

POLICY MANUAL CHECKLIST

South East Sport, Culture & Recreation District

**PROGRAM
AND EVENT
POLICY**



Policy Manual Checklist

Program and Event Policy

This template policy manual includes samples of Program and Event focused policies. Use the checklist on Page 4 to start building a policy manual for your organization.

Important notes

- You can't (or shouldn't) rely on these sample policies and procedures alone. They are a starting point, but you will have to adapt them.
- Most samples include both policies and procedures (the policies provide guidance on standards, while procedures give instructions on implementing standards). We recommend adopting policies at a board level, while procedures are developed/signed off by the organisation's CEO.
- We use the term 'board' to cover boards, committees of management, or any body that has final authority in your organisation. And, the term 'CEO' extends to executive directors, or your chief administrator.

Disclaimer: When developing policies and procedures for your own organization, it can be very beneficial to first review examples of these types of policies. Of course, your final version needs to reflect your board's actual practices, but it can be helpful to start with a pre-existing document for inspiration rather than beginning from a blank paper. Before implementing a new policy, have it reviewed by your organization's legal counsel for compliance with applicable federal and provincial laws. The samples provided here are for informational purposes only and do not constitute legal advice.

Type of Organization

	Board Governance	Staff, Administration & Operations
NEW	- Newly formed - Register as a non-profit with the ISC or created through municipal bylaw - Board being formed or relatively new	
TYPE 1 OPERATIONAL BOARD STRUCTURE	- The governance structure is operational. The board is responsible for all activities. - Vision and mission are clarified. - Observe fiduciary/ethical considerations as regulated by law	- No staff or limited part-time administrative assistance - Operating from a home or loaned office space arrangement - Assets are usually not significant.
TYPE 2 MOVING TOWARD A POLICY/GOVERNANCE BOARD STRUCTURE	- Board is still involved with operations but focusing on policy making and community leadership roles. - Committee are in place with the board. - Vision and mission are revised as needed. - Observe fiduciary/ethical considerations as regulated by law	- Staff in place, usually a full or part-time executive director, and some administrative, program and financial assistance - Office space is established in a rented or loaned space. - Assets are or are becoming significant.
TYPE 3 POLICY/GOVERNANCE BOARD STRUCTURE	- Board operates at as a governance board and is no longer involved in the day-to-day operations. - Vision and mission revised as needed. - Ensures administrative accountability including selection and hiring of CEO/Executive Director - Observe fiduciary/ethical considerations as regulated by law	- Have a full time CEO/Executive Director and specialized staff. - Office is well located, either leased or owned. - Administrative expenses are covered mainly by fees and operating income.

Source: Adapted from the Community Foundations of Canada-Policy Guidelines and Template Manual

Use the checklist below to start building a policy manual for your organization. Review the type of organization you are above and check out the recommended policy areas below. Policies marked with x are ones you should likely make a priority. This is an extensive list but not exhaustive, spaces have been left for you to add additional policies to the list.

Program and Event Policy

Policy	New and Type 1	Type 2 and 3	Policy You Need (X)
FEE FOR SERVICE POLICY	x	x	
PARTNERING POLICY	x	x	
REIMBURSEMENT POLICY	x	x	
CANCELLATION POLICY	x	x	
PHOTOGRAPHY AND VIDEO POLICY		x	
CODE OF CONDUCT/ BEHAVIOUR POLICY		x	
ART INSTALLATION POLICY			
ALCOHOL PERMIT POLICY		x	
INCLUSION POLICY		x	
PROGRAM EVALUATION POLICY		x	
USE OF WAIVERS/AGREEMENTS			
TRANSPORTATION POLICY		x	
SCREENING POLICY		x	
INQUIRY POLICY			
RECOGNITION POLICY			
INCLEMENT WEATHER POLICY			
ALCOHOL, TOBACCO, DRUG USE POLICY			

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Fee for Service Policy

In order to ensure that **Organization name** directs resources to its mission and mandate, all services provided outside of these will be done either at full cost recovery or to generate a surplus. **Organization name** will provide such services to respond to the needs of the community or as an opportunity to generate revenue to support Organization name's growth and sustainability.

