



Request for Expressions of Interest 0123RFEI

**Provision of Children and Youth Sport Programming
at West Shore Parks & Recreation**

Sealed Expressions of Interest will be received at the office of:
Administrator
West Shore Parks & Recreation Society
1767 Island Highway, Victoria BC, V9B 1J1

up until the closing time of 3:00 PM Pacific Time on February 8th, 2023

Note: faxed or emailed RFP submissions will not be accepted.

All enquiries related to this Request for Expressions of Interest shall be submitted by
email to: gbrown@wspr.ca

SUMMARY OF KEY INFORMATION

RFEI TITLE	<p>The title of this RFEI:</p> <p>Provision of Children and Youth Sport Programming at West Shore Parks & Recreation</p> <p>Please use this title on all correspondence.</p>
CONTACT PERSON	<p>The Contact Person for this RFEI is:</p> <p>Grant Brown</p> <p>Email: gbrown@wspr.ca</p> <p>Please direct all enquiries, by email, to the above-named Contact Person.</p>
ENQUIRIES	<p>Respondents are encouraged to submit questions by 3:00 PM Pacific Time on January 27th, 2023 (8 business days prior to submission deadline). Enquiries will be answered via Addenda posted to BC Bid.</p>
SUBMISSION TIME	<p>The submission time is:</p> <p>3:00 PM Pacific Time on February 8th, 2023</p>
SUBMISSION LOCATION	<p>Responses are to be submitted to:</p> <p>West Shore Parks & Recreation Society 1767 Island Highway Victoria BC V9B 1J1</p>

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1 INTRODUCTION

1.1 PURPOSE OF THIS RFEI

The purpose of this Request for Expression of Interest (“**RFEI**”) is to invite interested contractors (“**Proponent**”) to submit Responses indicating their interest in, and qualifications for entering into a “**Service Provider Agreement**” to provide various children and youth sport programming services for Westshore Parks & Recreation (the “**owner**”).

Based on these Responses, in accordance with the terms of this RFEI, West Shore Parks & Recreation (the “**WSPR**” or the “**Owner**”) anticipate they will select Respondents to participate in the next stage of the selection process, the Request for Proposals (“**RFP**”) stage. From which depending on the Responses received, WSPR will select a Proponent(s) from this RFP to negotiate a Service Provider Agreement to deliver children and youth soccer, basketball and multisport programming services with WSPR.

WSPR may also elect to terminate the selection process without awarding any agreement.

1.2 ADMINISTRATION OF THIS RFEI

WSPR is managing this RFEI and the selection process.

1.3 ELIGIBILITY

Any interested parties may submit a Response to this RFEI. Respondents may be individuals, corporations, joint ventures, partnerships or any other legal entities.

1.4 QUESTIONS

WSPR will accept questions/enquiries pertaining to the RFEI until 3:00pm PT on Jan 27th, 2023 submitted to the Contact Person at the email below.

Questions will be answered at the discretion of WSPR and clarified or answered by way of an Addendum to this RFEI.

Date	January 27 th , 2023
Time:	3:00pm PT
Submissions send to:	gbrown@wspr.ca

1.5 PROGRAMMING MANDATE

Through the WSPR Program Review Initiative and Strategic Priorities, WSPR is mandated to continually review its program offerings and implement best principles and practices of recreation programs for all members of our community.

1.6 BACKGROUND

West Shore Parks & Recreation Society

The West Shore Parks & Recreation Society was incorporated under the Society's Act on November 21st, 2001, and operates via the Operating, Maintenance and Management Agreement between its members, being the City of Colwood, the City of Langford, the District of Metchosin, the District of Highlands and the Town of View Royal.

West Shore Parks & Recreation is jointly owned by the 5 municipalities and operated by the Society. The Society provides recreation services to residents of those member municipalities whose tax dollars contribute to the operation of the facilities. The governing body is the West Shore Parks & Recreation Society Board of Directors, comprised of 5 members who each represent their municipality. Additional information about WSPR is available at wspr.ca

The Society operates with a budget of approximately \$12,900,000. The Society generates 55-60% of revenues each year from the user groups. Revenues are generated by participant fees, grants from government, commercial donors, advertising, and rental fees for facilities, with the balance provided by tax requisition from the member municipalities.

West Shore Parks & Recreation Facility and Programming Info

The West Shore Parks & Recreation complex sits on a 110-acre park located in the City of Colwood. The facilities on this site include a swimming pool, weightroom, indoor sports complex with 2 sport court floors and an indoor turf field, 2 skating rinks, childcare center, variety of multipurpose and meeting rooms, a fieldhouse/banquet room overlooking a 9-hole par 3 golf course, and a 55+ Activity Centre which includes 4 large multipurpose rooms. Outdoor spaces include 3 sports fields, 3 ball diamonds, 4 tennis courts, 3 beach volleyball courts, 4 lawn bowling greens, outdoor lacrosse box, velodrome and infield turf, walking trail, BMX track, 2 outdoor basketball courts and an aerial adventure park. The Juan de Fuca branch of the Greater Victoria Public Library is also located on the grounds of West Shore Parks & Recreation.

WSPR is dedicated to promoting healthy lifestyles for citizens and visitors to the Westshore. We believe that recreation and parks provide benefits that are essential to the health and well-being of individuals, communities, the economy, and our environment.

Through physical, social, and artistic expression, WSPR provides opportunities for people to improve their health and wellness, socialize and interact with others, learn new skills, have fun and find balance in their lives. These factors have been shown to improve physical

and mental health, reduce health care costs, provide positive lifestyle choices for youth at risk and develop improved self-image. Sport and recreation events, festivals and the visual and performing arts boost civic pride and community engagement.

1.7 OBJECTIVES AND GUIDING PRINCIPLES

WSPR has identified several goals, objectives and guiding principles that are considered when hiring or working with recreation service providers.

These include the following:

- (a) Develop attractive and welcoming programs that support the surrounding communities, creates community pride, and allows for multiple use by the community.
- (b) Provide diverse and accessible recreational and sport opportunities that offer all Westshore residents excellent experiences for healthy active lifestyles.
- (c) Use systems and tools to identify program performance and create efficiencies to allow for future program development opportunities.
- (d) Strive for continual program development and improvement.
- (e) Realign programs and services to the core business and if resources allow, extend into other socially beneficial offerings
- (f) Adjust and adapt in a mindful way to meet the evolving needs of the organization and community.
- (g) Integrates and demonstrates the components of Physical Literacy and fundamental movement skills into program offerings.

1.8 GENERAL SCOPE AND RESPONSIBILITY OF CONTRACTOR

General SCOPE

WSPR is seeking RFEI proposals from service provider(s) to provide one or more of the following high-quality programs; basketball, soccer and (or) multisport instructional programs for children and youth under the age of fourteen (14).

Please note, this RFEI does not include the “Girls Got Game” program as this will continue to run under its existing format.

Successful Proponents of the RFEI will then be asked to proceed with an RFP process for selection. If successful service provider(s) are selected from the RFP process, they will be required to enter into a Service Provider Agreement with WSPR for the delivery of their program(s).

Upon completion of the Service Provider Agreement, service providers will work in conjunction with WSPR programmers to plan and provide multisport and/or individual sport classes based on available space and community demand. The schedule will be planned on a seasonal basis. WSPR is responsible for all maintenance and repairs to the facilities, as well as registration for programs and services.

WSPR, at its discretion, will publish and promote the service providers programs by including information supplied by the service provider as per the WSPR Service Provider guidelines (**which are currently under review and will be made available at the RFP stage**).

Responsibilities of the Service Provider

The service provider will:

- Provide high quality sport instruction for participants for children and youth under the age of fourteen (14).
- Provide programs that create positive experiences in supportive environments and focus on Physical Literacy and fundamental movement skills in the early stages.
- Provide programs and practices that are well prepared and delivered in a manner considering all holistic aspects of participation (mental, physical, cultural and spiritual).
- Provide programs that are developmentally appropriate, safe and inclusive, and well run.
- Provide instructors who are trained and qualified (e.g National Coaching Certification Program, Aboriginal Coaching modules, gender equity, Physical Literacy Instructor Program, and High Five).
- Provide instructors who are screened and follow policies and procedures on child protection and injury prevention.
- Provide instructors who assess participants developmental stage, and design programs and practices considering long-term development key factors.
- Offer recreational programs to run on a seasonal basis (September - December, January-June) during afterschool hours and on weekends and/or
- Offer recreational camps to run during winter, spring, summer break and potentially pro-d days.
- Follow all Westshore Parks & Recreation policies with regards to program planning timelines, sign in/sign out, supervision of children and invoicing as per the **WSPR Service Provider Agreement Example (Appendix B) and Children’s Program Service Provider Handbook (Appendix C) and Camp Service Provider Handbook (Appendix D)**.

2 COMPETITIVE SELECTION PROCESS

This section describes the process that WSPR expects to use in the selection of qualified service provider(s) and the execution of a Service Provider Agreement(s). The anticipated competitive selection process includes two stages: (a) the RFEI stage and (b) the RFP stage, which includes execution of Service Provider Agreement(s).

2.1 RFEI STAGE

The Owner anticipates that it will select a shortlist no more than five service providers, and then issue an RFP to those shortlisted only, from which the successful Proponent will be selected in accordance with the terms of the RFP.

2.2 RFP STAGE

If the Owner elects to move to a competitive RFP, only those Respondents that are successful in the RFEI stage will be eligible to participate in the RFP stage. The Owner’s objective at the RFP stage is to select the Qualified Service provider (s) with whom it may enter into Service Provider Agreement(s).

2.3 COMPETITIVE SELECTION TIMELINE

The following is the Owner’s estimated timeline for the competitive selection process. All dates in the timeline are subject to change at the discretion of the Owner.

Activity	Timeline
RFEI issue date	Jan 16 th , 2023
Question submission deadline	Jan 27 th , 2023
RFEI CLOSING	Feb 8th, 2023
Announce RFEI shortlisted Respondents	Feb 15 th , 2023
Issue RFP to Proponents	Feb 17 th , 2023
RFP CLOSING	Feb 27th, 2023
Selection of Preferred Proponent (s)	March 3 rd , 2023
Finalize service provider agreements	March 15 th , 2023
Services commence for spring/summer programs	May 1 st , 2023

3 SUBMISSION AND PROCESS INSTRUCTIONS

3.1 MANDATORY REQUIREMENTS

Responses to this RFEI must be received at the Submission Location before the Submission Time as stated in the Summary of Key Information (the “**Mandatory Requirements**”). Responses received after the Submission Time will not be considered and will be returned unopened.

3.2 RESPONSE FORM AND CONTENT

Responses to this RFEI should be submitted as per the information requested in Appendix A.

3.3 NO FAX OR EMAIL SUBMISSION

Responses submitted by fax or email will **not** be accepted.

3.4 RECEIPT OF COMPLETE RFEI

Respondents are solely responsible to ensure that they have received the complete RFEI, as listed in the table of contents, plus any Addenda. The Owner accepts no responsibility for any Respondent that does not receive all RFEI information.

