically detain patrons
- 7) After notifying the Receptionist, the Instructor who reported the missing child will conduct a full building sweeping search with the Museum Director, starting at the main entrance.
- 8) If in the meantime the child is found, the Receptionist must be notified immediately and will advise Police/EMS. The Receptionist will also notify all Museum staff, Instructors and Youth Leaders. The child will be placed back into the care of the Instructor and an Incident Report will be filled out by the Instructor and Museum Director.

- 9) If the child is not found by the time Police arrive, the Museum Director will hand the search over to Police/EMS personnel. Museum staff must remain on alert until told otherwise. Museum staff must also await further instruction from Police/EMS personnel regarding a continued search for the child.
- 10) At this time the Museum Director will notify the missing child's parents/guardian.

Child/Youth Release Procedure

Children (and youth where applicable) will not be released by the Museum into the care of any individual other than a parent or the family's authorized caregiver as outlined on the child's Personal Health and Information Form for day camp registrations. Upon registration, parents and/or guardians provide the Museum with documented information as to who will be dropping off or picking up the child or youth. Any deviation from this documentation requires written consent from the parent/guardian indicating the name of the caregiver and their permission for the caregiver to pick the child up from the program. The written consent is required from the parent/guardian at drop-off time or in advance of the program if possible. In all cases, designated adults must present valid identification when requested, such as a driver's license with photograph, to staff prior to the child or youth being released if required by staff for confirmation. If there is any question whatsoever, Instructors/ Youth Leaders will contact the Summer Programming Assistant or designate for further instruction prior to releasing the child.

During the course of the program, families may undergo emergency situations where written consent is not a possibility and verbal consent is provided via the telephone to a supervisor. The authorized individual must show identification upon arrival and before the participant will be released into his/her care for these circumstances. If someone shows up without prior consent to pick up a participant, the parent/guardian must be called directly and the child/youth is not to be left alone. If conflicts arise, Instructors/Youth Leaders are to contact the Summer Programming Assistant or Education Officer for support, and if necessary the Police. If a parent/guardian calls and leaves a message providing consent for another individual other than the authorized caregivers to pick up a participant from a day camp program, the parent/guardian needs to be called directly and verification of the consent is required before the participant can be released.

The Summer Programming Assistant will conduct regular and random spot checks to monitor adherence to the Policy and will be available at all times for assistance and support. At no time do Youth Leaders accept consent for changes from parents or guardians or release participants to caregivers. All pick-up responsibilities will be in the charge of the Instructors or Summer Programming Assistant. At no time will a child be released to an individual under suspicious circumstances (i.e., an individual under the influence of alcohol or drugs). Alternate caregivers will be contacted, or if necessary the police will be called to assist.

Sanitary Procedures

Sanitary procedures, including washing of hands, disinfecting toys and equipment, and cleaning all areas of the program space that are used, are followed for all elements of the Museum camp programs. The purpose of sanitary procedures is to ensure that effective sanitary practices protect the health and well-being of participants as well as staff and volunteers. Cleanliness is required to prevent the spread of germs that cause illness. Healthy habits for staff to follow and promote among participants include: Washing hands with soap before preparing, serving or eating food; Washing hands with soap after sneezing, coughing or using the washroom; Discouraging the sharing of clothing, footwear or hats; Discouraging the sharing of cups or drinks and food; Disinfecting table/chair surfaces prior to and following use for snacks, lunches and programming. Instructors and Youth Leaders will be supplied with antibacterial soap, safe disinfectant or disinfectant wipes (for tabletops, work surfaces, door handles, toys and equipment), dish soap, paper towels, cleaning sponges, brooms and dustpans and garbage and recycling receptacles.

Day Camp Safe Arrival and Attendance Procedure

A safe arrival program is in place for all children's registered day camp programs at the Museum. All child and youth participants deserve a safe and happy welcome to every camp program. Instructors and Youth Leaders are required to provide this welcome and safe environment. Instructors perform daily attendance for all participants in the Museum's day camp programming. If a child does not arrive at day camp, the Summer Programming Assistant will call the participant's home or the parents/guardians place of work if a child does not arrive at the program by approximately 1 hour after the program start time. This important attendance program will help to protect the safety of participants by ensuring that Instructors and parents know the whereabouts of absent children/youth.

This program will also allow the Summer Programming Assistant to implement a plan of action immediately if necessary, to locate a participant who has not been accounted for and to keep parents informed. Police will be contacted if necessary.

Misbehaviour in Day Camp Activities

The following Procedure is a guideline and should be based on the judgment of the Instructors and the assistance of the Summer Programming Assistant as well as the Museum Education Officer.