Directives

- 1 This policy does not cover any previously funded activities, including but not limited to services funded through _____.
- 2 This policy covers activities of various natures, from photocopying to consulting work.
- 3 Fees will be charged to fill requests for activities that are outside the scope of the regular work of Organization name, but serve the needs of the community – thus, balancing public service with a wise use of Organization name's resources.
- 4 Delivery of any service must consider the capacity of staff and resources to handle it.
- 5 Procedures for costing and collecting of "fees for service" will be developed by ----- . However, it is understood that procedures cannot describe the specific manner in which to address all the different situations that may be encountered. Therefore, procedures will provide a general process in which to successfully deal with most requests.
- 6 When requests are made which fall outside of the general procedures, **the Executive Director**, with assistance from appropriate staff, will evaluate requests and determine how they fit into Organization name's scope and staff workload. Estimates will be developed as to how much time and other resources the activity would require and when the work could be incorporated into **Organization name's** schedule. Some requests may be denied.
- 7 The expenses for all "fee for service" activities must include an appropriate cost for administration and overhead. Fees for service will be established on the following basis:
 - i) Recognition of the value of staff professional expertise
 - ii) Recognition of the real cost of staff time
 - iii) Recovery of non-salary expenses associated with the delivery of services (e.g. photocopying)
 - iv) Recognized commercial practices and market standards

All fees for service will be reviewed annually or when significant changes occur which may affect costing

Cancellation and Refund Policy examples

1. Do you want to give customers a refund?
2. When do they have to inform you by before the actual event date starts to cancel?
3. Do you want to keep their payment and give them store credit instead?

By answering the questions above, you can come up with some very simple and basic policies, like this one: *To receive a refund, customers must notify at least 4 days before the start of the event. In all other instances, only a store credit is issued.*

Below are six great examples of cancellation and refund policies:

1. Due to limited seating, we request that you cancel at least 48 hours before a scheduled class. This gives us the opportunity to fill the class. You may cancel by phone or online here. If you have to cancel your class, we offer you a credit to your account if you cancel before the 48 hours, but do not offer refunds. You may use these credits towards any future class. However, if you do not cancel prior to the 48 hours, you will lose the payment for the class. The owner has the only right to be flexible here.
2. Cancellations made 7 days or more in advance of the event date, will receive a 100% refund. Cancellations made within 3 - 6 days will incur a 20% fee. Cancellations made within 48 hours to the event will incur a 30% fee.
3. I understand that I am holding a spot so reservations for this event are non-refundable. If I am unable to attend, I understand that I can transfer to a friend.
4. If your cancellation is at least 24 hours in advance of the class, you will receive a full refund. If your cancellation is less than 24 hours in advance, you will receive a gift certificate to attend a future class. We will do our best to accommodate your needs.
5. You may cancel your class up to 24 hours before the class begins and request to receive a full refund. If cancellation is made day of you will receive a credit to reschedule at a later date. Credit must be used within 90 days.
6. You may request to cancel your ticket for a full refund, up to 72 hours before the date and time of the event. Cancellations between 25-72 hours before the event may transfer to a different date/time of the same class. Cancellation requests made within 24 hours of the class date/time may not receive a refund nor a transfer. When you register for a class, you agree to these terms.

Program Evaluation Policy

Policy Statement

The (organization name) shall implement program evaluation practices to ensure program performance is measurable and informs sound resource allocation decisions.

Principles

The (ORGANIZATION NAME) will adhere to the following principles when implementing this Policy:

- Create an evaluative culture in the (ORGANIZATION NAME) where staff value the benefits of program design, monitoring, and evaluation techniques, to improve the development and delivery of programs and services.
- Create the objective, reliable, and authoritative data necessary to make evidence-based decisions on monetary and non-monetary resource allocation that considers program evaluation practices.
- Ensure the consistent, systematic, and value-added application of program design, monitoring, and evaluation on a government-wide basis.
- Demonstrate good governance by providing objective evidence as part of transparent decision-making.
- Enhance program management by clarifying the purpose, intent, and goals of a program, tracking progress towards short, medium, and long-term outcomes, and identifying strengths, weaknesses, risks, and gaps to allow for improvements and modifications.
- Ensure that results from program evaluations are implemented wherever possible to ensure benefits are consistently realized.

Scope

This policy applies to all departments, volunteers, and employees of the (organization name).