3.5 ENQUIRIES

Respondents are encouraged to submit Enquiries at an early date and prior to Jan 27th, 3:00 PM Pacific Time on the day that is 9 business days before the Submission Time to permit consideration by the Owner; the Owner may, in its discretion, decide not to respond to any enquiry. All questions regarding any aspect of this RFEI should be directed through the Appendix B form to the Contact Person by email, and the following will apply to any enquiry.

3.6 UNOFFICIAL INFORMATION

Information offered to Respondents in respect of this RFEI from sources other than the Contact Person is not official, may be inaccurate, and should not be relied on in any way, by any person, for any purpose.

3.7 ADDENDA

The Owner may, in its discretion through the Contact Person, amend or clarify the terms or contents of this RFEI at any time before the Submission Time by issuing a written Addendum. Written Addenda are the only means of amending or clarifying this RFEI, and no other form of communication, whether written or oral, including written Responses to Enquiries as provided by, will be included in, or will in any way amend or clarify this RFEI.

3.8 DEFINITIVE RECORD

If there is any inconsistency between the paper form of a document and the digital, electronic or other computer readable form, the electronic conformed version of the RFEI in the custody and control of the Owner prevails.

3.9 REVISIONS PRIOR TO THE SUBMISSION TIME

A Respondent may amend or withdraw its Response at any time prior to the Submission Time by delivering written notice to the Contact Person at the Submission Location prior to the Submission Time.

4 EVALUATION

4.1 EVALUATION AND SELECTION PROCESS

The Owner will use the proposal content found within Appendix A and below as (the “**Evaluation Criteria**”) to identify the Respondents who the Owner determines would be best qualified to participate in the RFP:

- a) Proposed program offerings
- b) State principles and values that you believe your program(s) would be providing WSPR and its registrants.
- c) Inclusion of certification, and proof of business license
- d) Information relevant to your past experience as a professional and how you have adapted your business to be successful in providing recreational and sport programs
- e) Scope and specifics of services/programs you would like to offer the Society
- f) Provide a budget stating the financial aspect of your proposal, highlighting the fiscal return to the Society (shown as a percentage split, for example: 60/40)
- g) References: Each bidder is requested to submit three professional references and two client references

To assist in the evaluation of the Responses, the Owner may, in its discretion, but is not required to:

- (a) Conduct reference checks relevant to the Services with any or all of the references cited in a Response to verify any and all information regarding a Respondent,
- (b) Review WSPR’s previous experience with a Respondent, key firm or key individual, including checking with WSPR staff references and records;
- (c) Seek clarification of a Response or supplementary information from any or all Respondents;
- (d) Request interviews with any, some, or all Respondents to clarify any questions or considerations based on the information included in Responses or seek any supplementary information; and
- (e) Rely on and consider any information obtained as a result of such reference checks, reviews of WSPR’s experience with the Respondent, background investigations, requests for clarification or supplementary information, interviews, and/or any additional information

in the evaluation of Responses.

WSPR is not obligated to complete a detailed evaluation of all Responses and may, in its discretion, after completing a preliminary review of all the Responses, discontinue detailed evaluation of any Respondent who, when compared to the other Respondents, WSPR judges is not in contention to be shortlisted.

WSPR will notify Respondents of the RFEI results by sending a written notice to the Respondent's representative.

WSPR will conduct a debriefing, upon request, for any Respondent if the debriefing is requested within 60 days after a shortlist has been announced. In a debriefing, WSPR will discuss the relative strengths and weaknesses of that Respondent's Response, but WSPR will not disclose or discuss any confidential information of another Respondent.

5 RFEI TERMS AND CONDITIONS

5.1 NO OBLIGATION TO PROCEED

This RFEI does not commit the Owner in any way to proceed to an RFP stage or award a contract, and the Owner reserves the complete right to, at any time, reject all Responses and to terminate the competitive selection process established by this RFEI and proceed with the project in some other manner as the Owner may decide in its discretion.

5.2 FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT

All documents and other records in the custody of, or under the control of, the Owner are subject to the Freedom of Information and Protection of Privacy Act ("FOIPPA") and other applicable legislation.

By submitting a Response, the Respondent represents and warrants to the Owner that the Respondent has complied with applicable laws, including by obtaining from each individual any required consents and authorizations to the collection of information relating to such individual and to the submission of such information to the Owner as part of the Response for the purposes of this RFEI and the competitive selection process.

5.3 CONFIDENTIALITY OF OWNER INFORMATION

All non-public information pertaining to, or provided by or on behalf of, the Owner obtained by a Respondent as a result of participation in this RFEI is confidential and will not be disclosed without written authorization from the Owner (as applicable). Except as expressly stated in this RFEI and subject to the FOIPPA or other applicable legislation, all documents and other records submitted

in Response to this RFEI will be considered confidential; however, such information or parts thereof may be released pursuant to requests under FOIPPA or other applicable legislation.

5.4 NO REPRESENTATION OR WARRANTY

Each Respondent acknowledges by its submission of a Response that it has investigated and satisfied itself of every condition that affects the project. Each Respondent further acknowledges and represents that its investigations have been based on its own examination, knowledge, information and judgment, and not upon any statement, representation or information made or given by the Owner, the Contact Person or any advisor to the Owner, other than the information contained in this RFEI. Submission of a Response is deemed to be conclusive evidence that the Respondent has made such investigations and that the Respondent is willing to assume, and does assume, all risks affecting the project, except as otherwise specifically stated in this RFEI. The Owner accepts no responsibility for any Respondent lacking any information.

5.5 RESERVATION OF RIGHTS

The Owner reserves the right, in its discretion, to exercise any or all of the following rights:

- (a) Amend the scope of the project, modify, cancel or suspend the RFEI process or any or all stages of the competitive selection process, at any time for any reason;
- (b) Accept or reject any Response based on the Evaluation Criteria as evaluated by the Owner;
- (c) Disqualify a Response that fails to meet the Evaluation Criteria set out in Section 4.1, or for any of the reasons set out in Appendix A, or any other reason the Owner determines appropriate;
- (d) Waive a defect, irregularity, non-conformity or non-compliance in or with respect to a Response or failure to comply with the requirements of this RFEI, except for Mandatory Requirements, and accept that Response even if such a defect, irregularity, non-conformity or non-compliance or failure to comply with the requirements of this RFEI would otherwise render the Response null and void;
- (e) Not accept any or all Responses;
- (f) Reject or disqualify any or all Response(s) for any reason without any obligation, compensation or reimbursement to any Respondent or any of its team members;
- (g) Re-advertise for new Responses, call for quotes, proposals or tenders, or enter into negotiations for this project or for work of a similar nature;
- (h) Make any changes to the terms of the business opportunity described in this RFEI; and

5.6 OWNERSHIP OF RESPONSES

All Responses submitted to the Owner become the property of the Owner.

5.7 DISCLOSURE AND TRANSPARENCY

The Owner is committed to an open and transparent Competitive Selection Process while understanding the Respondents' need for protection of confidential commercial information. To assist the Owner in meeting its commitment, Respondents will cooperate and extend all reasonable accommodation to this endeavor.

The Owner expects to publicly disclose the following information during this stage of the Competitive Selection Process: this RFEI document, the number of Respondents, and the names of Proponents.

To ensure that all public information generated about the project is fair and accurate and will not inadvertently or otherwise influence the outcome of the Competitive Selection Process, the disclosure of any public information generated in relation to the project, including communications with the media and the public, will be coordinated with, and is subject to prior approval of, the Owner.

5.8 NO LOBBYING

Respondents and their respective Respondent Teams, the members of their Respondent Teams, and their respective directors, officers, employees, consultants, agents, advisors and representatives will not engage in any form of political or other lobbying whatsoever in relation to the project, this RFEI, or the Competitive Selection Process, including for influencing the outcome of the Competitive Selection Process. In the event of any lobbying or communication in contravention of this section by any Respondent, Respondent Team members, or their respective directors, officers, employees, consultants, agents, advisors or representatives, the Owner, in its discretion, may at any time, but will not be required to, reject any and all Responses submitted by that Respondent without further consideration

Further, no such person (other than as expressly contemplated by this RFEI) will attempt to communicate in relation to the project, this RFEI, or the Competitive Selection Process, directly or indirectly, with any representative of the Owner. Respondents, any member of a Respondent or Respondent's consortium will not engage in any form of political or other lobbying whatsoever with respect to the services or to influence the outcome of the procurement process. In the event of any such lobbying or communications, WSPR, at its sole and absolute discretion, may at any time, but not be required to, reject any RFEI submitted by that Respondent without further consideration and either terminate that Respondent's right to continue participating in the RFEI stage and subsequent stages of the procurement process, or impose such conditions on that

Respondent's continued participation in the procurement stage as WSPR, at its sole discretion, may consider in the public interest or otherwise appropriate.

5.9 RELATIONSHIP DISCLOSURE AND REVIEW PROCESS

The Owner reserves the right to disqualify any Respondent that in the Owner's opinion has a conflict of interest or an unfair advantage, whether it is existing now or is likely to arise in the future or may permit the Respondent to continue and impose such conditions as the Owner may consider to be in the public interest or otherwise required by the Owner.

Respondents will submit the form attached as Appendix E and disclose all conflicts of interest or unfair advantage.

Respondents, including all firms, corporations or individual member of a Respondent Team, will promptly disclose to the Contact Person any potential conflict of interest and existing business relationships they may have with the Owner, (or any members of the Owner) or others providing advice or services to the Owner with respect to the project, or any other matter that gives rise, or might give rise, to an unfair advantage. At the time of such disclosure, the Respondent will advise the Contact Person how the Respondent proposes to mitigate, minimize or eliminate the situation.

For the purposes of this RFEI, references to unfair advantage include references to confidential information that is not, or would not reasonably be expected to be, available to all Respondents.

The Owner may, in their discretion, consider actual, perceived or potential conflicts of interest and unfair advantage.

6 DEFINITIONS AND INTERPRETATION

6.1 DEFINITIONS

In this RFEI:

"Addenda" or **"Addendum"** means each amendment to this RFEI issued by the Contact Person;

"Business Day(s)" means a standard day for conducting business, excluding government holidays and weekend;

"Competitive Selection Process" means the overall process for the selection of a Preferred Proponent for the project including, but not limited to, this RFEI;

"Contact Person" means the person identified as such in the Summary of Key Information, or such other person as may be appointed by the Owner for that purpose;

"Contract Execution" means the time when the Operating Agreement and all other agreements

related to the services have been executed;

“Evaluation Criteria” means the criteria referred in Appendix A;

“Freedom of Information and Protection of Privacy Act” or “FOIPPA” has the meaning set out in Section 6.2;

“GST” means Goods and Services Tax;

“Guarantor” means an entity providing financial and/or performance support to a Respondent by way of a guarantee or a commitment to provide equity or dedicated credit facilities to support the participation by the Respondent in the Competitive Selection Process and the services as described in the Respondent’s Response;

“Preferred Proponent” means the Proponent selected by WSPR at the RFP stage to enter into a Service Provider Agreement;

“Proponent” means a Respondent who has been shortlisted under this RFEI to be eligible to submit a proposal in Response to the RFP;

“Respondent” means any individual, corporation, joint venture, partnership or other legal entity that submits a Response (and, if the context requires, includes any individual, corporation, joint venture, partnership or other legal entity that intends to submit a Response or otherwise participates in this RFEI process);

“Respondent Team Lead” means the legal entity or entities that is/are leading the Respondent Team and that will enter into the Operating Agreement as the Operator if the Respondent is successful in the Competitive Selection Process;

“Response” means a submission made by a Respondent in Response to this RFEI;

“Restricted Party” means those persons (including their former and current employees) who have a conflict of interest or had, or currently have, participation or involvement in the Competitive Selection Process or the design, planning or implementation of the Services, and who have or may provide a material unfair advantage, including without limitation as a result of any confidential information that is not, or would not reasonably be expected to be, available to all other Respondents;

“RFP” means the Request for Proposals, which may be issued by WSPR as a stage of the Competitive Selection Process;

“RFEI” means this Request for Expressions of Interest, including the Appendices, issued by WSPR as the first stage of the Competitive Selection Process;

“Service Provider Agreement” means the agreement between Owner and successful Proponent to offer

programming at WSPR.