1. All participants are made aware of rules and appropriate behavior when programs commence for child and youth programs. Review of rules should be done frequently and as necessary.
2. When an inappropriate behaviour occurs participants are made aware of consequences and an explanation of why their behaviour is not appropriate. Alternative actions should be brainstormed or suggested by staff for the participant, ideally a solution oriented discussion. Do not hesitate to seek help if needed.
3. The behavior occurs a second time or repeatedly. Provide the consequences previously discussed. Parents may be informed of the situation by a supervisor at this point.
4. Behaviour persists after consequences are played out; the child is disrupting the group to the point where the other participants are suffering. Notify supervisor and acquire assistance. Parents will be informed of the situation by a supervisor at this point and will be invited to discuss the situation with staff.
5. A Meeting including the participant, the Instructor, Summer Programming Assistant and Education Officer. During this meeting we will attempt to: Find the source of the problem; Ensure they understand the seriousness of the problem; Review the three respects and discuss how they are being violated; Try to determine a solution for the participant to remain in the program or brainstorm alternative options (i.e. go home).
6. If the child remains in camp, a behaviour contract will be created on an individual basis with camp staff and supervisors. If the child was removed from the program, a discussion with parents/guardians/caregivers will outline the option to return to the program.

Attendance

Campers must go through the Sign In/Sign Out table every day. Instructors are required to check-in with their campers and make sure they have signed in and at the end of the day signed out. There is no penalty when a camper misses a day of camp – it is up to the parent/guardian and camper. Instructors are also expected to take a personal attendance daily. Head counts within groups are done constantly by Instructors and Youth Leaders, at every transition start, travel period and end, as well as during general activity time.

Medication Record

The Medication Record for Child and Youth Form will be filled out and put into a Ziploc bag with a golf pencil and the medication itself. The Instructors are responsible for supervision of the child while at camp will carry the med kit and must write the date and time the medication was taken on this form, initial it, have the camper initial it, and write any comments about the administration (i.e., Sally had difficulty swallowing her pill) on a daily basis. This form is submitted back to the Summer Programming Assistant at the end of the week and the medications are returned to parents on the child's last day of the program at pick-up time. Sunscreen and Insect Repellent Instructors and Youth Leaders are responsible for the monitoring of the use of sunscreen, and where applicable, insect repellent, during camp programs.

Parents are advised via the camp website that children's products should be labelled and stored in a safe manner within their bags if brought to camp. Ideally sunscreen and bug spray should be administered by parents/guardians before their departure at drop off.

First Aid Kits

The Museum's First Aid Kits are adequately stocked and readily available in both the Fine Annex and the Fleming Annex (portables) and in the main building. First Aid Kits are taken on all excursions outside of the buildings and are always kept fully stocked by the Summer Programming Assistant. All Instructors and Youth Leaders will be responsible for knowing and identifying all First Aid Kit locations within the Museum facilities as well as transporting First Aid Kits with them at all times while outside.

Subsidy

The City of Peterborough offers a Recreational Fee Subsidy Program to assist qualifying families with the cost of registration for recreational programs and camps for children under the age of 19 years. The maximum subsidy per child is \$200 per year. Families residing within the City of Peterborough are welcome to apply for subsidy by contacting the Recreation division at 705.742-7777 ext. 1827.

Subsidy application information is confidential and is protected under the Freedom of Information and Protection of Privacy Act R.S.O. 1990. Recipients of Ontario Works or Ontario Disability Support Program (ODSP) may inquire about their eligibility by contacting the Social Services Office at 705-748-8830.

RECREATION

No formal policy document regarding programming.

Photo Waiver

In the course of all program activities, photos may be taken and audio and/or visual recordings may be made. The City of Peterborough reserves the right to use all photographs and/or videos of all our programs, participants, special events and facilities for promotional purposes.

Refunds

Program refund requests are accepted prior to the program start date and charged an administration levy of 10% or \$5 minimum depending on the original registration fee. Program refunds are not accepted after the program starts unless accompanied with a medical certificate and will be subject to the administration levy and be pro-rated accordingly. Facility rental refund requests are accepted up to seven days in advance of the date of the booking. After that, a 10% cancellation fee, before taxes, will be applied. Cash payments are refundable by cheque only.

Release, waiver and indemnity

The participant (or Parent/Guardian if the Participant is under the age of 18) voluntarily assumes any risk of injury or damage in connection with the use of services or facilities, and releases, discharges and agrees to indemnify and save harmless the City of Peterborough and its employees, agents and volunteers from any liability, claim, demand, or costs whatsoever incurred arising out of the participation of the Participant in the program at the facility.

Payment Options

Payment in full must accompany all registrations. In person, you can pay with cash, cheque, credit card or Interac. Credit cards are accepted on the phone or online.

Children's Fitness Tax Credit

The federal government has created a Children's Fitness Tax Credit to cover eligible fees up to \$500 or enrollment in a physical activity program. The purpose of this credit is to encourage families to enroll children and youth in physical activity programs, as a means of helping them maintain a healthy active lifestyle. The credit can be deducted on a parent or guardian's annual income tax statement. The following qualifies for the tax credit:

- Ongoing programs that are a minimum of once per week for eight weeks. The programs need to be a minimum of 30 minutes of sustained moderate to vigorous physical activity for children under ten, or a minimum of 60 minutes for children ten and over.
- Fees for camps that emphasize a physical activity theme. To qualify, the program would need to last at least five consecutive days, during which at least 50% of the activity during the program hours of each day would involve physical activity.