Definitions

Logic Model – means a document describing a program and how it operates including the inputs necessary to make the program work; the actions to be taken by program staff or clients; the outputs that are the direct result of or a product of the actions, and the short, medium, and long-term outcomes the program is expected to produce.

Monitoring – means a continuous and ongoing activity, described by a Program Design in combination with good program delivery practice, whereby data and information is collected regularly and consistently from and about a program in active delivery.

Monitoring and Evaluation Framework – means a program design that achieves Results-Based Evaluation.

Performance Measurement Plan – is a document that describes what actions should be taken to make sure a program is achieving the objectives and outcomes identified in the Monitoring and Evaluation Framework.

Performance Measure – is data that is tracked to show whether a program's objectives and outcomes are being achieved. Performance Measures are typically compared against targets to determine how well a program is performing.

Program – is a government program, project, strategy, service, initiative, or activity, where financial resources have been appropriated to achieve a defined outcome.

Program Design – is a narrative description of a program including, but not limited to, the program theory, public interest or values being served, governance, objectives, operating environment, and other factors that describe what a program is and what it is intended to do combined with a Logic Model and Performance Measurement plan.

Results-Based Evaluation – means the assessment of a Program using a results-based methodology or technique recognized by the Canadian Evaluation Society and/or Treasury Board of Canada, or an organization of equivalent authority.

Program Evaluation Requirements

The Chair shall implement this Policy to include requirements to which all (ORGANIZATION NAME) departments, and other reporting entities will be held. The requirements shall include, at a minimum the following:

- Creation of program evaluation schedules.
- Including program evaluation in funding requests to the FMB.
- Monitoring programs.
- Funding of program evaluation costs.
- Procedures how program evaluations are to be conducted, undertaken, and delivered.
- Procedures how evaluation results are to be implemented
- Procedures for resolving disputes with respect to evaluation-related work.
- Establishing program evaluation and compliance standards.

Prerogative of the Financial Management Board

Nothing in this Policy may be construed to limit the prerogative of the Financial Management Board to make decisions or take action with respect to accommodation outside the provisions of this Policy.

Code of Conduct-Participant

[Name of Nonprofit] is a youth-serving, community-based

organization dedicated to providing [description of mission or services]. Participation in the organization's programs is subject to the observance of the organization's rules and procedures.

The activities outlined below are strictly prohibited. Any participant or staff member who violates this Code is subject to discipline, up to and including removal from the program.

- Abusive language towards a staff member, volunteer, or another participant.
- Possession or use of alcoholic beverages or illegal drugs on [Name of Nonprofit]'s property or reporting to the program while under the influence of drugs or alcohol.
- Bringing onto [Name of Nonprofit]'s property dangerous or unauthorized materials such as explosives, firearms, weapons or other similar items.
- Discourtesy or rudeness to a fellow participant, staff member or volunteer.
- Verbal, physical, or visual harassment of another participant, staff member or volunteer.
- Actual or threatened violence toward any individual or group.
- Conduct endangering the life, safety, health, or well-being of others.
- Failure to follow any agency policy or procedure.
- Bullying or taking unfair advantage of any participant.
- Failing to cooperate with an adult supervisor/leader/mentor.

I have read and I understand the [Name of Nonprofit]'s Code of Conduct. I agree to abide by the rules described above and understand that I may be removed as a participant if I violate any of these rules.

Signature _____

Date ____

Witness _____

Date ____

Partnering Policy

Partnerships place formal obligations and risks upon **Organization name**. Therefore, **Organization name** will enter into partnerships only if the conditions in this policy are met and the partnership fits **Organization name's** mission and mandates.

Advisory groups, reference groups and task forces

- **Organization name** clearly distinguishes between *Partnerships* (in which **Organization name** has formal obligations, roles and responsibilities) and *Advisory groups, reference groups, task forces, etc.* When **Organization name** participates in advisory groups, reference groups, task forces, etc. there are no formal obligations placed on our organization. Participants are there only to give advice and feedback. **Organization name** board and staff participate in advisory groups, reference groups, task forces, etc. based on their capacity to participate.
- No formal agreements or board permission are necessary to participate in advisory groups, reference groups, task forces, etc. since **Organization name** is not formally bound nor does it have any legal obligations based upon its participation. Participation by any staff member will happen at the discretion of the Executive Director.