“Submission Location” means the submission location indicated as such in the Summary of Key Information;

“Submission Time” means the time and date indicated as such in the Summary of Key Information; and

“WSPR” means West Shore Parks & Recreation.

6.2 INTERPRETATION

In this RFEI:

- (a) When an action, decision, consent, approval or any other thing is said to be in the Owner’s “discretion” or words of like effect, unless the context otherwise requires it means the sole, absolute and unfettered discretion of the Owner;
- (b) The use of headings is for convenience only and headings are not to be used in the interpretation of this RFEI;
- (c) A reference to a Section or Appendix, unless otherwise indicated, is a reference to a Section of, or Appendix to, this RFEI;
- (d) Words imputing any gender include all genders, as the context requires, and words in the singular include the plural and vice versa;
- (e) The word “including” when used in this RFEI is not to be read as limiting;
- (f) All dollar values are Canadian dollars unless otherwise indicated;
- (g) A reference to a “person” includes a reference to an individual, legal personal representative, corporation, body corporate, firm, partnership, trust, trustee, syndicate, joint venture, limited liability company, association, unincorporated organization, union or government authority; and
- (h) Each Appendix attached to this RFEI is an integral part of this RFEI as if set out at length in the body of this RFEI.

This RFEI may be subject to one or more trade agreements.

Appendix A – Proposal Format

Form of Proposal

Respondents should submit three hardcopies of the Proposal and one electronic copy in searchable PDF file format on a USB drive. Evaluations will be conducted based on the following content.

Content of Proposal

Respondents should organize their Proposals as follows:

- a) Proposed program offerings
- b) State principles and values that you believe your program(s) would be providing WSPR and its registrants
- c) Inclusion of certification, and proof of business license
- d) Information relevant to your past experience as a professional and how you have adapted your business to be successful in providing recreational and sport programs
- e) Scope and specifics of services/programs you would like to offer the Society
- f) Provide a budget stating the financial aspect of your proposal, highlighting the fiscal return to the Society (shown as a percentage split, for example: 60/40)
- g) References: each bidder is requested to submit three professional references and two client references

No assumptions should be made that the WSPR has any prior knowledge of the Respondent and their experience, expertise or performance other than that which is submitted.

Respondents should refrain from including additional material not specifically requested in this RFEI, such as company brochures, practices, or policies, or any other generic information. Any extraneous or generic information not specific to the project may not be considered during the evaluation process.

Name of Proponent

Authorization Signature

Appendix B - Service Provider Agreement Example



WEST SHORE PARKS AND RECREATION SOCIETY SERVICE PROVIDER AGREEMENT

SERVICE PROVIDER INFORMATION

SERVICE PROVIDER OR REGISTERED COMPANY NAME:

Cheques will be issued to the name provided

ADDRESS: _____ CITY: _____ POSTAL: _____

PROVINCE: _____ HOME PHONE: _____ BUSINESS: _____

FAX: _____ EMAIL: _____

BUSINESS LICENSE #: _____ DATE: _____

- COLWOOD
 INTERMUNICIPAL
 NOT APPLICABLE

SERVICE PROVIDER EXEMPT FROM GST: YES NO GST REGISTRATION # _____

SERVICE PROVIDER REGISTERED WITH WCB: YES NO WCB REGISTRATION # _____

- Return Cheque to Parks and Recreation
 Mail Cheque

PROGRAM INFORMATION

Program Names, dates, times: See Schedule 'A' – (attached)

TERMS OF PROVISIONS OF SERVICE:

The following outlines which party is responsible to provide and pay for the following:

	Service Provider	Corporation
<i>Facility Space (Room, Field etc)</i>	_____	_____
<i>Staff</i>	_____	_____
<i>Design Program Content</i>	_____	_____
<i>Equipment</i> <small>(list specifics below or attach sheet if more room is needed)</small>	_____	_____
_____	_____	_____
_____	_____	_____
<i>Marketing (i.e. brochure, flyers, ads)</i>	_____	_____
<i>Program Evaluation</i>	_____	_____
<i>Program Set Up (room /field)</i>	_____	_____
<i>Clean Up</i>	_____	_____
<i>Registration/Administration</i>	_____	_____
<i>Liability Insurance</i>	_____	_____
<i>WCB Premiums</i>	_____	_____
<i>Emergency First Aid Support</i>	_____	_____

CONDITIONS OF AGREEMENT

I have read and acknowledge the following:

- 1 In the event that registration is less than the minimum enrollment, the activity will be cancelled and this contract will be void. The West Shore Parks and Recreation Society reserves the right to cancel this contract for any reason whatsoever.
- 2 Criminal Record checks (completed within the last year at Service Provider’s expense) will be provided to The West Shore Parks and Recreation Society for all Service Providers and their employees who have access to minors. Proof of criminal record checks must be submitted to the Society before the start date of the program.
- 3 Emergency First Aid certifications (at Service Provider’s expense) will be provided to The West Shore Parks and Recreation Society for all Service Providers and their employees whose courses are deemed medium to high risk. Proof of Emergency First Aid certifications for the above must be submitted to the Society before the start date of the program.
- 4 The Service Provider will ensure their employees working with minors have appropriate Child Protection education in accordance with the Society’s standards.
The Service Provider will provide proof of liability insurance of \$2,000, 000 naming West Shore Parks and Recreation as an additional ensured party. Those programs deemed “low risk” may purchase insurance through West Shore based on a premium which would be calculated based on a rate of \$5.00 per \$1,000.00 of revenue.
- 5 The Service Provider will be required to have a City of Colwood or inter-municipal business license if gross earnings are over \$1,000 per calendar year.
- 6 The Service Provider is aware of all West Shore’s, emergency procedures and any departmental policies, which may affect the delivery of this program.
- 7 The Service Provider agrees to the terms of West Shore’s refund and cancellation policies and how these policies may affect payment adjustments and contract renewal.
- 8 Classes missed by the Service Provider will be made up or credited to the participant (debiting revenue from Provider) at the discretion of the Society.
- 9 The West Shore Parks and Recreation Society assumes no responsibility for cancellation of an activity due to a strike, lockout, or other industrial dispute of the Society’s employees or in the event that the Society’s facilities are unavailable as a result of unforeseen malfunctions, breakdown of a component of the physical plant or equipment of the Society or inclement weather or natural disaster, any of which make the provision of the above named service unsafe or, in the view of the Society, impractical.
- 10 Contract payment will be calculated based on the number of people registered and/or the amount paid by each, as of the final day of the course.
- 11 The Service Provider will provide ___ spots for L.I.F.E participants with a revenue sharing of actual revenue (split of 50%).
- 12 Service Providers are responsible for submitting an invoice to The West Shore Parks and Recreation Society **no later than 30 days** after completion of the program. Receipts for supplies are required. Payment will be processed after completion of the program. Requests for mid-program payments, for long-running, high revenue programs, may be considered.
- 13 Any supply costs to be paid by registrants must be approved at the signing of this contract.
- 14 As a self-employed individual, the Service Provider acknowledges exclusive responsibility for tracking and reporting this income to Canada Customs and Revenue Agency authorities.
- 15 The West Shore Parks and Recreation Society assumes no responsibility for loss or damage to any materials, supplies, and/or personal property of any nature belonging to the Service Provider.
- 16 If any of the Society’s property is damaged as a result of the Service Provider’s provision of services, the Service Provider will be responsible for any necessary repairs or replacements.
- 17 The Service Provider agrees to be responsible for the assignment of registrants to appropriate program gross in terms of age, skill level, physical ability, physical condition and existing medical conditions. The Service Provider agrees to indemnify and save harmless the Society in respect of any and all liability and loss arising from the assignment of participants to program groups.
- 18 The Service Provider agrees to acquire and maintain any necessary accreditation in respect of its programs and instructors. Where mandatory or industry standards exist, the Service Provider agrees to ensure such standards are met and adhered to in respect of its instructors and programs.
- 19 The Service Provider shall ensure all staff employed in their programs is wearing identification that displays the Service Provider’s name along with the Employee’s name.
- 20 The Service Provider agrees to inform any other person associated with providing the above program the terms of this contract.
- 21 The Service Provider agrees to the Terms of Provision of Service as outlined in this contract.