Procedures

Registration can be done three ways:

- In person
- Online
- By phone

Recreation registration procedure:

- Register
- Custom prompt – provides information regarding nut allergies, etc... Important information in regards to personal health or safety issues is documented.
- Collect fees
- Evaluate

Summer Camp Health information Form

This is a mandatory form that must be given to recreation when any child is participating in a program.

Park Regulations

This form is mandatory when a child is participating in a program at an outside facility, such as Treetop Trekking. Since many of the programs are through outside businesses, these businesses may use their own information forms and/or policies.

WELLNESS CENTRE*Attendance Policy – children’s programs*

If a child misses two registered program classes (Non-Aquatic) without notification to the Program Coordinator or Program Staff, the child’s family will be contacted and the child will be withdrawn from the program to accommodate those Children on the program’s Waitlist.

Waitlist policy

If a program is full, you may request to be added to the waitlist. You will only be contacted if a spot becomes available. Feel free to leave additional phone numbers to ensure you can be reached easily when on a waitlist, as we do not leave messages.

Program cancellations

A minimum number of participants is required for all programs. Centre staff reserve the right to cancel programs when necessary. Full refunds, program transfers or account credits will be provided should a program be cancelled.

Refunds

Program refund requests are accepted prior to the program start date and charged an administration levy of 10% or \$5 minimum. Cash payments are refundable by cheque only. Program refunds are not accepted after the program starts unless accompanied with a medical certificate and will be subject to the administration levy and be pro-rated accordingly. Facility rental refund requests are accepted up to 7 days in advance of the date of the booking. After that, a 10% cancellation fee, before taxes, will be applied.

Release, waiver and indemnity

The participant (or Parent/Guardian if the Participant is under the age of 18) voluntarily assumes any risk of injury or damage in connection with the use of services or facilities, and releases, discharges and agrees to indemnify and save harmless the City of Peterborough and its employees, agents and volunteers from any liability, claim, demand, or costs whatsoever incurred arising out of the participation of the Participant in the program at the facility.

Photo waiver

In the course of all program activities, photos may be taken and audio and/or visual recordings may be made. The City of Peterborough reserves the right to use photographs and videos of all our programs, participants, special events, and facilities for promotional purposes.

Health & safety

The safety of our patrons and staff is our 31 priority. Please be aware that to ensure our climate of safety, there will be program and facility space interruptions occasionally to allow for staff training, preventative maintenance and scheduled fire drills.

Administration of medication

Camp staff cannot administer prescribed medications unless the appropriate form has been completed by Parents and/or Guardians. Please contact staff for details.

Participants with special needs

If your child has special needs (physical, cognitive, behavioural, etc.) a one-to-one support adult may be required to assist your child daily at camp. Please contact the Program Coordinator at 705-742-0050 ext. 2206 before registering your child to discuss your child's needs.

Behavioural expectations at camp

Campers are expected to behave appropriately while in the care of the program. These expectations are in place to ensure all campers are permitted the opportunity to appreciate a positive and rewarding camp experience.

Concussion awareness policy

Parents are responsible for ensuring their Children's fitness to be able to safely participate in a registered PSWC program. Information about concussions is available through the Youth Sport Concussion Program at www.yscp.ca. If it is suspected that a participant has sustained a concussion while engaged in activities at the Centre, a Clearance Form must be submitted before the participant may resume participation again.

Accessibility

The PSWC is proud to be a completely accessible facility. Features include accessible parking, ramp access to the building, family change room with an oversized stall equipped with a ceiling lift, water wheelchairs and ramp or lift access to the pools.

General Facility Policies

- Each person using the Centre shall conduct himself/herself in a responsible, courteous and safe manner at all times.
- All members and registered participants must swipe their card or key tag to gain entry into the Centre. If a card or key tag is forgotten, the patron must wait in line to be allowed in to the Centre.
- The use of cameras and/or cell phones is prohibited in all change rooms and washrooms.
- The Wellness Centre strives to be a fragrance free facility. We ask that patrons refrain from wearing or using any scented perfumes, colognes, hair products, aerosol products, or scented body lotions while in the facility.
- Individuals attending a program or activity with a client to provide assistance and/or support will be admitted free.
- The Wellness Centre is not responsible for any lost or stolen items. Personal items that are left at the Wellness Centre will be placed in the lost and found box for a period of one week. Items not retrieved will be donated to a charitable organization.
- Show respect for equipment, facilities, and personnel at all times.
- Lockers are for day use only.

Fitness Centre Policies

- Youth ages 13-14 may use the Fitness Centre after completing the Youth Get Started Program.
- No food or hot beverages permitted.
- No bare feet, sandals, open-toed shoes or street shoes of any kind; non-marking athletic shoes must be worn.