Partnerships

- **Organization name** will not consider entering into partnerships without a formal business plan or a project proposal being prepared by the organization requesting a partnership or by **Organization name** itself. This documentation must include the roles, responsibilities, goals, timeframes, project finances, financial compensation, project management strategy, staffing plans, etc.
- **Organization name** will not enter into any partnerships if the project's goals do not clearly fit with our mission statement and our mandates.
- **Organization name** will not enter into any partnerships unless it has both the board and staff capacity to effectively participate in the partnership.
- The organization requesting the partnership must develop a formal draft partnership agreement that clearly spells out roles, responsibilities, timelines, communication process, staffing and finances. All partners will review and amend this agreement as appropriate and will formally sign this document before any partnership begins. The agreement must include **Organization name's** right to dissolve a partnership if a partner is not adhering to the agreement.
- Communication is critical to the success of any partnership. The party requesting the partnership must develop a plan for how information will be shared over the duration of the partnership. This plan must be reviewed and approved by **Organization name**. Partnering organizations will provide **Organization name** staff with update reports at mutually agreed upon timeframes.

- The organization requesting the partnership must have a solid track record in project management and organizational management.
- The following “Partnership Checklist” will be filled out by **Organization name** staff. If the risk is deemed, by **the Executive Director**, to be low (financial, reputation, capacity, etc.) after filling out the checklist, the Executive Director may proceed with the partnership without board approval. However, if there is a medium to high degree to risk, then board approval is needed. Financial Policy guidelines must be adhered to regarding signing authority and limitations.
- If a partnership is deemed to be failing, the partnership agreement will be mutually reviewed to determine whether the principles are being adhered to. Based on this review, **Organization name board and staff** will decide what action to take (remedial action or discontinue the partnership).

Accessibility for Persons with Disabilities Policy

Organization name follows the principles of independence, dignity, integration, and equality of opportunity for people with disabilities. **Organization name** strives for excellence in serving all customers including people with disabilities.

Definitions

Disability is any degree of physical disability or infirmity; a condition of mental impairment or a developmental disability; a learning disability, an inability to understand or use symbols or spoken language; or a mental disorder.

Barriers to accessibility are obstacles that make it difficult or not possible for people with disabilities to do the things most people are able to do.

Assistive devices and technologies are those whose purpose is to maintain or improve an individual's functioning, independence, and participation. Assistive devices may increase mobility, vision, hearing or communication. Examples include wheelchairs, hearing aids, visual aids and specialized computer software/hardware.

Directives

1. **Organization names** will identify and remove barriers to access for people with disabilities by developing an "Accessibility Plan". This plan will be reviewed and updated annually and will comply with the Saskatchewan Human Rights Code and any other law or legislation respecting non-discrimination.
2. People with disabilities may use their personal assistive devices when accessing our services or facilities. In cases where the assistive device presents a significant and unavoidable health or safety concern, other measures will be used to ensure the person with a disability can access our services or facilities.
3. We will communicate with people with disabilities in ways that consider their disability. We will work with the person to determine what method of communication works for them.
4. We will welcome people with disabilities with service animals. A service animal can be identified through visual indicators, such as its harness or vest, or when it helps the person perform certain tasks. When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.
5. A person with a disability who is accompanied by a support person will be allowed to have that person accompany them to our services and facilities. Fees will not be charged for support persons.
6. If there is a planned or unexpected disruption to services or facilities for customers with disabilities, **Organization name** will notify customers promptly. This clearly posted notice will

include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

7. Training about accessible customer service will be provided to all employees and volunteers. Training will include: the purpose and requirements of legislation; **Organization name** Accessibility for Persons with Disabilities policies; how to interact and communicate with people with various types of disabilities; how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person; how to use any equipment or devices available on-site that may help provide services or facilities to people with disabilities.
8. Customer feedback will help us identify barriers and respond to concerns. Procedures will be established for **Organization name** to welcome, receive and respond to feedback on how we provide accessible customer service.
9. **Organization name** will notify the public that documents related to accessible customer service are available upon request. These documents will be in an accessible format. Alternatively, upon request, in a timely manner and at no additional cost, communication support for the documents will be provided.

