

# External Support Needs Package

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# Welcome

Welcome to the City of Maple Ridge, Parks, Recreation and Culture (PRC), Recreation Access (RA) Department. We are very excited that you have chosen our programs and services for your child's/youth leisure and recreation goals. PRC RA, strives itself to be a fully inclusive and accessible service for all children and youth. Recognizing that some individuals may need additional support to be successful in the leisure and recreation, PRC welcomes participants and their support workers to participate in our programs and services.

In order to ensure the safety and wellbeing of all our participants, all parents/ guardians wishing for their child/youth to attend a PRC program/ service with the support of an external support worker will be required to complete the following:

1. Review the External Support Needs Package/ Handbook;
2. Inform Recreation Access Coordinator at 604 467 7355 or email [recsupport@mapleridge.ca](mailto:recsupport@mapleridge.ca);
3. Register for the program/service experience at <https://www.mapleridge.ca/1484/Program-Registration> or call 604 467 7422 (Please note, due to COVID 19 Drop in Registration is not available);
4. Return required External Support worker forms found in package prior to program start date.

PRC programming provides a safe, healthy and inclusive environment for all community members participating in recreational activities. Recognizing the individual strengths of each participant, our programs and services are built on the framework of each individual's capacity to learn, play and be active. PRC has created a non-competitive environment where participants are encouraged to work collaboratively and make new and lasting friendships.

## Value Statement

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A safe, Livable and sustainable community for our present and future citizens.

## PRC Principles and Goals

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PRC staff play a key role in the delivery of high-quality programming and services for the benefit of all community members. PRC's programming and services is delivered on the basis of providing positive, fun and safe programming and on the knowledge that our programs and services will have lasting impacts on our participants.

### Program Outcomes

- To improve relationships with people in the community;
- To provide safe, accessible and affordable programming and services;
- To increase engagement with community members;
- To increase awareness around healthy habits and physical activity;
- To increase the level of connectedness to services provided in the community; (and),
- To increase opportunities for participants to become leaders.

## Recreation Access Department

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The Recreation Access department provides opportunities for all individuals in our community to experience positive and inclusive recreation. Recreation Access offers support and other services for people with divers-abilities to fully participate in a variety of recreational experiences.

Through the RA Department, residents can access the following services:

1. Support Workers (Summer and Spring Break Camps Only)
2. Leisure Access (individual/agency)
3. Specialized programming (partnerships)
4. Access Pass (Financial Subsidies)
5. Mental Health Services (Fraser Health)
6. Adaptive Weightroom Equipment
7. Adaptive Red Cross Swimming Lessons
8. Partnership with Canucks Autism Network (I CAN Swim and I CAN play Multisport programs)



# External Support Worker Requirements

Type of Program	Type of Support	Requirements
<b>0-18 Registered Programs and/or Day Camps</b>	Parent or Legal Guardian/family member over the age of 18 yrs.  Caregiver or Support Worker, hired privately by the family.  Caregiver or Support worker; representing a community agency or organization, hired by the family.	<ul style="list-style-type: none"> <li>○ Parent/guardian please complete and sign the <b><i>Parent/Caregiver Program Agreement.</i></b> (Located in the Appendix of this booklet)</li> <li>○ Signed Code of Conduct for External Support Workers. (Located in the Appendix of this booklet)</li> <li>○ Submit a current City of Maple Ridge Volunteer Police Information Check (PIC) including vulnerable sector for persons providing 1:1 support. (Please contact Jen Baillie at 604 466 4339 to obtain your copy and instructions etc.)</li> <li>○ Coordinator signs off on agreement and Code of Conduct once PIC has been provided and meets expectations.</li> <li>○ All External Support Workers will be required to wear 'External Support Worker' ID badge (or agency/organization ID badge).</li> </ul>
<b>Drop in Programming</b>	Anyone 18 yrs. and older can provide support for a participant – <i>refer to Leisure Access Individual</i>  Caregiver or Support worker; representing community agency or organization, hired by the family.	<p>A Police Information Check is not required for any individual coming to support a participant in a drop in program or services, as long as the attendant is only supporting their specific participant.</p> <p><b><i>*For Independent Rehabilitation Trainers, such as Occupational Therapist and/or other type therapies please refer to the Independent Rehabilitation Trainer Information and Guidelines.</i></b></p>

The personal information on this form is collected in accordance with the *Freedom of Information and Protection of Privacy Act*. If you have any questions about the collection, use or disclosure of this information, please contact the Manager of Legislative Services, at 604-463-5221 or [foi@mapleridgeca](mailto:foi@mapleridgeca).