SERVICE PROVIDER SIGNATURE

REPRESENTATIVE OF WEST SHORE PARKS AND RECREATION

DATE

APPROVED FOR PAYMENT

Program Coordinator: _____

Manager Community Recreation: _____

APPENDIX C - Service Provider Handbook - Children's Programs

SERVICE PROVIDER HANDBOOK

Children's Programs

Our Vision

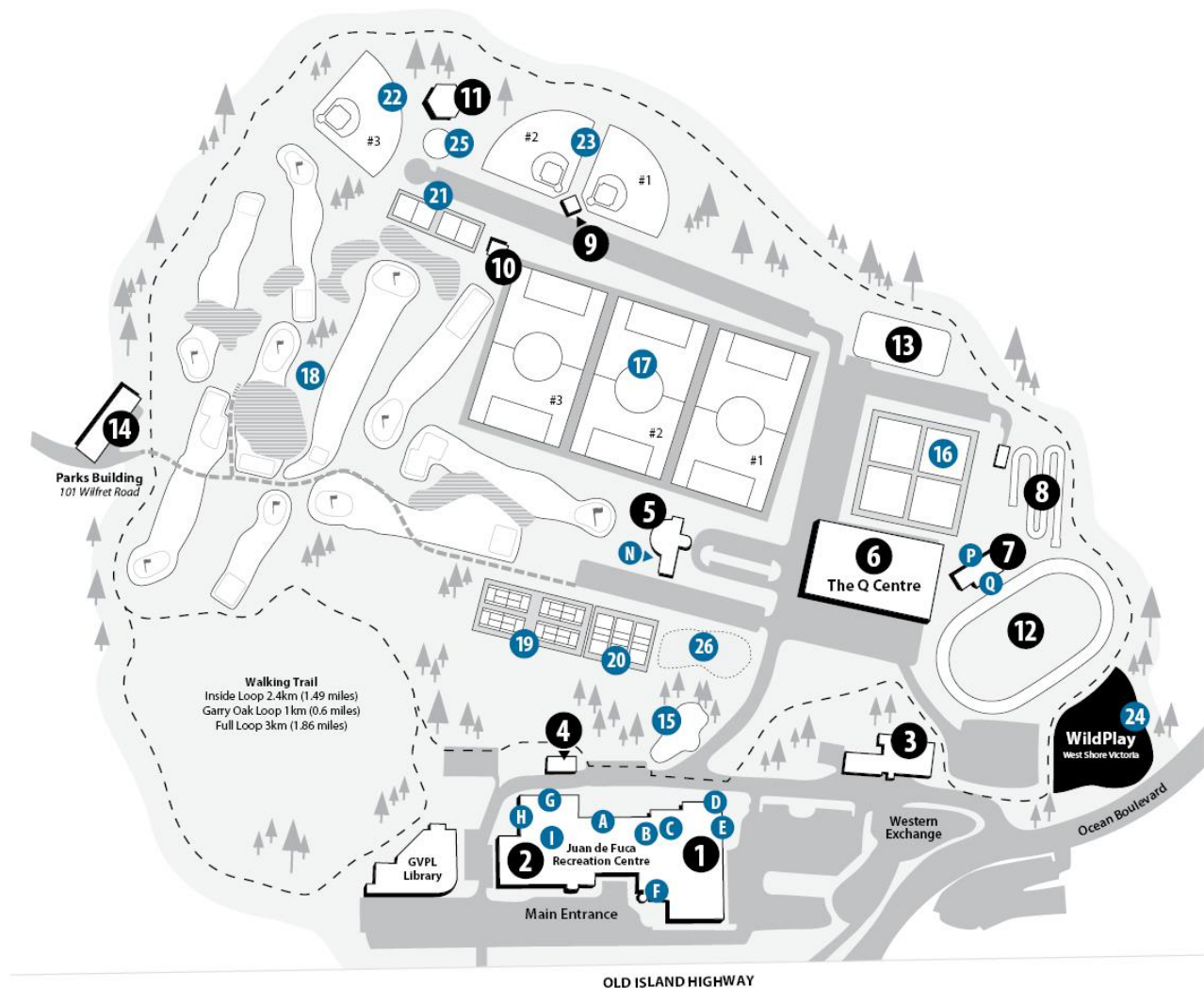
Inspire our community to move, learn and play for life.

Our Mission

West Shore Parks & Recreation is dedicated to providing diverse and accessible recreational and sport opportunities that offer all Westshore residents excellent experiences for healthy active lifestyles.

Our Values

West Shore Parks & Recreation Board of Directors are committed to making our vision a reality by focusing on positive working relationships within the community. We believe that business needs to be conducted in an efficient and effective manner. We are open to opportunities and ideas that allow us to provide better ways of doing business in a respectful, fair and honest way. We are transparent/caregiver, easily accessible and consultative. We strive to develop a culture of respect, awareness and responsibility for our organization, the community and the natural environment.



- | | | |
|--|---|---|
| <p>1. JDF Recreation Centre
 A. Indoor Sports Complex
 B. Playroom
 C. Childcare Centre
 D. Kid's Cove
 E. JDF Arena Entrance
 F. Administration</p> <p>2. Reception/Pool/Weight Room
 G. Swimming Pool
 H. Weight Room
 I. Reception & Cafe</p> <p>3. 55+ Activity Centre</p> <p>4. Kid's Cottage</p> | <p>5. Kinsmen Fieldhouse
 N. Golf Pro Shop</p> <p>6. The Q Centre</p> <p>7. Clubhouse
 P. Lower Clubhouse
 Q. Upper Clubhouse</p> <p>8. BMX Track</p> <p>9. Lower Park Concession</p> <p>10. Lower Park Washrooms</p> <p>11. Rotary Picnic Shelter</p> <p>12. Velodrome/ Artificial Turf</p> <p>13. Lacrosse Box</p> | <p>14. Parks Building</p> <p>15. Rotary Playground</p> <p>16. Lawn Bowling Greens</p> <p>17. Playing Fields</p> <p>18. Golf Course</p> <p>19. Tennis Courts</p> <p>20. Beach Volleyball Courts</p> <p>21. Basketball Courts</p> <p>22. Adult Baseball Diamond</p> <p>23. Youth Baseball Diamonds</p> <p>24. WildPlay West Shore Victoria</p> <p>25. Rotary Picnic Playground</p> <p>26. Future home of West Shore Skate Park</p> |
|--|---|---|

WSPR PROGRAMS

- An opportunity for children and youth to **form friendships**.
- A chance for children and youth to **engage in active play**.
- A way for children and youth to **gain new skills** in a fun and safe environment.
- A service to families in our community.
- A chance for service provider staff to function as a **mentor and role model for children and youth**.

Policies & Procedures

Uniforms

- Service providers uniforms or identification must be worn at all times.
- Dress should be clean and professional.
- Shorts must be of an appropriate length.
- Closed-toed and closed-heel shoes must be worn at all times.

Scent Free Facility

Due to the health concerns arising from exposure to scented products, the West Shore Parks & Recreation Society facilities are scent-free.

Parking

As our parking lot fills up quickly with patrons, all staff and service providers at the Juan de Fuca Recreation Centre are required to park in the JDF Arena-Side (South-Side) Parking Lot. At Centennial Centre for Arts, Culture and Community, please park along the side of the building.

Cell Phone Policy

Your eyes need to be on the kids! No personal use at work. If something urgent comes up, give us a shout so we can help support, you.

Social Media Policy

So many great things happen in program, and you want to catch those moments and share them with the world - simply put, please don't! If you have a great shot, pass it on to your supervisor. Not all parents/caregivers are comfortable with their children's pictures being shared by someone else. Please talk to your supervisor if you would like to take some specific promotional photographs.

Policies and Procedures

Sign in/Sign Out

- Your WSPR supervisor will provide a class list for each program (consult with supervisor on how you will receive this, pick up at reception, digitally etc.)
- Please ensure that each child is signed in and leaves with their parent/caregiver
- If you notice any unusual behavior with the parent/caregiver (adult becomes upset, child is visibly uncomfortable or refuses to leave with the adult or the adult appears to be under the influence of drugs or alcohol), **CALL A SUPERVISOR IMMEDIATELY AND DO NOT RELEASE THE CHILD!**

Allergy Aware

All West Shore Parks & Recreation programs are nut aware.

Bathroom

To maintain ratio, bathroom breaks should be scheduled and go together as a group. Children may not go to washrooms on their own, a buddy system may be implemented if the washroom is within sight of program area. If parents/guardians are in attendance ask them to escort their child.

Screen Time Policy

Children will not receive any screen time in their program time, unless it is directly related to the program

Safety Procedures and Important Forms

Site Checks

Upon arrival at program area or any new or frequented location, the service provider should do a thorough safety check of grounds, equipment and surroundings prior to proceeding with any activities. Carefully pick up all unsafe and dangerous items and dispose of them properly. If necessary, call maintenance(inside) or parks (outside) for assistance (for CC programs, please contact your supervisor). If unsafe to dispose of, place cones around the area to block it off.

Head Counts/Roll Calls

Service providers are responsible for knowing where all participants are at all times. Please do head counts frequently throughout the program time. Always do a roll call if you ever change locations.

Ratios

1 service provider to 10 children (ages 6-12), 2 service providers to 20 children (ages 6-12), 1 service provider to 12 youth (ages 13-18), unless otherwise negotiated.

Away from Home Base

Please leave a note at your program base if you leave the space alerting parents/caregivers where you have gone and your intended return time.

Head Injuries

- If a minor (child under the age of 18) suffers a head injury; please ensure that the child's parent/caregiver or guardian is notified **at time of incident**. This is necessary step to take even if you have ruled out a spinal injury as the child may still have suffered a concussion or other head injury previously.
- It is important that parent/caregivers are aware of the head injury in case symptoms become apparent after the child has returned home.
- If a child feels fine (and is symptom free) and you have ruled out spinal it's ok to allow them to return to their activity, but you still need to inform a parent/caregiver or guardian of the injury.
- Please ensure you are communicating this information to all other service providers present, and do not forget to note it on your accident report form.
- If there are any of the following signs and symptoms, **DO NOT MOVE CHILD** and call 911 immediately. Then call parent/caregiver and supervisors.
 - Dizziness, swelling, nausea, numbness or tingling in hands and feet, disorientation, repetitive responses, sluggish pupils, any changes in mood or behavior, sudden onset of headache, pain in head, neck or back, weakness in general, loss of consciousness.
- If you have the slightest concern or are unsure whether to call an ambulance, call anyway!

First Aid Kits

Service providers must supply their own first aid kits

A first aid kit must be carried with the service provider at all times. Kits should be fully stocked and well-organized.

Major Incident Report Form

- Major incident report forms are to be used for situations or actions that involve but are not limited to:
 - Inappropriate patron behavior
 - Inappropriate child behavior requiring staff and supervisor intervention and/or parent/caregiver involvement
 - Theft
 - Vandalism and property damage
 - Child protection concerns
 - Accident/injury requiring medical support

These forms are to be filled out whenever an accident or incident has occurred and given to your supervisor the same day as the occurrence. It is extremely important that these forms are filled out thoroughly (including the child(ren) name, address, age, doctor, etc. Please include as much detail as possible and fill out all sections of the form. Please attach another piece of paper for additional details if required.

- Forms can be found in your binder.
- Make sure to follow up with the parents/caregivers at the end of the program or earlier if needed (head injuries) as well as with supervisor.

Minor Incident/First Aid Log

- Minor first aid/incidents are defined as first aid, behavioral or situations which happen in programs that involve, but are not limited to:
 - Bumps, insect bites/stings, bruises, minor cuts
 - Panic, or distress, calming or reassurance
 - Application of band-aids
 - Treatment of minor nosebleeds (not caused by trauma)
 - Application of ice to superficial injuries
 - Inappropriate child behavior requiring staff intervention but resolved at the time
 - Inappropriate patron behavior requiring staff intervention but resolved at the time
- Minor first aid/incident (in-program) logs must be completed immediately following a minor first aid/incident by the staff person(s) responding. Supervisors will check logs at the end of each week.

- **PLEASE SEE A SAMPLE OF MAJOR INCIDENT REPORT FORM AND MINOR INCIDENT/FIRST AID LOG REPORT ON THE FOLLOWING 4 PAGES.**

- **If a child is going home looking or feeling any different to when they arrived, please check in and notify parent/caregivers.**

MAJOR INCIDENT REPORT



TYPE OF INCIDENT	LOCATION/FACILITY		
<input type="checkbox"/> Behaviour	<input type="checkbox"/> JDF Arena	<input type="checkbox"/> Golf Course	<input type="checkbox"/> Outdoor Turf
<input type="checkbox"/> Theft	<input type="checkbox"/> The Q Centre Arena	<input type="checkbox"/> Walking Trail	<input type="checkbox"/> Velodrome
<input type="checkbox"/> Vandalism/property damage	<input type="checkbox"/> Weightroom	<input type="checkbox"/> Clubhouse	<input type="checkbox"/> BMX Track
<input type="checkbox"/> Child protection concern	<input type="checkbox"/> Indoor Sports Complex	<input type="checkbox"/> Fieldhouse	<input type="checkbox"/> Pool
<input checked="" type="checkbox"/> Accident/injury	<input type="checkbox"/> Senior's Centre	<input type="checkbox"/> Kids Cottage	<input type="checkbox"/> JDF room: _____
<input type="checkbox"/> Other: _____	<input checked="" type="checkbox"/> Playing Fields	<input type="checkbox"/> Centennial Centre	<input type="checkbox"/> Other: _____

ACTIVITY

Drop-in activity Registered program Activity/program/event name: **Soccer Summer Camp**

INCIDENT DETAILS

DATE: **July 15, 2022** TIME: **12:30** AM
 PM

Equipment/facility is damaged

Does condition pose a safety hazard?
If yes, contact maintenance/your supervisor to assess and document.