Saskatchewan Human Rights Commission.

<https://saskatchewanhumanrights.ca/education-resources/information-sheets/accessibility-rights-of-persons-with-disabilities/>

First Aid Procedures/Equipment

Policy #	Policy Type: Human Resources
Approval date:	Policy Name:
Next Review date:	

All emergencies are unique, but the following procedures should give you as a staff member some idea of what action to take in each situation. These procedures must be read and understood by all staff so that in an emergency there is no confusion about what should be done.

- With respect to injuries, if there is not a trained first-aider available, **DO NOT** administer first aid yourself unless you are qualified.
- If the injured person is conscious but unattended by a trained first aider, get permission to call Emergency Services.
- If the injured person is unconscious and is not attended by a trained first-aider, call Emergency Services.
- When you call Emergency services, give the dispatcher all the information requested and identify which door of the facility Emergency services should respond to. While you are waiting, ensure there is a clear path for the injured person and wait at the designated door.
- Record the incident in the Incident Log Book.

Occupational Health and Safety Policy: Incident and Injury Reporting

Policy number	<<insert number>>	Version	<<insert number>>
Drafted by	<<insert name>>	Approved by Board on	<<insert date>>
Responsible person	<<insert name>>	Scheduled review date	<<insert date>>

Introduction

[Name of Organization] recognizes that the health and safety of its employees is a priority and that if accidents or incidents do occur, they should be reported. Incidents should be investigated to ensure that the possibility of recurrence or further risk is minimized.

[Name of Organization] understands the importance of incident reporting and investigation and has developed hazard inspection, hazard reporting and maintenance programs to minimize the workplace accidents or dangerous occurrences.

This policy applies to all employees, volunteers, contractors, and visitors under the control of [Name of Organization].

Purpose

This policy has been developed to ensure that all employees (including volunteers) understand the processes to be taken in the event of a dangerous occurrence or accident.

Definition

Incident refers to any event which causes or could have caused injury, illness, damage to plant, equipment, vehicles, property, material, or the environment or public alarm.

It also includes losses of containment, fire, explosion, non-compliance with environmental regulatory requirements, vehicle incidents and off-site incidents.

Policy

[Name of Organization] commits to preventing workplace accidents and minimizing dangerous occurrences and will endeavour to achieve a zero-accident rate.

[Name of Organization] will:

- Provide a mechanism for reporting accidents, incidents, work-related illness, and dangerous occurrences.
- Investigate accidents to determine the root cause with the objective of preventing a recurrence.
- Obtain statistical information about the accident or incidents.
- Meet legislative requirements for reporting accidents and incidents.

All accidents or incidents that result in an injury or work-related illness during the course of work must immediately be reported to the regional Occupational Health and Safety Representative and First Aid Officer.

Any dangerous occurrence which has the potential to result in injury or damage to property must be reported in the same manner as an accident.

In the event of a dangerous occurrence or accident [Name of Organization] must ensure the relevant state authority is notified and that a full investigation is undertaken to determine the root cause.

The most appropriate corrective action will be taken to ensure the incident does not recur.

Authorization

<Signature of Board Secretary>

<Date of approval by the Board>

<Name of organization>

Log Book Policy

Policy #	Policy Name:
Approval date:	Amended date:
Next Review date:	

A Log Book is provided in the facility office. All incidents that affect the smooth operation of the facility are to be recorded.

Procedure:

Incidents that require a log entry include:

- Firealarm
 - Power failure
 - Leaks -i.e. water, ammonia, Freon, chlorine
 - Accidents (refer to policy 2 accident)
 - R.C.M.P. calls
 - Finding something of value (wallets, keys etc.)
 - Damage to facility
 - Missing arena dressing room keys
 - Scheduling conflict
1. Record date and time.
 2. Record a brief description of the incident.
 3. Record your name and sign the entry.
 4. The logbook is to be reviewed daily by the Facility Manager.