- Unaltered shirts which cover the entire stomach and chest must be worn at all times. Clothing containing zippers, buttons or other hardware is prohibited.
- Personal items, such as backpacks or jackets, are not permitted.
- All machines must be unloaded and free weights and accessories must be returned to their proper location after use.
- Spotters and collars must be used when necessary.
- Due to limited space, overhead Olympic lifting must be performed in the provided racks only.
- All equipment must be disinfected immediately after use.
- Be respectful of others and move fluidly from one machine to the next allowing others to 'work in'.
- Misuse of equipment may result in immediate expulsion.
- A 30-minute limit on all cardio equipment is in effect during peak times.
- No chalk please.
- Track is a walking track only.
- Use of profanity, or disrespect toward others will not be tolerated.

Aquatic centre policies

- Children under the age of 10 must be accompanied in the pools by a guardian 16 years or older and is responsible for their direct supervision.
- Lifeguards are to be obeyed at all times.
- Everyone must shower before entering the pools (Regulation 565.s.15.)
- No person having a communicable disease or open sore on his/her body shall enter the pool.
- With the exception of water & water bottles, no food or drinks are allowed on the pool deck.
- No person shall pollute the water in any manner including: spitting, spouting of water or blowing your nose in the pool or on the pool deck.
- No running or boisterous play in the pool or on the pool deck.
- All children not toilet trained must wear "little swimmers" while in the pool.
- No persons shall use the pools that are under the influence of drugs or alcohol.
- Bathing suit attire only. Street clothes are not permitted.
- Passing a swim test may be required to use the Aquatic centre waterslide.

Procedures

Drop-Off and Pick-Up Procedure, Safe Arrival

Parents/Guardians are required to personally check-in with camp staff at morning attendance and at evening collection times. If an alternative adult will be collecting your child, that adult is required to be listed on the child's form. If a child does not arrive at camp, staff will contact the family for follow-up. If your child will be absent, advise camp staff in advance if possible or contact the centre before 9am with details.

Aquatics program registration procedure

1. Must pre-register – 4 sessions.
2. Registration opens to the public.

General program registration procedure

1. Registration must take place before program start date.

*PSWC is no longer using the member registration day for programs.

Subsidies

The Recreation Division makes subsidies available for children of City residents unable to afford the cost of programs in this guide. To see if you qualify for subsidy, or to make an appointment, call the Recreation Division at 705-742-7777 ext.1827. All subsidy requests are completely confidential.

The Peterborough Sport & Wellness Centre makes subsidies available to individuals and families residing in the City of Peterborough who are unable to afford the cost of a membership to the facility. To see if you qualify for a subsidized membership, pick up a subsidy package at the Centre's reception desk or call 705-742-7777 ext. 2203.

EXHIBIT 2 – RATE INVENTORIES**ARENAS**

Arenas Programs				
Program	Fee \$	Location	Details	Age Group
Public Skate	3.5/skate	Northcrest	Sundays 3pm-5pm	All
Senior Skate	2/pps	Evinrude	Mon & Fri 9am-11am, Tues & Thurs, 1pm-3pm	Seniors
Adult Pay-as-You-Play Hockey	6/skater	Evinrude	Tues & Thurs 12pm-2pm, Fri 9-11am	18+
Kids Pay-As-You-Play Hockey	2/skater	Evinrude	Wed 10am-11am	Under 18
PA Day Skate	3.5/skate	Varies	Most PA Days	Elementary

Arenas	Capacity
Northcrest	140
Evinrude	160
Kinsmen	150

ART GALLERY

Program	Fee \$	Capacity	Details	Age	Duration
Art Club for Kids	\$95	15	1:30-4pm Saturdays	Ages 7 +	6 Week Session
March-Break Art Camp	\$18/half day	15	9-noon	Ages 4-7	5 Days over March Break
			1-4pm	Ages 8-12	
P.A. Day Afternoon programs	\$18/ class	15	1-4pm	Ages 6-12	
Art for Teens Sunday Workshop	\$30/day	8	1-4pm	Ages 12+	3 separate dates
AGP Education program		35	1 hr tour and 1 hr studio workshop	All ages	
Exploring Creativity	\$200	10	7-9pm	Adult 16+	6 weeks, Wednesdays, May 6-June 10
Printmaking	\$200	10	6:30-9pm	Adult	Feb 4 -March 11, Wednesdays
Abstract Painting	\$65/Workshop	10	12:30-4pm	Adult	April 12 and/or April 19
Guided Exhibition Tours	NA	Varies	2-4pm	Adult	Third Thursday of month

Summer Camps	\$18/half day, \$85/full week of half days, \$165/full week of full days	15	am	12+	July and august, weekly	
		15	AM	Ages 4-6	"	
		15	PM	Ages 7-11	"	
Adults Art Afternoons	Free	NA	2-4pm	Adult	Third Thursday of each month	

LIBRARY

	Program	Fee \$	Capacity	Details	Age Group	Duration
Children's Programs F/W	Bouncin' Babies	Free	12 to 18	Wednesdays	Ages 6-23 mo.	10:45am or 2pm
	Toddler Time	"	12 to 18	Fridays	Age 2	10:45 am
	Drop In Storytime	"	12 to 18	Tuesdays	Age 3-5	10:45 am
	After School Club	"	12 to 18	Wednesdays	Ages 6-12	4pm
Adult & Teen	Computer Classes	"	4 to 12	Various dates and times		
	Ebook & Downloadables Tutorials	"	12 to 18	"		
	Kniterary Nights	"	12 to 18	Last Monday of the month		7pm
	Adult Book Discussion Group	"	12 to 18	Last Tuesday of the month		2pm
	Scrabble Night	"	12 to 18	First Wednesday of the Month		7pm
	Pizza & Pages	"	12 to 18	One Wednesday/Month		6:30pm
	March Madness	"	12 to 18	No details		
Children's Programs	TD Summer Reading Club	"	12 to 18	No details		