Equipment has been removed from use

Facility has been closed

Pictures have been taken and emailed

Maintenance has been contacted

EMERGENCY RESPONSE

IMMEDIATE MEDICAL ATTENTION RECOMMENDED

AMBULANCE Time called: _____

FIRE DEPT. Time called: _____

POLICE (911) NON-EMERG. Time called: _____

Officer: _____ File #: _____

Contact: _____

FAMILY/FRIEND Time called: **12:40PM**

Name: **Breanne Johnson** Contact: **Yes**

Transported: Y N Time: **12:40PM**

VEHICLE Make & Model: _____ Colour/Year: _____ Licence: _____

PATRON #1

NAME: **Jackie Johnson**

Contact/Phone #: **250-222-3333**

Approx. Age: **8** Gender: **F**

PATRON #2

NAME: _____

Contact/Phone #: _____

Approx. Age: _____ Gender: _____

CIRCUMSTANCES OF INCIDENT (if you need more room, please use back of sheet)

Was the patron asked to leave the facility? Y N

Details of incident (please add photos or drawings if applicable):

Child rolled over on ankle during soccer game. Ankle swelled. Child was grasping ankle and crying.

MINOR FIRST AID/INCIDENT (IN-PROGRAM) LOG

Minor first aid treatment includes, but is not limited to, the application of band-aids, treatment of minor nosebleeds (not caused by trauma), and the application of ice to superficial injuries. Complete major incident report form if complications arise during follow-up.

Date/Time	Name	Telephone number	Description of injury and/or incident	Treatment	Staff involved	Follow-up
JULY 15, 2022 12:30pm.	JANE DDE	250- 777- 6526	SIVER IN FINGER	<input type="checkbox"/> Arrested bleeding <input checked="" type="checkbox"/> Cleaned/dressed wound <input type="checkbox"/> Applied ice <input type="checkbox"/> Calm/reassure	DAVID ROBERTS	<input checked="" type="checkbox"/> Contacted parent/guardian <input type="checkbox"/> Reported to maintenance <input type="checkbox"/> Supervisor inputted to behaviour spreadsheet (incident)
JULY 19, 2022 1:45pm.	DEREK FISHER	250-888- 2135.	BESSONN4	<input type="checkbox"/> Arrested bleeding <input type="checkbox"/> Cleaned/dressed wound <input checked="" type="checkbox"/> Applied ice <input checked="" type="checkbox"/> Calm/reassure	IAN WEBSTER	<input checked="" type="checkbox"/> Contacted parent/guardian <input type="checkbox"/> Reported to maintenance <input type="checkbox"/> Supervisor inputted to behaviour spreadsheet (incident)
				<input type="checkbox"/> Arrested bleeding <input type="checkbox"/> Cleaned/dressed wound <input type="checkbox"/> Applied ice <input type="checkbox"/> Calm/reassure		<input type="checkbox"/> Contacted parent/guardian <input type="checkbox"/> Reported to maintenance <input type="checkbox"/> Supervisor inputted to behaviour spreadsheet (incident)
				<input type="checkbox"/> Arrested bleeding <input type="checkbox"/> Cleaned/dressed wound <input type="checkbox"/> Applied ice <input type="checkbox"/> Calm/reassure		<input type="checkbox"/> Contacted parent/guardian <input type="checkbox"/> Reported to maintenance <input type="checkbox"/> Supervisor inputted to behaviour spreadsheet (incident)
				<input type="checkbox"/> Arrested bleeding <input type="checkbox"/> Cleaned/dressed wound <input type="checkbox"/> Applied ice <input type="checkbox"/> Calm/reassure		<input type="checkbox"/> Contacted parent/guardian <input type="checkbox"/> Reported to maintenance <input type="checkbox"/> Supervisor inputted to behaviour spreadsheet (incident)
				<input type="checkbox"/> Arrested bleeding <input type="checkbox"/> Cleaned/dressed wound <input type="checkbox"/> Applied ice <input type="checkbox"/> Calm/reassure		<input type="checkbox"/> Contacted parent/guardian <input type="checkbox"/> Reported to maintenance <input type="checkbox"/> Supervisor inputted to behaviour spreadsheet (incident)

SAMPLE

Emergency Procedures

Please note that the emergency procedures information provided in this manual is only an overview. Please take the time to review the comprehensive Emergency Procedures Manual for West Shore Parks & Recreation. Please find the bright green Emergency Procedures Manual in the following areas:

- Administration office (in the drawer by the printer)
- Reception (under cupboard of mail counter)
- Kids Cottage (by the phone)
- Centennial Centre (in the kitchen)

Fire Alarm Procedures (Emergency Procedures Manual 1.1-1.9)

If you discover a fire, pull the nearest fire alarm, remove yourself and your participants safely from the building (making sure no child is left in the washroom, etc.). Please do a head count/roll call as you leave the building and roll call upon arrival at your muster area outside.

Designated Muster Areas:

Building #	Building Name	1. Primary Mustering Area 2. Secondary Mustering area
1	JDF Arena/ISC/Admin Office/ Upstairs JDF CCC	1. Boulevard adjacent to Island Highway below Digital Sign 2. JDF Arena parking lot near BC Transit exchange
2	Reception/Pool/Weightroom	1. Boulevard adjacent to Island Highway below Digital Sign 2. JDF Arena parking lot near BC Transit exchange
3	55+ Activity Centre	1. Boulevard adjacent to Island Highway below Digital Sign 2. JDF Arena parking lot near BC Transit exchange
4	Kid's Cottage	1. JDF Arena parking lot near BC Transit exchange 2. Boulevard adjacent to Island Highway below Digital Sign
5	Fieldhouse and ProShop	1. Parking lot between Fieldhouse and Q Centre Arena 2. JDF Senior's Centre or any building in upper complex
6	The Q Centre Arena	1. Parking Lot Between Fieldhouse and Q Centre Arena 2. JDF Senior's Centre or any building in upper complex
7	Upper and Lower Clubhouse	1. Parking Lot Between Fieldhouse and Q Centre Arena 2. JDF Senior's Centre or any building in upper complex
	Centennial Centre	1. Carlow Road Play Park adjacent to Centennial Centre 2. Baseball fields at the far end of Carlow Park

Please call your supervisor with information on what has occurred (fire alarm ringing in which complex or an actual fire, etc.). Stay calm and comfort your participants appropriately. If you hear the fire alarm, please exit the building safely and remain in your designated muster area until you are told by a supervisor that it is safe

to return to your program space.

*Please note when the fire alarm sounds a metal fire door will come down from the roof at the junction of the café and long hall. The fire alarm will only sound in the half of the building that has the fire. Please make sure to call your supervisor to inform them of the alarm as they may not hear the fire alarm**

During an emergency, don't forget:

1. To do roll calls
2. Your camp binder
3. Your first aid kit
4. Cell phone

Earthquake Procedure (Emergency Procedures Manual 3.1)

During the shaking:

- Direct your participants to DROP, COVER AND HOLD ON.
- Stay inside. DROP under heavy furniture such as a table, desk or any solid furniture.
- COVER your head and torso to prevent being hit by falling objects.
- HOLD ON to the object that you are under.
- If you can't get under something strong, or if you are in a hallway, crouch against an Interior wall and protect your head and neck with your arms.
- Pool users are to be directed to the shallow end.
- If outdoors – get into an open area away from trees, buildings, walls and power lines.

After the shaking stops:

- Count to 60 to allow debris to finish falling after the shaking stops.
- Assess your immediate surroundings for dangers and provide assistance to your participants as needed.
- If you find that the building must be evacuated, do so quickly and calmly. Please do a head count/roll call as you leave the building and upon arrival at your designated muster area. Have your participants situated well away from buildings, trees, electrical lines and off the road.
- Please call your supervisor as soon as possible and provide any pertinent information.
- Do not re-enter the building without authorization from a supervisor.

First Aid Emergency Procedure (Emergency Procedures Manual 4.1)

1. Assess the scene for any hazards.
2. If safe, check the sick or injured person. "Pinch and shout" if unconscious.
3. Call 911. Have a bystander or other Staff/Service Providers person place the call if possible. Make sure sufficient information is provided to the operator (name, address, phone number, location, and situation).
4. Call supervisor or have a bystander call if possible. If no answer phone maintenance 250-474-8660. State "first aid, first aid". Provide your name, the location of the first aid, and basic details of what has occurred. Call parent/caregiver asap if not in attendance.
5. Administer first aid treatment according to your training. Continue to provide care until emergency

services arrive or you are relieved by another service provider/supervisor.

6. Fill out an accident report and submit it to your supervisor.
7. In the event of a participant being taken to the hospital via an ambulance, an adult must go with them in the ambulance.

First Aid Non-Emergency Procedure (Emergency Procedures Manual 5.1)

1. Make your participant comfortable and administer first aid treatment according to your training.
2. Please call a supervisor if any assistance is needed. The supervisor can assist in the first aid treatment, notifying the child's parents/caregivers or keeping your program ratio in check.
3. Fill out an accident report and submit it to your supervisor.
4. If in doubt, or if the situation deteriorates, follow the first aid emergency procedure (explained above).
5. Please have these forms handed in to your supervisor within 24 hours.

Missing Child - Onsite at JDF

1. Immediately do a visual check of your surrounding area. If caring for children, ensure they remain in a controlled area, and have a designated staff/service providers member stay with them.
2. Radio or phone maintenance direct (250-474-8660) and inform them of the missing child. Provide the following details:
 - a. Child's name, age, hair color, what they were wearing and any distinguishing features.
 - b. Where the child was last seen.
3. Call your direct supervisor to assist with the following steps.
4. Supervisor to call child's parent/caregivers immediately.
5. All WSPR staff are to participate in the search, they will use radio communication to organize a search of the premises, beginning with areas closest to the child's last known location.
6. Call 911 if child is not found within 5 minutes.
7. Continue searching the premises until the child is found or authorities arrive.

Missing Child - Offsite, Centennial Centre, Roving Play Parks

1. Immediately do a visual check of your surrounding area. If caring for children, ensure they remain in a controlled area. Solicit other adults to help in the search.
2. Notify your supervisor. If supervisor can't be reached, call maintenance (250-474-8660). If maintenance can't be reached, call reception direct (250-478-8384) to notify the main site of your current situation. Provide the following details:
 - a. Child's name, age, hair color, what they were wearing and any distinguishing features.
 - b. Where the child was last seen.
3. Supervisor to call child's parent/caregivers immediately.
4. Call 911 if child is not found within 5 minutes. Keep searching the premises until the child is found, or authorities arrive.
5. Follow up with supervisor/main site to advise of outcome or seek further assistance if needed.