# External Support Worker Role and Responsibilities

External Support Workers are responsible for providing 1:1 support for the child/youth in their care to ensure the overall success and experience of the participant within the program and/or service. External Support workers are not considered city employees and are directly employed by the participants' family.

***As an External Support worker, it is expected that your engagement within the registered program will be limited to the social and physical integration of the individual in your care. Please report all concerns involving other participants to the program staff.***

External Support workers are responsible for the following:

- Ensure all documents are completed and returned to the Recreation Coordinator prior to first day of registered program or service;
- Check in with Program Staff Leader upon arrival and communicating any important information that camp staff will need (medical needs, personal care plans, behavior plans etc.) that may affect the overall structure and/or safety of the program/service and/or participants;
- Review the shape of the day and communicate any concerns with program staff (providing recommendations and alternative opportunities);
- Sign in and/or out the participant when arriving/ leaving the group (Please note: to be an authorized pick up person, the individuals parent must complete the Authorized pick up section, found in the camp waiver package);
- Implementing the overall personal and behavioral plan as it pertains to the participant in their care;
- Positive integration and participation of the individual within the social, creative and active realms of the program/ service (providing adaptive services and supports);
- Provide the necessary resources to ensure the positive social and physical integration of the individual you are supporting (PIC symbols, iPad etc.)
- Report any first aid or other incidences to Program staff, (Program staff will need to complete all appropriate documentation pertaining to the incident and individuals involved);
- Communicate with Program staff, if at any time you and the individual you are supporting need to leave the camp, this includes personal care needs etc. (*however we cannot allow for sign in and out privileges*);
- Be within a reasonable ear, eye and physical distance of the individual you are supporting to ensure you are able to respond to any immediate needs that may arise; (and),
- Communicating, providing feedback and/or sharing any concerns with the Program Staff.

**\*In Case of an Emergency please follow the direction of PRC staff and stay with the group. All programming and services follow the emergency procedures as outlined in the *Children's Parks, Recreation and Culture Employee Handbook*. The Staff manual can be reviewed with Program Staff on site.**

## External Support Worker Code of Conduct

As an external support worker you and the parent/ guardian of the individual you are supporting, will be required to read, agree to and sign off on the **External Support Worker Code of Conduct** as outlined below:

As an External Support Worker, by signing the Code of Conduct, you are acknowledging that you have read, understood and will adhere to the following:

- All relevant City of Maple Ridge policies and procedures,
- City of Maple Ridge values and principles,
- Understand your role as an External Support Worker (providing direct support to the individual in which you are supporting) and respecting the role of Program staff,
- Respect the confidentiality of all participants, staff and the program/ service,
- Address program/service concerns outside of the programming/ service time with appropriate individuals (program/ service leader, facility supervisor, program supervisor, PRC coordinator etc.),
- Consent to meeting (that may include PRC program staff, supervisors, managers and/or parent(s)/guardian) if any performance issues may arise pertaining to your role within the program/service.

## Program Checklist

All our programs/services provide a fun, safe, active, inclusive and positive environment for participants. Our goal is that all participants will truly enjoy their experience. In order to ensure a positive experience for all involved please ensure that the participant (and external staff) have the following items:

- Peanut/tree nut free lunch
- 2 snacks AM and PM for full day programs
- Water Bottle
- Sunscreen
- Extra Change of Clothes
- Hat and sunglasses
- Proper outdoor attire and running shoes (no flip flops/ crocs)
- Bathing suit, towel and extra t-shirt
- Completed Registration package (required for registered Children/Youth programming)

# PRC Programming & Services

Parks, Recreation and Culture offers a variety of programs and services for all ages. Please visit our website at <https://mapleridge.ca/151/Parks-Recreation-Culture> full listing of all our programs and services. Below is an example of programming offered within age groups:

Age Groups	Programming/ Services
<b>Preschool Programming</b> (3 to 5 yrs. old)	<ul style="list-style-type: none"> <li>• Sportball – Multisport</li> <li>• Soccer</li> <li>• T-ball</li> <li>• Art Programming</li> <li>• Aquatics – (Swimming Lessons)</li> </ul>
<b>Children's Programming</b> (6 to 12 yrs. old)	<ul style="list-style-type: none"> <li>• Volleyball</li> <li>• Basketball</li> <li>• Skateboarding/ Scooters</li> <li>• Tennis</li> <li>• Water Sports</li> <li>• Fencing</li> <li>• Daycamps</li> <li>• Afterschool care</li> <li>• Home Alone</li> <li>• Fitness</li> <li>• Art Programming</li> <li>• Aquatics (Swimming Lessons)</li> </ul>
<b>Youth Programming (12 to 18 yrs. old)</b>	<ul style="list-style-type: none"> <li>• Youth Futures Leadership</li> <li>• Babysitter training</li> <li>• Fitness</li> <li>• Youth Centre Drop in</li> <li>• Youth Centre Outings</li> <li>• Aquatics (Swimming Lessons)</li> </ul>
<b>Drop in Services</b>	<ul style="list-style-type: none"> <li>• Open Swim</li> <li>• Drop in Gym (age appropriate)</li> <li>• Drop in Weightroom (age appropriate)</li> <li>• Drop in Fitness – Aqua fit and/or Aerobics (age Appropriate)</li> </ul>