Photography, Audio and Video Recording Policy

[https://en.\(organization name\) nb.ca/home/about-us/quality/policies/photography,-audio-and-video-recording-policy.aspx](https://en.(organization name) nb.ca/home/about-us/quality/policies/photography,-audio-and-video-recording-policy.aspx)

In keeping with its commitment to the provision of safe and quality care, (organization name) ensures an environment that respects volunteer, client, visitor, employee and non-employee privacy, dignity, and confidentiality. Specifically:

1. Volunteer, clients, visitors, employees, and non-employees obtain consent from all individuals before taking photographs and/or audio/video recordings.
2. Volunteer, clients, visitors, employees, and non-employees are permitted to bring photographic equipment and/or camera/video equipped cellular devices with them to (organization name) facilities.
4. No photographs and/or audio/video recordings are permitted of items that are protected under copyright.
5. Volunteer, clients, visitors, employees, and non-employees do not take photographs and/or audio/video recordings in (organization name) facilities for commercial use except in compliance with Media Relations.
6. This policy does not apply to the use of radio, television, film crews, and photographers by media while they are on (organization name) properties.
7. Volunteer, clients, visitors, employees, and non-employees who witness non-compliance with this policy ask the person not in compliance to stop taking photographs and/or audio/video recordings, and request for them to delete the photographs and/or audio/video recordings. If there is further non-compliance, an employee or non-employee may call their manager or security for assistance; and volunteer, clients and visitors may call security or the patient representative for assistance.
8. Managers, security, and volunteers, after receiving notice of non-compliance with this policy, take appropriate action within their rights and responsibilities, to stop the patient, client, visitor, employee, or non-employee from photographing or making audio/video recordings of individuals who did not consent.
9. At (organization name) facilities/ events and activities (such as media announcements, celebrations) where there is a reasonable expectation and/or notification that people attending the event/activity may be included in photographs and/or audio/video recordings, it is the responsibility of individuals who do not wish to be photographed and/or audio/video recorded to communicate their wishes to the event organizers and/or the employee(s) taking the photographs and/or audio/video recordings, and move out of the view of cameras and recording devices.

Lightning Safety/Severe Weather Policy

Source: *The Canadian Soccer Association, Retrieved April 8, 2021*

When thunder roars, go indoors!

The safety of players, coaches, management, and spectators is the primary concern in any weather event that occurs during all matches sanctioned by Canada Soccer. By understanding and following the below information, the safety of everyone shall be greatly increased. Ultimately, the referee has the final say over delaying or restarting a match due to weather. Waiting to stop play or not waiting to start play may result in a serious injury or loss of life. Referees are expected to act responsibly when dealing with such events during matches they are controlling.

If you can hear thunder, you can get hit by lightning. As soon as you hear thunder, quickly get to a safe location. More people are struck before and after a thunderstorm than during one. Stay inside for 30 minutes after the last rumble of thunder.

Additional Information

Please note the following recommendations from Environment Canada:

- **To plan for a safe day, check the weather forecast first.** If thunderstorms are forecast, avoid being outdoors at that time or make an alternate plan. Identify safe places and determine how long it will take you to reach them.
- **Watch the skies for developing thunderstorms and listen for thunder.** As soon as you hear thunder, quickly get to a safe location. If you can hear thunder, you are in danger of being hit by lightning. More people are struck before and after a thunderstorm than during one.
- **Get to a safe place.** A safe location is a fully enclosed building with wiring and plumbing. Sheds, picnic shelters, tents or covered porches do NOT protect you from lightning. If no sturdy building is close by, get into a metal-roofed vehicle and close all the windows.
- **Do not handle electrical equipment, telephones, or plumbing.** These are all electrical conductors. Using a computer or wired video game system, taking a bath, or touching a metal window frame all put you at risk of being struck by lightning. Use battery-operated appliances only.
- **If caught outdoors far from shelter, stay away from tall objects.** This includes trees, poles, wires, and fences. Take shelter in a low-lying area but be on the alert for possible flooding.

Be aware of how close lightning is occurring. Thunder always accompanies lightning, even though its audible range can be diminished due to background noise in the immediate environment and its distance from the observer.

When larger groups are involved, the time needed to properly evacuate an area increases. As time requirements change, the distance at which lightning is noted and considered a threat to move into the area must be increased.

Know where the closest “safe structure or location” is to the field or playing area and know how long it takes to get to that safe structure or location. Safe structure or location is defined as:

- Any building normally occupied or frequently used by people, i.e., a building with plumbing and / or electrical wiring that acts to electrically ground the structure. Avoid using shower facilities for safe shelter and do not use the showers or plumbing facilities during a thunderstorm.