Child Protection Policy Summary

Top 6 Key Things to Remember When Dealing with a Child Protection Situation:

1) It is the law

Child abuse is a crime under the Criminal Code of Canada.

The Child, Family and Community Services Act (BC) outlines your responsibilities when a “child under 18 is in need of protection” because of abuse or neglect.

2) You have a duty to report

The Act stipulates that any person who has reasonable grounds to believe that a child has been abused by a family member, employee, volunteer or others, MUST report those suspicions to the appropriate authorities.

All contractor service providers would contact the West Shore Parks & Recreation supervisor as well as their own supervisor.

People reporting the abuse, unless they know the report is false, are protected by civil immunity and cannot be sued, and anyone not reporting suspected abuse commits an offence.

3) Listen - do not investigate

The person who suspects abuse must not begin an investigation but should follow the reporting procedures for staff/service providers. Otherwise, you may be putting the police investigation at risk.

4) Document

On an incident report provided in the program binder, please fill out completely and do the following:

- Reassure the child. Believe the child.
- Be honest with the child explain to them your responsibility to report this to your supervisor.
- Write down all the information as it is stated. Do not paraphrase.
- Write down any observations.
- Include date, time and anyone else involved.

5) Tell your supervisor within 24 hours and provide all documentation

In abuse, neglect & self-harm cases, inform the supervisor and they will provide you with direction for next steps.

6) Keep it confidential

Confidentiality is extremely important.

Inappropriate disclosure proven or not can result in a lot of extra pain and suffering for the family as well as the child.

Open discussion about the case among staff/service providers members/contract service providers or volunteers is not acceptable.

The Family and Child Services Act states that “no person shall disclose information obtained under this act respecting an individual except:

- a) to his/her own council in a proceeding
- b) when given evidence in a proceeding; or
- c) where disclosure is necessary for the administration of the Act or is required by another act.”

To breach confidentiality actions will be taken up to and included cancelling all current and future service provider agreements with the offending service provider and or staff/service providers representing the service provider.

Steps to Report

1. If the child is in immediate danger call 911 and ask for the police.
2. Remove the child from the situation to a quiet safe place. Reassure the child.
3. DO NOT ask any questions only listen **document all pertinent information. Write the facts as they are said – do not interpret.
4. Immediately contact your supervisor or any coordinator/manager.
5. The supervisor will contact the child protection office within 24 hours of the incident of suspected abuse, neglect or self-harm and complete an additional incident report.

Keep it confidential – Do not inform the parents/caregivers unless advised by the supervisor, this is the role of the police and child protection office.

Exception: Self-harm - if a child is performing, threatening or planning any acts of self-harm inform the parents/caregivers and the supervisor.

Benefits of a Good Child Protection Measures

1. Good child protection prevention measures ensure that children are better protected from abuse and neglect.
2. Protect service providers from false allegations of abuse.
3. Helps parents/caregivers to evaluate and choose programs and services for their children.
4. Learning and using proper prevention techniques now will benefit the children we serve, their parents/caregivers, the employees and the reputation of the organization.

Child Protection Policy Quiz

List the top 6 key things to remember when dealing with a child protection situation:

- 1) _____
- 2) _____
- 3) _____
- 4) _____
- 5) _____
- 6) _____

/6

How long should you wait before reporting a child protection incident, accident or behavior incident to your supervisor? (Circle your answer)

- A) Never wait - report immediately
- B) Within 24 hours
- C) When you get a moment sometime this week

/1

What form do you need to fill out for a child protection matter? (Circle your answer)

- A) The child protection form
- B) An incident report located in your contractor service provider binder
- C) On a napkin and leave it for the supervisor
- D) Answers A & B are correct

/1

If a child is threatening to hurt themselves, who do you inform?

_____ & _____

/2

Fill in the blanks for this statement

When a child reports or discloses a child protection concern to me I must _____ and _____ . I must not begin an _____ .

/3

Total Quiz Score _____ /13

I have read the child protection material and I am aware of my responsibilities in responding to a child protection matter,

Name: _____ Program: _____

Signature _____

WSPR Signature: _____

APPENDIX D - Service Provider Handbook - Camps

SERVICE PROVIDER HANDBOOK CAMPS

Our Vision

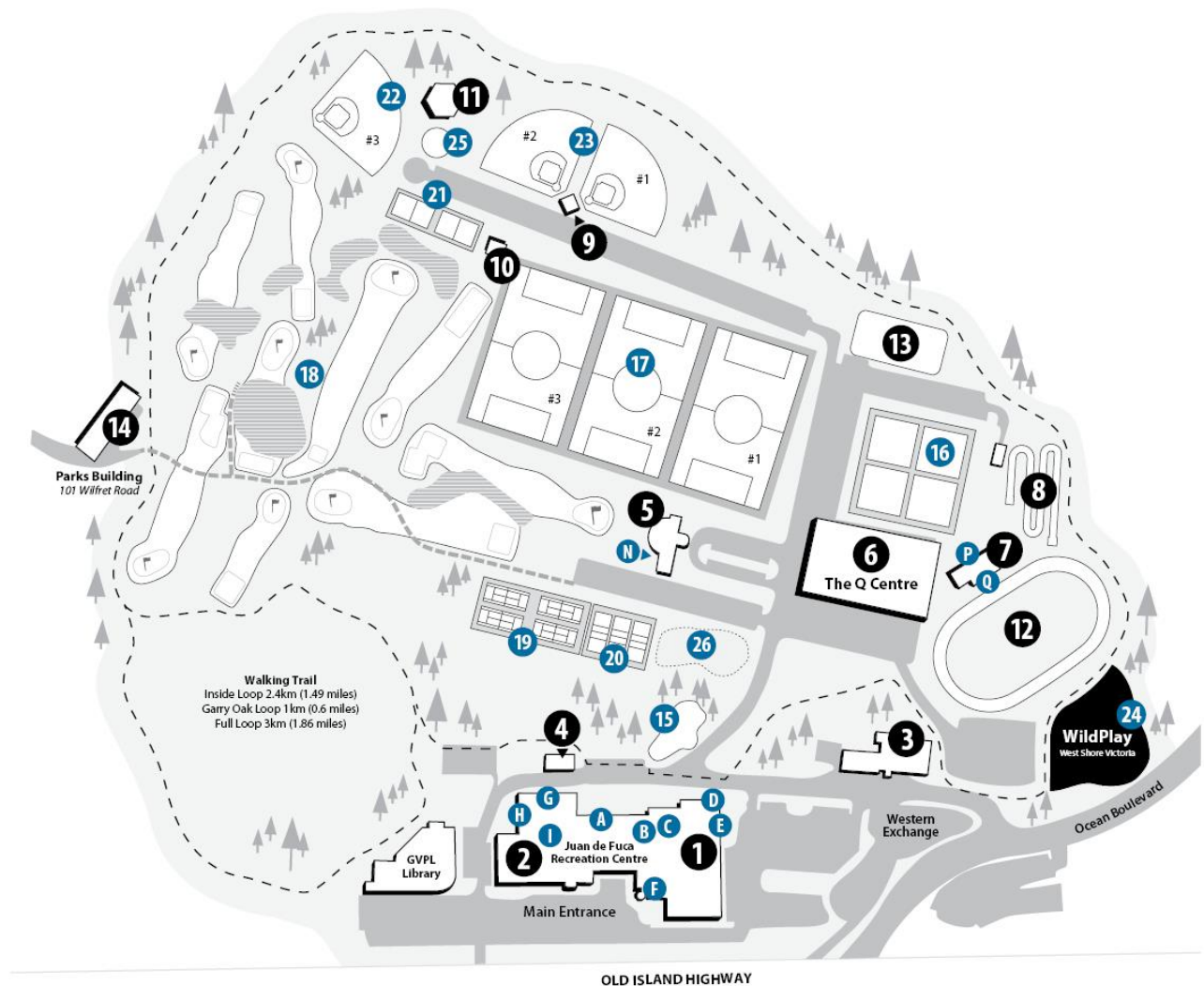
Inspire our community to move, learn and play for life.

Our Mission

West Shore Parks & Recreation is dedicated to providing diverse and accessible recreational and sport opportunities that offer all Westshore residents excellent experiences for healthy active lifestyles.

Our Values

West Shore Parks & Recreation Board of Directors are committed to making our vision a reality by focusing on positive working relationships within the community. We believe that business needs to be conducted in an efficient and effective manner. We are open to opportunities and ideas that allow us to provide better ways of doing business in a respectful, fair and honest way. We are transparent/caregiver, easily accessible and consultative. We strive to develop a culture of respect, awareness and responsibility for our organization, the community and the natural environment.



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 D. Kid's Cove
 E. JDF Arena Entrance
 F. Administration</p> <p>2. Reception/Pool/Weight Room
 G. Swimming Pool
 H. Weight Room
 I. Reception & Cafe</p> <p>3. 55+ Activity Centre</p> <p>4. Kid's Cottage</p> | <p>5. Kinsmen Fieldhouse
 N. Golf Pro Shop</p> <p>6. The Q Centre</p> <p>7. Clubhouse
 P. Lower Clubhouse
 Q. Upper Clubhouse</p> <p>8. BMX Track</p> <p>9. Lower Park Concession</p> <p>10. Lower Park Washrooms</p> <p>11. Rotary Picnic Shelter</p> <p>12. Velodrome/ Artificial Turf</p> <p>13. Lacrosse Box</p> | <p>14. Parks Building</p> <p>15. Rotary Playground</p> <p>16. Lawn Bowling Greens</p> <p>17. Playing Fields</p> <p>18. Golf Course</p> <p>19. Tennis Courts</p> <p>20. Beach Volleyball Courts</p> <p>21. Basketball Courts</p> <p>22. Adult Baseball Diamond</p> <p>23. Youth Baseball Diamonds</p> <p>24. WildPlay West Shore Victoria</p> <p>25. Rotary Picnic Playground</p> <p>26. Future home of West Shore Skate Park</p> |
|--|---|---|

WSPR CAMPS

- An opportunity for children and youth to **form friendships**.
- A chance for children and youth to **engage in active play**.
- A way for children and youth to **gain new skills** in a fun and safe environment.
- A service to families in our community.
- A chance for service provider staff to function as a **mentor and role model for children and youth**.

Policies & Procedures

Uniforms

- Service providers uniforms or identification must be worn at all times.
- Dress should be clean and professional.
- Shorts must be of an appropriate length.
- Closed-toed and closed-heel shoes must be worn at all times.

Scent Free Facility

Due to the health concerns arising from exposure to scented products, the West Shore Parks & Recreation Society facilities are scent-free.

Parking

As our parking lot fills up quickly with patrons, all staff and service providers at the Juan de Fuca Recreation Centre are required to park in the JDF Arena-Side (South-Side) Parking Lot. At Centennial Centre for Arts, Culture and Community, please park along the side of the building.

