

Town of Pelham Youth Program Policies and Code of Conduct

The Town of Pelham (“the Town”) offers youth programs that are intended to provide a safe and welcoming environment for participants. To ensure that all youth have a positive and enjoyable experience, the Town has implemented the Youth Program Policies and Code of Conduct set out below.

Please review and discuss this form with your child(ren) prior to registering for a Town Youth Program. By registering for a Town Youth Program, you and your child(ren) agree to comply with the following Youth Program Policies and Code of Conduct.

Youth Program Policies

A. Support and Supervision

1. The Town does not provide one to one staff support or supervision for participants in Town Youth Programs.
2. The supervision ratio for swimming lessons varies based on the type of lesson and level of participants.
3. The supervision ratio for day camp programs is one (1) staff person to seven (7) participants.
4. If staff determine that a participant requires one to one support to fully or successfully participate in a Town Youth Program, the participant’s parent(s) or guardian(s) may be asked to provide a support person.
5. Situations in which a support person may be required include, but are not limited to, where a participant requires assistance with eating or toileting, has complex medical needs and/or requires individual support for self-regulation or behaviour management.
6. If the participant’s parent(s) or guardian(s) decline or refuse to provide a support person, the participant will not be permitted to attend any Town Youth Program until a support person is provided.
7. A support person must provide a valid vulnerable sector police check to the Town prior to attending a Town Youth Program with a participant.

B. Activity Changes

1. The Town strives to offer a variety of opportunities and activities to Town Youth Program participants. The Town may change, modify, substitute or cancel any activity without prior notice to participants.

C. Medical Treatment

1. As the parent(s) or guardian(s) of a participant, I/we authorize the Town to transport the participant to a local hospital or medical facility in the event of any incident, injury or illness that requires medical attention or treatment.

D. Photographs and Recordings

1. The Town may take photographs and/or make video or audio recordings of Town Youth Programs.
2. As the parent(s) or guardian(s) of a participant, I/we authorize the Town to take photographs and make video and/or audio recordings that include the participant and to use such photographs and/or recordings for promotional purposes.
3. I/we understand that such photographs and recordings may be used in print publications, online platforms and social media and that no royalty, fee or compensation is payable by the Town for such use.
4. I/we hereby release The Corporation of the Town of Pelham and its staff, elected officials and/or representatives from any and all claims arising from or in any way related to the use of photographs or recordings as outlined herein.

E. Waiver and Release of Liability

1. As the parent(s) or guardian(s) of a participant, I/we hereby acknowledge and agree:
 - i. that there are risks inherent in participating in a Town Youth Program, including but not limited to personal injury and property damage;
 - ii. that on behalf of myself and the participant, I/we accept and voluntarily assume all risks associated with participation in a Town Youth Program;
 - iii. that on behalf of myself and the participant, I/we release and forever discharge The Corporation of The Town of Pelham and its staff, elected officials and/or representatives from any and all claims arising from or in any way related to participation in a Town Youth Program; and
 - iv. that by registering the participant for a Town Youth Program, I/we waive, on behalf of myself and the participant, any right to sue The Corporation of the Town of Pelham and its staff, elected officials and/or

representatives for any and all claims arising from or in any way related to participation in a Town Youth Program.

Code of Conduct

A. Respect for Participants

1. Participants in Town Youth Programs are expected to show respect for themselves by attending with an open and positive attitude and actively participating in program activities.
2. Participants in Town Youth Programs and their parents or guardians are required to show respect for other participants by not speaking or acting in a way that could physically or emotionally harm any participant.

B. Respect for Town Facilities and Staff

1. Participants in Town Youth Programs are expected to show respect for Town facilities by keeping track of their belongings, cleaning up after themselves and not acting in a way that could damage Town equipment or property.
2. Participants in Town Youth Programs are expected to show respect for staff by listening and following directions.
3. Participants in Town Youth Programs and their parents and/or guardians are expected to show respect for staff by not speaking or acting in a way that is hostile or aggressive toward staff.

C. Respect for Others

1. Town Youth Programs may share facilities, equipment or space with other community programs or activities. All members of the community deserve to enjoy programs and activities without being subjected to discriminatory or otherwise inappropriate language or behaviour.
2. Participants in Town Youth Programs and their parents and/or guardians are required to show respect for all community members, including staff and other participants, by not speaking or acting in a way that could physically or emotionally harm any other person sharing Town amenities.
3. Participants in Town Youth Programs and their parents and/or guardians are also subject to the Town's Public Code of Conduct (Code No. S100-12), which establishes minimum behavioural requirements and creates a clear range of consequences for violation of those behavioural requirements.

D. Inappropriate Language and Behaviour

1. Inappropriate language that could physically or emotionally harm another person includes but is not limited to swear words, insults, name-calling, unwanted teasing and negative remarks about other participants or staff.
2. Inappropriate behaviour that could physically or emotionally harm another person includes but is not limited to:
 - i. Aggression: purposely unfriendly or hostile behaviour that is directed at another person. Aggression includes violence or other unwanted physical contact, threats of physical force or violence and physical or verbal intimidation.
 - ii. Bullying: unwanted and aggressive behaviour that is directed at one or more other participants and that is repeated or has the potential to be repeated over time. Bullying includes actions such as making threats, spreading rumours, physical or verbal attacks or harassment and deliberately excluding someone from a group.
 - iii. Violence: the use of physical force by a participant with the intent or effect of causing injury to another person or damage to the property or belongings of another person.
3. There is **zero tolerance** for inappropriate language and/or inappropriate behaviour in Town Youth Programs.

E. Management of Inappropriate Language or Behaviour

1. Town Youth Programs use a “*three-strike*” model to manage behavioural issues. This model is not intended to provide three opportunities for poor behaviour but rather to help participants avoid repeated occurrences of inappropriate language or inappropriate behaviour.
2. The consequences of a first occurrence, second occurrence and third occurrence are as follows:
 - i. First occurrence: Staff will speak to the participant privately about the inappropriate language or behaviour and will ask the participant to think about their actions. Staff will document the occurrence in writing and will inform the participant’s parent(s) and/or guardian(s) of the first occurrence when the participant is picked up.
 - ii. Second occurrence: Staff will speak to the participant privately about the inappropriate language or behaviour and will review this Code of Conduct with them. Staff will document the occurrence in writing and will inform the participant’s parent(s) and/or guardian(s) of the second occurrence when the participant is picked up.

- iii. Third occurrence: Staff will contact the participant's parent(s) and/or guardian(s) immediately and require them to remove the participant for the rest of the Town Youth Program. Program fees will not be refunded in whole or in part where a participant is removed on this basis. Staff will document the occurrence in writing.
3. The Town reserves the right to immediately dismiss a participant from a Town Youth Program due to violent behaviour. Staff will document the occurrence in writing. Program fees will not be refunded in whole or in part where a participant is dismissed on this basis.
4. Notwithstanding any other provision of the Youth Program Policies and Code of Conduct, the Town reserves the right to apply and enforce the Town's Public Code of Conduct (Code No. S100-12) where a participant or a participant's parent(s) and/or guardian(s) engage in discriminatory or otherwise inappropriate behaviour as described therein.