In the absence of a sturdy, frequently inhabited building, any vehicle with a hard metal roof (not a convertible or golf cart) and rolled-up windows can provide a measure of safety. A vehicle is certainly better than remaining outdoors. It is not the rubber tires that make a vehicle a safe shelter, but the

hard metal roof which dissipates the lightning strike around the vehicle. Do not touch the sides of any vehicle!

If no safe structure or location is within a reasonable distance, find a thick grove of small trees surrounded by taller trees or a dry ditch. Assume a crouched position on the ground with only the balls of the feet touching the ground, wrap your arms around your knees and lower your head. Minimize contact with the ground because lightning current often enters a victim through the ground rather than by a direct overhead strike. Minimize your body's surface area and the ground! Do not lie flat! If unable to reach safe shelter, stay away from the tallest trees or objects such as light poles or flag poles), metal objects (such as fences or bleachers), individual trees, standing pools of water, and open fields. Avoid being the highest object in a field. Do not take shelter under a single, tall tree.

Avoid using the telephone, except in emergency situations. People have been struck by lightning while using a land-line telephone. A cellular phone or a portable remote phone is a safe alternative to land-line phones, if the person and the antenna are located within a safe structure or location, and if all other precautions are followed.

When considering resumption of any athletics activity, wait at least thirty (30) minutes after the last flash of lightning or sound of thunder before returning to the field.

First aid for lightning victims

Prompt, aggressive CPR has been highly effective for the survival of victims of lightning strikes.

Lightning victims do not carry an electrical charge and can be safely handled.

- **Call for help.** Victims may be suffering from burns or shock and should receive medical attention immediately. Call 9-1-1 or your local ambulance service.
- **Give first aid.** If breathing has stopped, administer cardio-pulmonary resuscitation (CPR). Use an automatic external defibrillator if one is available.

Department of Culture and Recreation Program Policies

Safe Arrival and Departure

Please walk your child into the program when dropping them off and come into the program room to pick them up at the end of the class. Make sure that the staff person knows that you are there when returning to pick up your child. If your child is being picked up by someone else, let one of the instructors know at the beginning of the class. If your child is participating in a program indoors, please send indoor shoes.

Participant Behaviour Guidelines

We want to be sure that we encourage an environment of trust, safety and above all, fun! We will not accept disrespectful or aggressive behaviour. Our staff members are trained to address inappropriate behaviour. While we make every reasonable effort to ensure the enjoyment of all participants, if inappropriate behaviour is not changed, a participant's actions may lead to removal from our programs.

Photography Policy

Patrons wishing to use video cameras and/or other devices to take photos and/or videos, including camera phones and personal digital assistants (PDAs), in any registered or supervised program, must receive permission from staff before filming. The use of all cell phones and PDAs, or any other devices designed to take photographs, is prohibited in all change room and washroom areas in all Town of LaSalle facilities.

Media/Town Photographs

We may take pictures of people involved in various programs to be used in brochures, the activity guide or on our website. If you do not wish you, or your child, to be photographed, let us know in writing.

Our facilities are open to the public and often media personnel visit to take photos. If you, or your child, are a participant in our programs and you do not want a photo published, please inform the staff during registration. We will make every effort possible to make sure that you, or your child, are not photographed.

Cancellations

Was your program cancelled? All programs have a minimum number of participants. If this number is not met, the program may be cancelled. Register early

General Program Policies

Registration

Member Discount: The program participant must be an annual member of the (organization name) to qualify for the Member Rate. Exception is where program participant is under the age of two (2). In this case, the parent/guardian as a facility member will receive the Member Rate for the program. All other membership types do not qualify for program discounts.

Accepted forms of payment: Visa, MasterCard, American Express, debit cards, cash, and cheques (some restrictions apply). The charge for non-sufficient funds is \$40 plus tax. This is an administrative fee that will not be waived.

Tax: Program prices advertised are exclusive of (taxes). Exceptions may apply.

Pro-rating Program Fees: Program fees may be pro-rated for late registrants until the second day of a particular session. There are some programs with evaluated or instructional components. The Centre reserves the right to restrict participants from joining after the initial start date.