MUSEUM

Program		Fee \$		Capacity		Details		Age Group		Duration	
Summer Discovery Camps for Kids											
	"Natural Creations" Art Camp		\$160		20		9am-4pm daily		Ages 7-11	1	Week, July 13-17
	"P.O.P. Drama Project"		\$160		20		9am-4pm daily		Ages 7-11	1	Week, July 20-24
	"Think Outside"		\$160		20		9am-4pm daily		Ages 7-11	1	Week, July 27-31
	"Extreme Science I"		\$128		20		9am-4pm daily		Ages 7-11	1	Week, August 4-7
	"Space Art"	Age	\$160		20		9am-4pm daily		Ages 7-11	1	Week, August 10-14
	"Extreme Science II"		\$160		20		9am-4pm daily		Ages 7-11	1	Week, August 17-21
	Wild Card Wednesdays		\$16 Half day, \$32 full day	Half	20		One day camps, 9-12 and/or 1-4pm		Ages 7-11	July 8-18	August 18
KinderKidz	KinderKidz Love to Read		Half \$16, Day \$32	Day Full	18		9am - 12pm, and/or 1pm-4pm		JK, SK and Gr. 1	1	Week, July 13-17
	KinderKidz Love to Imagine	to	Half \$16, Day \$32	Day Full	18		9am - 12pm, and/or 1pm-4pm		JK, SK and Gr. 1	1	Week, July 20-24

KinderKidz Love Nature	Half Day \$16, Day \$32	18 Full	9am - 12pm, and/or 1pm-4pm	JK, SK and Gr. 1	1 Week, July 27-31
KinderKidz Love to Experiment	Half Day \$16, Day \$32	18 Full	9am - 12pm, and/or 1pm-4pm	JK, SK and Gr. 1	1 Week, August 4-7
KinderKidz Love Space	Half Day \$16, Day \$32	18 Full	9am - 12pm, and/or 1pm-4pm	JK, SK and Gr. 1	1 Week, August 10-14
KinderKidz Love to Grow Up	Half Day \$16, Day \$32	18 Full	9am - 12pm, and/or 1pm-4pm	JK, SK and Gr. 1	1 Week, August 17-21
Youth Leadership Program	Free	none	June 30, July 2 & 3	14-18	
P.A. Day Camps	\$16 half day, \$32 full day		9am-12pm, and/or 1-4pm	Ages 4-6	Jun-05
	\$16 half day, \$32 full day		9am-12pm, and/or 1-4pm	Ages 7-11	Jun-05

RECREATION

Program	Fee \$	Capacity	Location	Details	Age Groups	Duration
Power Skating Instruction	\$165	20	Northcrest Arena	Two separate sessions; twice weekly.	Ages 8-10; 11-13	5 weeks
Fencing March Break Camp	\$208	25	The Peterborough Fencing Club	9am - 4pm	Ages 8-14	March Break
Rock & Rope March break Camp	\$204	8	Rock & Rope Climbing Centre	9am - 4pm	Ages 7-14	March Break
Youth Ball Hockey League	\$73	50	Legacy Bowl, Knights of Columbus	4 one hour sessions held on Sundays.	Ages 8-10; 11-13	April 26-June 14
Youth Climbing Program: Spider Monkey and Chimps	\$200	8	Rock & Rope Climbing Centre	Program runs 1.5 hour sessions; Tuesday - Thursday Saturdays	Ages 6-12	Beginning March-End April
Junior Tennis Instruction	\$99	12	Quaker Park Tennis Club	Two one hour sessions on Mondays	Ages 5-9; 10-16	8 lessons over 2 weeks
Le Petit tennis	\$42	8	Quaker Park Tennis Club	Two half hour sessions on Saturdays	Ages 3-5	6 half hour lessons
Minor League Tennis - Red Ball	\$40	16	Quaker Park Tennis Club	One 1.5 hour session on Saturdays	Ages 5-9; 10-16	8 consecutive weeks