Cell Phone Policy

Your eyes need to be on the kids! No personal use at work. If something urgent comes up, give us a shout so we can help support, you.

Social Media Policy

So many great things happen in program, and you want to catch those moments and share them with the world - simply put, please don't! If you have a great shot, pass it on to your supervisor. Not all parents/caregivers are comfortable with their children's pictures being shared by someone else. Please talk to your supervisor if you would like to take some specific promotional photographs.

Policies and Procedures

Sign Out - Authorized for Pick Up

- If the person picking up the child is not the person who dropped off the child, ensure that it is someone who has been given authorization on the child's emergency form.
- Always ask for photo identification and check the permission to pick up section of the emergency form to confirm identity and authorization if you have not met the person.
- Parents/caregivers can add authorized names to the emergency forms at any time. If the person is not on the form, service provider will need to call the parent/caregiver to obtain **written** permission, which can be emailed or faxed. The form will then have to be rescanned by a WSPR supervisor.
- If in doubt or if you notice unusual behavior (adult becomes upset, child is visibly uncomfortable or refuses to leave with the adult or the adult appears to be under the influence of drugs or alcohol), **CALL A SUPERVISOR IMMEDIATELY AND DO NOT RELEASE THE CHILD!**

Sunscreen

- Parents/caregivers are requested to apply sunscreen before camp. Please ask parents/caregivers at time of drop off if they have applied sunscreen. If they have not, please have them do so prior to leaving their child.
- All children should come to camp equipped with spray sunscreen only.
- Service provider should always make sure the children have sunscreen on before going outside and provide time to reapply throughout the day.
- Service provider should encourage children apply sunscreen themselves and provide verbal guidance if necessary.
- Service provider are to ensure that all children have sufficiently applied sunscreen to all exposed areas of skin.
- Service provider will ensure the application on the children's neck, face and ears with the application of spray sunscreen. This will be done up to 20 minutes prior to going outside and again after water activities and applied frequently throughout the day.

T-Shirt Policy

- All children must always leave t-shirts on during outside time (as shoulders burn easily) including water and beach activities.
- If written permission is given on the back page of the child's emergency form, a child may go without a t-shirt during outside water activities. Please note which children in your camp have permission to remove their t-shirts.

Snack and Lunch Time

- Please have all campers wash their hands before and after snack time and lunch time.
- Remind the children to eat their main lunch items before their treats and to drink plenty of water.
- If a child arrives without a lunch, phone home to see if one can be delivered in time. If lunch cannot be replaced, call your supervisor to provide something to eat.
- Lunch kit checks are encouraged for all camps to ensure children are consuming enough of their main lunch items.
- Our programs are garbage free – children must take home their wrappers and containers for disposal.

Allergy Aware

All West Shore Parks & Recreation programs are nut aware. Each program will have signs posted, informing parents/caregivers and campers of this, but Service Provider will need to remind and inform parents/caregivers on Mondays, as well as check lunches and separate “nut and non-nut” groups during weeks where campers with allergies are registered. Ensure campers who eat anything containing nuts wash their hands before and after snack or lunch time, and a service provider thoroughly wipes the table down and any other area that the child may have come in contact with.

Weekly Camp Schedules/Pertinent Information

- WSPR staff send a weekly email and calendar to parent/caregivers on the Wednesday prior to camp. If provided, camp calendars and pertinent information for camp should be emailed to your WSPR supervisor at least one week prior to camp to enable them to send to families.
- Service providers must provide all their own supplies unless negotiated in the service provider contract.

Bathroom

To maintain ratio, bathroom breaks should be scheduled and go together as a group. Line-up outside of washroom while maintaining physical distancing. Children may not go to washrooms on their own, a buddy system may be implemented if the washroom is within sight of program area.

Active Play Policy

- All children will engage in a minimum of 80 minutes of daily active play broken out throughout their program routine. Active play will consist of un-facilitated play and facilitated games and activities both indoors and outdoors.
- Service providers will incorporate Fundamental Movement Skills (run, jump, hop, skip, throw etc.) and injury prevention into all active play activities guided by the concepts of physical literacy. Physical literacy can be described as the motivation, confidence, physical competence, knowledge and understanding to value and take responsibility for engagement in physical activities (Whitehead, 2016).
- Children who are physically literate move with competence and confidence in a wide variety of physical activities in multiple environments that benefit the healthy development of the whole person (PHE Canada, 2010)
- West Shore Parks & Recreation is committed to providing; trained service providers, a variety of indoor and outdoor facilities, challenging, interactive and dynamic equipment along with varied, inclusive games and activities to encourage and nurture confidence and competence to develop a lifelong love of physical activity and play.

Screen Time Policy

Children will not receive any screen time in their daily scheduled routines unless it is directly related to the program

Safety Procedures and Important Forms

Site checks

Upon arrival at any new or frequented location, the service provider should do a thorough safety check of grounds, equipment and surroundings prior to proceeding with any activities. Carefully pick up all unsafe and dangerous items and dispose of them properly. If necessary, call maintenance(inside) or parks (outside) for assistance (for CC camps, please contact the supervisor). If unsafe to dispose of, place cones around the area to block it off.

Head Counts / Roll Calls

You are responsible for knowing where all your campers are at all times. Please do head counts frequently throughout the day. Always do a roll call whenever you are changing locations (i.e. going to the playground, coming back in from the playground, going on and off the bus, going to and returning from an out trip, etc.)

Ratios

1 service provider to 10 children (ages 6-12), 2 service providers to 20 children (ages 6-12), 1 service provider to 12 youth (ages 13-18), unless otherwise negotiated.

Away from Home Base

Please leave a note at your camp alerting parents/caregivers where you have gone and your intended return time. In addition, call your WSPR supervisor to let them know of any change in location so we can inform parent/caregivers if they are looking for their child or in case of an emergency.

Head Injuries

- If a minor (child under the age of 18) suffers a head injury; please ensure that the child's parent/caregiver or guardian is notified **at time of incident**. This is necessary step to take even if you have ruled out a spinal injury as the child may still have suffered a concussion or other head injury previously.
- It is important that parent/caregivers are aware of the head injury in case symptoms become apparent/caregiver after the child has returned home.
- If a child feels fine (and is symptom free) and you have ruled out spinal it's ok to allow them to return to their activity, but you still need to inform a parent/caregiver or guardian of the injury.
- Please ensure you are communicating this information to all other service providers present, and do not forget to note it on your accident report form.
- If there are any of the following signs and symptoms, **DO NOT MOVE CHILD** and call 911 immediately. Then call parent/caregiver and supervisors.
 - Dizziness, swelling, nausea, numbness or tingling in hands and feet, disorientation, repetitive responses, sluggish pupils, any changes in mood or behavior, sudden onset of headache, pain in head, neck or back, weakness in general, loss of consciousness
- If you have the slightest concern or are unsure whether to call an ambulance, call anyway!

First Aid Kits

Service providers must supply their own first aid kits

A first aid kit must be carried with the service provider at all times. Kits should be fully stocked and well-organized. At the end of each day please check to make sure your first aid kit is fully stocked and free of garbage.

Emergency Forms

- Emergency forms must be kept and organized in alphabetical order (by first name) in your camp binder.
- Parents/caregivers may not leave their children in your care without providing a completed emergency form (including all sections on the front and back of the form) and a current photo. Please find an example of a properly completed emergency form attached.
- On Monday morning (or the first day of camp), highlight the names of the children on your class list which emergency forms still need to be collected, call the supervisor for any emergency forms where a parent/caregiver has stated they have already handed one in. The parent/caregiver may not leave their child in our care until we have confirmed we do indeed have the emergency form. Your camp binder has blank emergency forms so parents/caregivers can complete them before leaving.
- Parents/caregivers may email a photo (to the camp supervisor) at drop off beforehand and a WSPR staff will print it.
- Read all emergency forms thoroughly, making note of special needs, allergies and swimming levels (if applicable).
- At the end of each week, your supervisor will provide you with the class list for the next week. You will be keeping all the emergency forms of all your campers for the whole summer in your camp binder. Please return the class list with the name of the campers whose emergency forms you do not have, highlighted in order for parents/caregivers to be contacted.
- If at any point a parent/caregiver makes a change to their child's emergency form, please re-submit it to your supervisor to be re-scanned.
- WSPR supervisors will scan all emergency forms.

PLEASE SEE A SAMPLE EMERGENCY FORM ON THE FOLLOWING 2 PAGES. Please note the following:

- Ensure that both pages of the emergency form are completely filled out.
- There is a COLOR photo of the child attached.
- Care card number and doctor and dentist information is completely filled out, (these are common items parent/caregivers tend to leave out but are pertinent pieces of information to have).
- If a parent/caregiver selects "Yes" in the "Court Order" section, then they MUST provide a copy of the custody agreement or court order.
- If a parent/caregiver notes an allergy in the "Health and Special Consideration" section, please ensure that the appropriate supplemental forms are filled out as well (i.e. Anaphylaxis Care Plan / Asthma Care Plan and Permission to Administer).
- Parent/caregiver has initialed the "Additional Consent" section on the second page.
- The "Basic Immunization Schedule" section must either be filled out with accurate dates or an attachment with the child's immunization history MUST be attached.
- It is vital to the safety of each child in your care to have forms filled out with as much detail as possible. If a parent/caregiver is in a rush, please explain to them the following:
 - o "A thoroughly completed emergency form is required for your child to stay in our care. This is to ensure the safety of your child."



EMERGENCY FORM

Please complete and return to your program leader at the start of program.

Program Type: [] After School Care [] Year Long Preschool [x] Summer Camp



PERSONAL INFORMATION

CHILD'S Name: SAMPLE - Lisa Smith

Birthday: 06/30/2010 Sex: M [] F [x]

Address: 2805 Carlow Road

CITY: Langford PROV: BC PC: V9B 5V9

Parent/Guardian Emergency Contact #1

Parent/Guardian Emergency Contact #1

Name: Jane Smith
PHONE HOME: n/a PHONE CELL: 250-812-1234
PHONE WORK: 250-474-4321

Name: Joe Smith
PHONE HOME: n/a PHONE CELL: 250-818-1234
PHONE WORK: 250-478-4321

CHILD'S Care Card Number: 9123 123 123
CHILD'S Doctor: Dr. Barney
CHILD'S Dentist: Dr. Flinstone

Phone #: 250-474-1234
Phone #: 250-478-1234

CHILD RELEASE

Children will NOT be released to anyone with out WRITTEN AUTHORIZATION from a parent/guardian. Please list ALL the people who are ALLOWED to pick up your child other than Parent/Guardian Listed above.

- 1. Ann Smith Phone #: 250-478-6789 Relation: Grandma
2. Dan Smith Phone #: 250-474-6789 Relation: Grandpa
3. Phone #: Relation:
4. Phone #: Relation:

COURT ORDERS

Are there currently any court orders related to your child's care in our program, including custody orders, pick up and drop off information etc.?

YES [] NO [x] If YES please attach to the back of this form.

DO NOT RELEASE Please list those who under any circumstances are NOT ALLOWED to pick up your child.