Course Requirements: All participants must meet the requirements stated in the program description.

Age Policies: Program participants must meet the required age by the start of the program. Please note that some programs may be exempt from this policy.

Some programs may be cancelled due to insufficient registrants. The (organization name) monitors registration levels prior to the start of programs to ensure quality programs are offered. A great course could be cancelled if there are not enough registrants. Register early to avoid program cancellations.

Cancellations & Refunds

The (organization name) reserves the right to cancel any program, change session times and/or location.

There are no refunds for programs offered at (organization name) unless the program is cancelled by the Centre. If we cancel a program, full refunds will be issued.

All changes must be completed in-person at the Customer Service Desk.

Should you change your mind about a registered program, the (organization name) will issue non-refundable credit will be issued if a participant provides 7 days advance notice, prior to the start date of the program. Within 7 days of a program start date, no credit will be issued.

Sessions unattended by the participant will not be rescheduled or credited.

In the event of a medical emergency where proof is given, we will pro-rate a credit to be used towards another program.

All non-refundable credits must be used within one year.

Visual Arts Policies & Procedures

Please read the following policies, before **registering** in (organization name) programming:

- Advanced registration is either recommended or required for all programs.
- Registration for programs is first-come first-serve, and classes have attendance caps.
- If a program reaches capacity, there is no guarantee that an additional session/more spaces will be made available.
- All programs will ask for payment in advance, to ensure that classes have the financial commitment to begin.
- Students are only registered in a program upon receipt of their payment.
- Classes are subject to cancellation (see below).
- Programs, prices, and instructors are subject to change without notice.

Withdrawals & Refunds

To request withdrawal from a program, you must contact the (ORGANIZATION NAME) at (ph: number) (during operating hours) or (email address)

To be eligible for a refund, the withdrawal **must be requested one (1) week prior to the scheduled program start date.**

A withdrawal **occurring less than one (1) week prior to the start of a program is not eligible for a refund.**

Materials kits that are included with a program are non-refundable.

Students who are eligible for a program refund will receive a refund less the cost of materials and any applicable administration fees.

All refunds or credits are subject to a \$30 administrative fee.

Fees for memberships, sessions and merchandise are non-refundable.

Cancellation or Postponement of Programs

To ensure that we are able to run your preferred program, we recommend that you enroll at least two (2) weeks prior to the commencement of the program.

If a program is cancelled due to low enrollment, registered students will be given one (1) week notice prior to the scheduled first class. A full refund will be given.

(ORGANIZATION NAME) reserves the right to cancel or postpone programs; in the event of cancellations prior to the beginning of a program, a full refund will be given. If a program is cancelled any time after the beginning, a prorated refund will be issued.

Transfers

Transfers are subject to availability and may only occur between classes within the same program. Transfers may only be authorized by the instructor(s) for the two classes in question.

Make-Up Classes

(ORGANIZATION NAME) does not offer make-up classes for students who are absent from a scheduled class.

Auditing

Auditing or sitting in on a program for any reason is not permitted. Proof of payment may be requested by the instructor(s) prior to the start of the program.

Trial Classes

Trial classes for children's programs (subject to availability) are limited to a maximum of two (2) classes per student. Registration for the program is required should the student wish to continue.

Weather

If classes/sessions are cancelled due to weather, notices will be posted on our website at the earliest available opportunity. Students may also send an email to inquire - info@visualartsbrampton.com.

Every effort will be made to schedule make-up sessions; however, they cannot be guaranteed.

Program Delivery in Unusual/Extreme Circumstances

In the event of unusual/extreme circumstances (including, but not limited to, extreme weather, government-mandated closures, or safety-related concerns), (ORGANIZATION NAME) reserves the right to modify and deliver program content in alternate formats, such as online. **Refunds or credits for modified programs will not be provided.**

Materials

Programs do not include materials unless otherwise stated in the program description. Students are responsible for providing their own materials based on the list provided upon registration.

Anti-Bullying Policy

(ORGANIZATION NAME) strives to provide a fun and safe environment to all our students. We have a zero-tolerance policy for violence, bullying and disrespectful behaviour. Students who demonstrate violent, hateful, or disrespectful behaviour are subject to removal from the program(s). A refund for the remainder of the program will be issued and is subject to a \$30 administration fee.