Youth Soccer Camp						
Micro	\$91	25	Eastgate Park	Half-day	Ages 5-6	1 week
Mini	\$131	30		Full day	Ages 7-9	1 week
Development	\$131	25		Full day	Ages 10-12	1 week
"Just Girls"	\$131	25		Full day	Ages 7-14	1 week
Rep	\$162	25		Full day	U8-U15	1week
Goalkeeping	\$162	10		Full day	Ages 9-14	1 week
Junior Tennis Camp	\$99	8	Quaker Park Tennis Club	Half-day	Ages 9-16	1week
Mini Tennis Program	\$52	8	Quaker Park Tennis Club	Monday-Thursday; one hour sessions	Ages 5-9	1 week
Ultimate Sports Camp	\$122	50	Nicholl Oval Park & Rugby Clubhouse	Full day program	Ages 8-14,	3 week
Ultimate Sports Camp - No limit	\$156	50	Nicholls Oval Park & Rugby Clubhouse	Full day program - Includes two-offsite trips in the first and third weeks	Ages 9-14	3 week
Football Camp	\$101	80	St. Peter's Secondary School	Full day	Ages 8-13	1 week
Basketball Camp	\$131	55	Thomas A. Stewart Secondary School	Full day	Grades 5-7; 8-10	1 week
Fencing Camp	\$208	20	Peterborough Fencing Club	Full Day; Offers camp level 2 program	Ages 9-13	1 week

Rock & Rope Climbing Camp	\$204	16	Peterborough Fencing Club	Full day	Ages 7-14	1 week	
Peterborough Youth Council	Volunteer				Ages 10-21	1 year	
Lorne Eakins Hockey school	\$109	42	Kinsmen Civic Centre	Three week program, twice weekly. One hour sessions		Ages 5-6, 7-8, 9-11	
Junior Park Program	Free				Ages 4-8	End June-August	
High Five - Principles of Healthy Child Development Certification	\$90	20	Wellness Centre	Full day	Adults working with children; 6-12	1 day	
High Five - Sport Trainer Workshop	\$35	15	Wellness Centre	4 hours evening	Adults working with children; 6-12	1 day	
Junior Lifeguard Club	\$40	8	Beavermead Beach		Ages 5-6, 7-8, 9-12	weekly	
Fall	\$162	20	Evinrude	Tues Oct - Dec	Ages 8-10		
Winter	\$165	20	Evinrude	Tues Jan - March	Ages 11-13		
Adult Recreational Hockey	\$306	48		Kinsmen		Sundays, Sept 21 - March 15	
	\$155 (goalies)	4	Kinsmen	"			
Northcrest Skating School – Fall	\$96	65	Northcrest	Oct - Dec	Ages 4-10	Nine min session, Sundays	45
Winter	\$98	65	"	Jan - Mar	"	"	

Parent & Tot Skating School - Fall	\$100	20	Evinrude	Oct - Dec	Ages 2-3	Ten 45 min sessions, Wednesdays
Winter	\$102	20	"	Jan - Mar	"	
High-Five Principles of Healthy Child Development Certification Session	\$70			Wellness Centre		2 full day sessions
Mini Tennis Program	\$97	8	Quaker Park Tennis Club	8 lessons over two weeks, Monday to Friday	Ages 6-9	
Junior Tennis Instruction	\$99	12	Quaker Park Tennis Club	Two one hour sessions on Mondays	Ages 5-9; 10-16	8 lessons over 2 weeks
Le Petit Tennis	\$27	8	Quaker Park Tennis Club	4 half hour sessions		One week
Fencing Camp	\$208	20	Peterborough Fencing Club	Full Day; Offers camp level 2 program	Ages 9-13	1 week
Lorne Eakins Hockey school	\$109	42	Kinsmen Centre	Civic Three week program, twice weekly. One hour sessions		Ages 5-6, 7-8, 9-11

WELLNESS CENTRE**Wellness Centre Membership Fees**

Age Group	Term	Fee	HST
Adult (18-54) - Year	12 Month Term	\$525.00	Yes
Adult (18-54) - 4 Month	4 Month Term	\$218.76	Yes
Adult (18-54) - PAP Monthly	Monthly PAP	\$43.25	Yes
Senior (55+) - Year	12 Month Term	\$475.00	Yes
Senior (55+) - 4 Month	4 Month Term	\$197.92	Yes
Senior (55+) - PAP Monthly	Monthly PAP	\$39.58	Yes
Adult Couple (18-54) - Year	12 Month Term	\$900.00	Yes
Adult Couple (18-54) - 4 Month	4 Month Term	\$375.00	Yes
Adult Couple (18-54) - PAP Monthly	Monthly PAP	\$75.00	Yes
Senior Couple (55+) – Year	12 Month Term	\$800.00	Yes
Senior Couple (55+) - 4 Month	4 Month Term	\$333.36	Yes
Senior Couple (55+) - PAP Monthly	Monthly PAP	\$66.67	Yes
One Adult Family – Year	12 Month Term	\$850.00	Yes
One Adult Family - 4 Month	4 Month Term	\$354.16	Yes