*Please Note: Some programming is not being offered during COVID 19 due to ongoing Public Health Orders and guidelines. For a complete list of all programming available please refer to the online programming guide.*



# General Questions and Answers

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## How do I connect with the program/service staff?

Depending on the program or service in which you are interested in participating in will depend on the staff person you will need to contact. The following staff are responsible for the following areas:

### Recreation Access Department

Petra Frederick, Coordinator  
604 467 7355  
[pfrederick@mapleridge.ca](mailto:pfrederick@mapleridge.ca)

### Youth Program/ Services

Clint Gamache, Programmer  
604 467 7443  
[cgamache@mapleridge.ca](mailto:cgamache@mapleridge.ca)

### Children's Programs/ Services

Jen Baillie, Children's  
Recreation  
604 466 4339  
[jbaille@mapleridge.ca](mailto:jbaille@mapleridge.ca)

### Aquatics Programs/ Services

Chris Westwick, Coordinator  
604 467 5806  
[cwestwick@mapleridge.ca](mailto:cwestwick@mapleridge.ca)

### Sport & Fitness Programs/ Services

Daljit Sidhu, Programmer  
604 467 7452  
[tmcbeth@mapleridge.ca](mailto:tmcbeth@mapleridge.ca)

### Arts Programs/ Services

Lori Ceaser, Programmer  
604 467 2792  
[loric@mract.org](mailto:loric@mract.org)

## Frequently Asked Questions (FAQ)

### I have a concern about the program. Who can I talk to?

If you have any concerns regarding a program and would like to provide your feedback, please approach the appropriate staff person after the program is over. If you would like to talk with a supervisor, please feel free to contact the appropriate supervisor listed above for that service.

### Can we arrive late and/or leave early for a program/service?

It is the responsibility of the parent/guardian to notify PRC staff if a participant will be late for a program/service or leaving early. It is recommended that all participants arrive within 15 minutes of the program start time for our programs are active and may be off site if you are arriving late or leaving early. It will be your responsibility to meet the program at their current location.

### The program/service includes transportation, what do I need to know?

If the program/service you are participating in provides transportation, we will do our best to ensure there is space for the External Support Worker; however if there is no space due to full registration, it will be the responsibility of the External Support Worker to provide their personal transportation and that of the participant (*mileage and gas will not be reimbursed by the City of Maple Ridge*). Additionally, if the participant requires specialized



transportation, please contact the programmer/coordinator to make appropriate transportation arrangements. *(All participants, including External Support Workers will be required to sign the City of Maple Ridge Transportation Waiver, located in the appendix of this booklet).*

## How do I sign in and out? Can I sign in and out for the person I am supporting?

External Support Workers are to personally check in with the Program Staff upon arrival and when leaving the camp. External Support Workers can sign in and out participants, if approved by the parent/guardian as per the participant registration package.

Please note: Once a participant is signed out for the day, we cannot allow for that individual to sign back in at a later time within the same day. There is no in/out privileges within the registered programs.

## Is there a cost for the External Support Worker to attend the program/service?

There are no additional costs for External Support Workers attending PRC programs, with the **exception of out-trip admission fees**. If there are admission fees (ex. Waterslides, etc.) the External Support Worker will need to pay their own admission fee.

External Support workers who are supporting individuals in drop in services are required to complete either the **Leisure Access Individual or Agency application** as per the Leisure Access procedure.

## What are the locations of programs/services? Is transportation provided to satellite locations?

PRC offers programs/ services at a variety of locations. It is the responsibility of all participants to meet their program/service at the location in which it is listed in the brochure and on the registration conformation receipt. Transportation to and from satellite locations is not included in registration fees, unless otherwise stated.

## I am an External Support Worker, and I was hurt supporting a child in your program, what do I need to do?

As an external support worker, it is your responsibility to have your own Workers Compensation coverage. If you get hurt in the program, please let the program staff know immediately and ensure the child/youth you are supporting is safe. If you require medical assistance, and/or need to leave the program, we will assist you in contacting the child's/youth parents and ask that they pick the individual up. Program staff will provide you with medical assistance or call an ambulance if required.

## **I am going to be late picking up my child, what should I do?**

PRC recognizes that from time to time there may be extenuating circumstances that may cause a parent to be late. Please call the camp immediately and let the staff know that you will be late and your expected arrival time. If this occurs on more than one instance, you will be charged our late pick up fee, which is \$1 per minute.

# Appendix

*(Please Note: Some services and programs may not be available due to COVID 19 Public Health Orders and ongoing guidelines. For a complete list of all programming available please refer to the online programming guide located at <https://www.mapleridge.ca/1466/Parks-Recreation-Culture-Program-Guide> or the online fitness and pre-registered drop in classes, located at <https://www.mapleridge.ca/1450/Fitness-Centre>. To register for any of our opportunities please visit <https://www.mapleridge.ca/1484/Program-Registration> or call 604-467-7422. At this time we are not able to take walk-in/ drop in registrations. )*

\*Please complete all relevant External Support Worker Forms including:

1. Family/Caregiver Program Agreement

**\*The following documents must be completed by each support work participating in the program:**

2. External Support Worker Code of Conduct
3. Current Criminal Records Search and Vulnerable Persons (please contact Jen Baillie, Children's Programmer at [jbaille@mapleridge.ca](mailto:jbaille@mapleridge.ca) or call 604-466-4339.
4. Photo Waiver
5. Transportation Waiver

If you have any questions or to submit your package (forms) please email the Recreation Access Coordinator: email: [recsupport@mapleridge.ca](mailto:recsupport@mapleridge.ca)



# External Support Worker Code of Conduct

*\*Please ensure that you have read the attached City of Maple Ridge, Parks, Recreation and Culture, Recreation Access Support Worker Handbook and agree to the terms as identified in this code of conduct prior to signing.*

As an External Support Worker, I have read, understand and will adhere to all relevant City of Maple Ridge policies and procedures, City of Maple Ridge values and the values and principles of the City of Maple Ridge programs and services.

I understand that my role as an External Support Worker is to provide support for the individual that I am working with to engage socially with others, to be inclusive in the program/service and to address the individual needs of the individual I am supporting.

The role of the PRC staff(s) is to support the development of the program, activities, and respond to all matters relative to the health, safety and discipline of the individuals in the program/service.

I recognize that working in a PRC program/ service environment, I may be privy to confidential information and will respect the rights and privacy of others in keeping that information in confidence. I will address all concerns regarding the program or staff outside of program time with the appropriate individuals (program/ service leader, facility supervisor, program supervisor, PRC coordinator etc.). If there are concerns pertaining to my performance in the program/service, a meeting will be required to determine the appropriate course of action which may include PRC program staff, supervisors, managers and/or parent/guardian of individual I am supporting.

External Support Worker – Print Name	Signature	Date (dd/mm/yyyy)
Guardian of ESW (if under 18yrs.) – Print Name	Signature	Date (dd/mm/yyyy)
Parent/ Guardian of Participant– Print Name	Signature	Date (dd/mm/yyyy)
PRC Staff – Print Name (and Title)	Signature	Date (dd/mm/yyyy)

## **External Support Worker – Emergency Contact Information**

In case of an emergency, please provide an emergency contact:

Name: \_\_\_\_\_ Contact Number: \_\_\_\_\_ Relationship: \_\_\_\_\_

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## Photo Waiver

I, the undersigned (or guardian, if under 18 yrs. old), External Support Worker do hereby agree to be photographed and pictures to be used solely for the purposes of promoting City of Maple Ridge programs.

☐ YES or ☐ NO (check one)

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Guardian of ESW (if under 18yrs.) – Print Name	Signature	Date (dd/mm/yyyy)
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## Transportation Waiver

I, the undersigned, External Support Worker (or guardian, if under 18 yrs. old) consent to my participation in the program including transportation associated with out trips if applicable. I am aware that there are risks associated with the participation in the program, including the risk of injury, and I consent to my participation in spite of such risks. I acknowledge that it is my responsibility (or that of the guardian) to advise the City of Maple Ridge of any medical or other conditions which may affect my participation in Maple Ridge Parks, Recreation & Culture programs.

I have read this form and understand and accept its terms.

External Support Worker (ESW) – Print Name	Signature	Date (dd/mm/yyyy)
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Guardian of ESW (if under 18yrs.) – Print Name	Signature	Date (dd/mm/yyyy)
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