One Adult Family - PAP Monthly	Monthly PAP	\$70.83	Yes
Family - Year	12 Month Term	\$995.00	Yes
Family - 4 Month	4 Month Term	\$414.60	Yes
Family - PAP Monthly	Monthly PAP	\$82.92	Yes
Child (6wks-14yrs) / Youth (15yrs -17yrs)	12 Month Term	\$295.00	Yes
Child (6wks-14yrs) / Youth (15yrs -17yrs)	4 Month Term	\$122.92	Yes
Child (6wks-14yrs) / Youth (15yrs -17yrs)	Monthly PAP	\$24.58	Yes
Student (18 Plus) - Year	12 Month Term	\$350.00	Yes
Student (18-Plus) - 4 Month	4 Month Term	\$145.84	Yes
Student (18-Plus) - PAP Monthly	Monthly PAP	\$29.17	Yes
Holiday Season Month Membership (30 Consecutive Days)	1 Month	\$69.50	Yes
Summer Membership	July & August	\$99.00	Yes
Youth Free Membership Program 8am-4pm (Ages 13-16)	July & August	\$ -	No
Group Membership 10-24 Participants (15% off Single Senior, Adult, Student)	12 Month Term		Yes
Group Membership 25+ Participants (25% off Single Senior, Adult, Student)	12 Month Term		Yes
Membership Hold Admin Fee	monthly	\$10.00	Yes

Wellness Centre Programs	Duration	Fee	HST	Capacity
Swim Lessons - 30 Minute-Member	10 Week Session	\$50.49	No	
Swim Lessons - 30 Minute-Non Member	10 Week Session	\$68.85	No	
Swim Lessons - 45 Minute-Member	10 Week Session	\$56.10	No	
Swim Lessons - 45 Minute-Non Member	10 Week Session	\$73.95	No	
Swim Lessons - 60 Minute-Member	10 Week Session	\$60.69	No	8
Swim Lessons - 60 Minute-Non Member	10 Week Session	\$79.05	No	
Swim Lessons - 30 Minute-Member	8 Week Session	\$40.29	No	4 to 10
Swim Lessons - 30 Minute-Non Member	8 Week Session	\$55.08	No	
Swim Lessons - 45 Minute-Member	8 Week Session	\$44.88	No	
Swim Lessons - 45 Minute-Non Member	8 Week Session	\$59.16	No	
Swim Lessons - 60 Minute-Member	8 Week Session	\$48.45	No	
Swim Lessons - 60 Minute-Non Member	8 Week Session	\$63.24	No	
Private Swim Lessons - 30 Minute – Member	10 Week Session	\$135.15	No	1
Private Swim Lessons - 30 Minute -Non	10 Week	\$178.50	No	

Member	Session			
Semi-Private Lessons - 30 Minute – Member	10 Week Session	\$81.60	No	1 to 3
Semi-Private Lessons - 30 Minute -Non Member	10 Week Session	\$107.10	No	
Bronze Medallion & First Aid (20hr Course) -Non Member	10 Week Session	\$125.00	No	
Bronze Cross (20hr Course) - Non-Member	10 Week Session	\$125.00	Yes	
Instructor / NLS Recerts - Non-Member	1 Class	\$75.00	Yes	
Bronze Med / Cross Manuals - Non-Member	1 Set	\$55.00	Yes	
Bronze Med Exam Fee	1 Exam	\$50.00	No	
Bronze Cross Exam Fee	1 Exam	\$50.00	Yes	
High Five AWSI	1 Set	\$50.00	Yes	
AWSI Manuals	1 Set	\$75.00	No	
Assistant Water Safety Instructor (35hrs + 10hrs Teaching)	7 Week Session	\$150.00	Yes	
Instructor Manuals	1 Set	\$95.00	Yes	
Red Cross Instructors Course (50Hrs + 12hrs Teaching)	10 Week Session	\$225.00	Yes	
First Aid, CPR & AED Course	16 Hours	\$55.00	yes	
Swim Lessons Revenue				
Family	1 Visit	\$10.00	Yes	
Individual	1 Visit	\$5.00	Yes	

Recreational Swim Revenue					
Pool Rental - Leisure Pool + 1 Guards	1 Hour	\$100.00	Yes		
Pool Rental - Therapy Pool + 1 Guard	1 Hour	\$75.00	Yes		
Rental - Indoor Water Slide + 2 Guards	1 Hour	\$50.00	Yes		
Additional Guard	1 Hour	\$25.00	Yes		
Aquatic Rentals					
30 min Aqua Fitness Class Baby & Me (NM)	Per Class	\$45.00	Yes		
45 min Aqua Fitness Class (NM)	Per Class	\$60.00	Yes		
60 min Osteo Land & Water (NM)	Per Class	\$65.00	Yes		
30 min Aqua Fitness Class (NM)	Per Class	\$36.00	Yes		10 to 30
45 min Aqua Fitness Class (NM)	Per Class	\$48.00	Yes		10 to 30
Registered Aquafit Revenue					
45 min Land Fitness Program (Non-Member)	Per Class	\$50.00	Yes		10 to 30
45 min Land Fitness Program (Non-Member)	Per Class	\$40.00	Yes		12 to 30
1 Hour Land Fitness Program - Specialty 1	Per Class	\$55.00	Yes		
1 Hour Land Fitness Program - Specialty 1 (M)	Per Class	\$37.50	Yes		
1 Hour Land Fitness Program - Specialty 2	Per Class	\$65.00	Yes		
1 Hour Land Fitness Program - Specialty 2 (M)	Per Class	\$48.75	Yes		

1 Hour Land Fitness Program - Specialty 3	Per Class	\$75.00	Yes
1 Hour Land Fitness Program - Specialty 3 (M)	Per Class	\$56.25	Yes
1 Hour Land Fitness Program - Specialty 4	Per Class	\$85.00	Yes
1 Hour Land Fitness Program - Specialty 4 (M)	Per Class	\$63.75	Yes
1 Hour Land Fitness Program - Specialty 5	Per Class	\$95.00	Yes
1 Hour Land Fitness Program - Specialty 5 (M)	Per Class	\$71.25	Yes
1 Hour Land Fitness Program - Specialty 6	Per Class	\$105.00	Yes
1 Hour Land Fitness Program - Specialty 6 (M)	Per Class	\$78.75	Yes
1 Hour T.I.M.E (Together in Movement Exercise)	Per Class	\$60.00	Yes
1 Hour Land Fitness Program - Specialty 1	Per Class	\$44.00	Yes
1 Hour Land Fitness Program - Specialty 1 (M)	Per Class	\$33.00	Yes
1 Hour Land Fitness Program - Specialty 2	Per Class	\$52.00	Yes
1 Hour Land Fitness Program - Specialty 2 (M)	Per Class	\$39.00	Yes
1 Hour Land Fitness Program - Specialty 3	Per Class	\$60.00	Yes

1 Hour Land Fitness Program - Specialty 3 (M)	Per Class	\$45.00	Yes
1 Hour Land Fitness Program - Specialty 4	Per Class	\$68.00	Yes
1 Hour Land Fitness Program - Specialty 4 (M)	Per Class	\$51.00	Yes
1 Hour Land Fitness Program - Specialty 5	Per Class	\$76.00	Yes
1 Hour Land Fitness Program - Specialty 5 (M)	Per Class	\$57.00	Yes
1 Hour Land Fitness Program - Specialty 6	Per Class	\$84.00	Yes
1 Hour Land Fitness Program - Specialty 6 (M)	Per Class	\$63.00	Yes
1 Hour Land Fitness Program - Specialty 7	Per Class	\$105.00	Yes
1 Hour Land Fitness Program - Specialty 7 (M)	Per Class	\$86.25	Yes
1 Hour Land Fitness Program - Specialty 8	Per Class	\$40.00	Yes
1 Hour Land Fitness Program - Specialty 8 (M)	Per Class	\$30.00	Yes
Walking Track Program	Per Class	\$ -	Yes
New Member 3 hour Personal Training Special	3 hours	\$99.00	Yes
Junior Get Started Package (13-14)	1 hours	\$27.50	
Personal Training	1 hours	\$50.00	No

Personal Training	30 min	\$32.50	Yes	
5/30 min Personal Training Package	2.5 hours	\$145.00	Yes	
5/1 hour Personal Training Package	5 hours	\$237.50	Yes	
10/30 min Personal Training Package	5 hours	\$275.00	Yes	
10/1 hour Personal Training Package	10 hours	\$450.00	Yes	
Personal Best Program (20 1/2 Hr sessions)	10 hours	\$475.00	Yes	
Wellness Centre Daily Drop in Day Pass	Day Pass	\$10.00	Yes	
Children & Youth 30 Minute Programs Non Member	Per Class	\$45.00	No	
Children & Youth 30 Minute Programs Member	Per Class	\$22.50	No	20
Children & Youth 45 Minute Programs Non Member	Per Class	\$50.00	No	
Children & Youth 45 Minute Programs Member	Per Class	\$25.00	No	20
Children & Youth 60 Minute Programs Non Member	Per Class	\$55.00	No	
Children & Youth 60 Minute Programs Member	Per Class	\$27.50	No	20
High Five PHCD Workshop - Non Staff	1 Event	\$70.00	Yes	
PA Day Camp Non-Members (8:00-5:30)	1 Day	\$37.50	No	
PA Day Camp Members (8:00-5:30)	1 Day	\$30.00	No	30
March Break Camp Non-Members (8:00-5:30)	1 Week	\$160.00	No	
March Break Camp Members (8:00-5:30)	1 Week	\$125.00	No	60

Summer Camps Non-Members (8-5:30)	1 Week	\$147.50	No	
Summer Camps Members (8:00-5:30)	1 Week	\$115.00	No	40 - 100
Summer Specialized Camps Non-Members (8:00-5:30)	1 Week	\$160.00	No	
Summer Specialized Camps Members (8:00-5:30)	1 Week	\$112.50	No	
Little Adventurers Summer Camp Non-Members (8:00-5:30)	1 Week	\$128.00	No	
Little Adventurers Summer Camp Members (8:00-5:30)	1 Week	\$100.00	No	
Extreme Adventure Camp Non-Members (8:00-5:30)	1 Week	\$200.00	No	
Extreme Adventure Camp Members (8:00-5:30)	1 Week	\$150.00	No	
Summer Leader-in-Training Camp Members (8:00-5:30)	1 Week	N/C	No	
Summer Leader-in-Training Camp Non-Members (8:00-5:30)	2 weeks	\$250.00	No	
Camp Lunch Program	1 week	\$32.50	No	