- 1. Relation:
2. Relation:

HEALTH & SPECIAL CONSIDERATIONS

Does your child have any special health issues we need to be aware of? YES NO

Allergies: Allergy to peanuts (please see attached Anaphylaxis Care Plan Form and Permission to Administer Form)

Dietary Needs/Restrictions: n/a

Special Needs/Additional Support: n/a

Other: _____

Staff may request your assistance in filling out a care plan to best meet the needs of your child.

SWIMMING ABILITY

Please indicate your child's swimming ability:

Strong Swimmer

Must be 7 Years and older

Have **COMPLETED** swim kids 4 or equivalent, OR can swim 25 metres comfortably and continuously in deep water

Child may swim in deep water/deep pool without lifejacket

Moderate and Non-Swimmer

All children 6 Years and under

Children 7 and older who have **NOT** completed swim kids 4, OR cannot swim 25 metres comfortably and continuously in deep water

Child may use shallow pool only without lifejacket. Child must wear a lifejacket in deep pool.

COMMENTS: _____

A swim assessment may be performed by lifeguards to determine if your child can use deep pool.
Staff reserve the right to change swimming ability based on swim assessment.

ADDITIONAL CONSENT

Please INITIAL each box and sign at the bottom to indicate you understand and CONSENT TO the following:

EMERGENCIES	JS	I <u>CONSENT TO</u> a staff member calling a medical practitioner or ambulance for my child in the case of accident or illness if i cannot immediately be reached.
REFUND POLICY	JS	I have <u>READ</u> and <u>UNDERSTAND</u> the refund policy as printed on my registration receipt.
FIELD TRIPS	JS	I hereby <u>GIVE PERMISSION</u> for my child to participate in field trips.
PHOTOS	JS	I <u>CONSENT TO</u> photos of my child (taken while in programs) for use in WSPR promotional material.
SUNSCREEN	JS	I <u>CONSENT TO</u> my child participating in outdoor water activities without a t-shirt on or over their bathing suit.

SIGNATURE OF PARENT/GUARDIAN:

J Smith

DATE:

06/08/2020

BASIC IMMUNIZATION SCHEDULE

This section must be filled in with EXACT DATES for licensed programs.

- I choose NOT to immunize my child and agree to temporarily withdraw my child from the program should the community be facing an epidemic.
- My child is up to date on all immunizations and a record is attached or dates written below

	1st Visit @ 2 months	2nd Visit @ 2 months after 1st	3rd Visit @ 2 months after 2nd	4th Visit @ 12 months of age	4th Visit @ 12 months after 3rd	5-6 Years	Grade 6
DATE of Immunizations: >	08/30/2010	10/30/2010	12/30/2010	05/01/2001	12/30/2011	06/01/2015	

EMAIL FORM

Medication Policy

If a child requires any sort of medication, parents/caregivers MUST fill out a “Permission to Administer Medications Care Plan” form (found in your camp binder) in addition to being noted on their emergency form. Directions to administer the medication must be specific (“at the service providers’ discretion” is much too general and not acceptable). Medication must be kept in its original container and stored in the camp’s first aid kit unless refrigeration is required. The service provider must keep a record of any medication administered (record keeping is on the same form the parents/caregivers filled out) and ensure they follow up with the family at sign out time. This form must be always kept in your camp binder with the child’s emergency form. A parent/caregiver may not leave their child in our care if the child requires medication, and this form has not be thoroughly filled out.

Anaphylactic and Asthma Care Plan

If a child in your camp has an anaphylactic allergy, their adult will have to fill out an “Emergency Care Plan for Anaphylaxis and Asthma” as well as the “Permission to Administer Medications Care Plan” form. A parent/caregiver may not leave their child in our care if the child is anaphylactic or asthmatic and this form has not be thoroughly filled out. Care plans must be updated and signed annually.

Major Incident Report Form

- Major incident report forms are to be used for situations or actions that involve but are not limited to:
 - Inappropriate patron behavior
 - Inappropriate child behavior requiring staff and supervisor intervention and/or parent/caregiver involvement
 - Theft
 - Vandalism and property damage
 - Child protection concerns
 - Accident/injury requiring medical support

These forms are to be filled out whenever an accident or incident has occurred and given to your supervisor the same day as the occurrence. It is extremely important that these forms are filled out thoroughly (including the child(ren) name, address, age, doctor, etc. Please include as much detail as possible and fill out all sections of the form. Please attach another piece of paper for additional details if required.

- Forms can be found in your binder.
- Make sure to follow up with the parents/caregivers at the end of the day or earlier if needed (head injuries) as well as with supervisor.

Minor Incident/First Aid Log

- Minor first aid/incidents are defined as first aid, behavioral or situations which happen in programs that involve, but are not limited to:
 - Bumps, insect bites/stings, bruises, minor cuts
 - Panic, or distress, calming or reassurance
 - Application of band-aids
 - Treatment of minor nosebleeds (not caused by trauma)
 - Application of ice to superficial injuries
 - Inappropriate child behavior requiring staff intervention but resolved at the time
 - Inappropriate patron behavior requiring staff intervention but resolved at the time

- Minor first aid/incident (in-program) logs must be completed immediately following a minor first aid/incident by the staff person(s) responding. Supervisors will check logs at the end of each week
- **PLEASE SEE A SAMPLE OF MAJOR INCIDENT REPORT FORM AND MINOR INCIDENT/FIRST AID LOG REPORT ON THE FOLLOWING 4 PAGES.**
- **If a child is going home looking or feeling any different to when they arrived, please check in and notify parent/caregivers.**

MAJOR INCIDENT REPORT



TYPE OF INCIDENT	LOCATION/FACILITY		
<input type="checkbox"/> Behaviour <input type="checkbox"/> Theft <input type="checkbox"/> Vandalism/property damage <input type="checkbox"/> Child protection concern <input checked="" type="checkbox"/> Accident/injury <input type="checkbox"/> Other: _____	<input type="checkbox"/> JDF Arena <input type="checkbox"/> The Q Centre Arena <input type="checkbox"/> Weightroom <input type="checkbox"/> Indoor Sports Complex <input type="checkbox"/> Senior's Centre <input checked="" type="checkbox"/> Playing Fields	<input type="checkbox"/> Golf Course <input type="checkbox"/> Walking Trail <input type="checkbox"/> Clubhouse <input type="checkbox"/> Fieldhouse <input type="checkbox"/> Kids Cottage <input type="checkbox"/> Centennial Centre	<input type="checkbox"/> Outdoor Turf <input type="checkbox"/> Velodrome <input type="checkbox"/> BMX Track <input type="checkbox"/> Pool <input type="checkbox"/> JDF room: _____ <input type="checkbox"/> Other: _____

ACTIVITY

Drop-in activity
 Registered program
 Activity/program/event name: **Soccer Summer Camp**

INCIDENT DETAILS

DATE: **July 15, 2022** TIME: **12:30**
 AM PM

Equipment/facility is damaged
 Does condition pose a safety hazard?
If yes, contact maintenance/your supervisor to assess and document.

 Equipment has been removed from use

 Facility has been closed
 Pictures have been taken and emailed
 Maintenance has been contacted

EMERGENCY RESPONSE

IMMEDIATE MEDICAL ATTENTION RECOMMENDED

AMBULANCE Time called: _____
 FIRE DEPT. Time called: _____
 POLICE (911) NON-EMERG. Time called: _____
 Officer: _____ File #: _____
 Contact: _____
 FAMILY/FRIEND Time called: **12:40PM**
 Name: **Breanne Johnson** Contact: **Yes**
 Reported: Y N Time: **12:40PM**

VEHICLE Make & Model: _____ Colour/Year: _____ Licence: _____

PATRON #1

NAME: **Jackie Johnson**
 Contact/Phone #: **250-222-3333**
 Approx. Age: **8** Gender: **F**

PATRON #2

NAME: _____
 Contact/Phone #: _____
 Approx. Age: _____ Gender: _____

CIRCUMSTANCES OF INCIDENT *(if you need more room, please use back of sheet)*

Was the patron asked to leave the facility? Y N

Details of incident (please add photos or drawings if applicable):

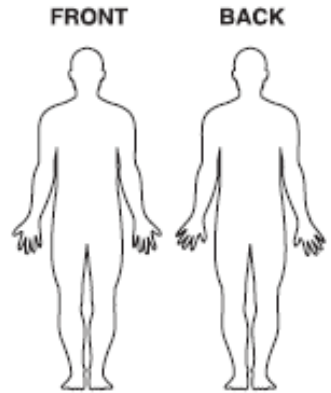
Child rolled over on ankle during soccer game. Ankle swelled. Child was grasping ankle and crying.

FIRST AID TREATMENT RENDERED

Apparent injuries: _____
 Possible sprain.

Description of treatment rendered: _____
 Ankle was elevated and ice applied.

Name(s) of staff providing treatment: _____
 David Roberts



VITALS	TIME:	TIME:
L.O.C.:	12:40PM	
Pulse:	70/min	
Respirations:	18/min	
Eyes:	n/a	
Skin:	n/a	

REFUSAL OF FIRST AID TREATMENT

I _____ refused first aid treatment on date of incident. Signature: _____

ADDITIONAL COMMENTS / FOLLOW UP (follow up to be completed by area supervisor. If you need more room, please use page 3.)

THE FOREGOING COMPRISES INFORMATION PRESENTLY KNOWN TO THE UNDERSIGNED (please print)

REPORTED BY: (Employee) David Roberts DATE: 15 07 2022

RECEIVED BY: (Supervisor) _____ DATE: _____

If this incident pertains to a minor in WSPR childcare/camps, supervisor has confirmed the minor's emergency form is on file: Y N N/A

APPROVAL

MANAGER OF RECREATION: _____ DATE: _____

MANAGER OF OPERATIONS: _____ DATE: _____

Major incident reports are for internal use only. Print legibly in blue or black ink. Complete this form immediately for all major incidents and accidents. Ensure detail is documented thoroughly and accurately. Do not use assumed or perceived detail of the incident. Once completed, submit to your supervisor immediately for review.

Freedom of Information Waiver: Personal information contained on this form is collected under the "Freedom of Information and Protection of Privacy Act" and will only be used for the purpose of reporting this incident. Enquiries about the collection and use of information on this form can be directed to the WSPRS Administrator at 250-474-8607.

MINOR FIRST AID/INCIDENT (IN-PROGRAM) LOG

Minor first aid treatment includes, but is not limited to, the application of band-aids, treatment of minor nosebleeds (not caused by trauma), and the application of ice to superficial injuries. Complete major incident report form if complications arise during follow-up.

Date/Time	Name	Telephone number	Description of injury and/or incident	Treatment	Staff involved	Follow-up
JULY 15, 2022 12:30pm.	JANE DDE	250- 777- 6526	SIVER IN FINGER	<input type="checkbox"/> Arrested bleeding <input checked="" type="checkbox"/> Cleaned/dressed wound <input type="checkbox"/> Applied ice <input type="checkbox"/> Calm/reassure	DANIEL ROBERTS	<input checked="" type="checkbox"/> Contacted parent/guardian <input type="checkbox"/> Reported to maintenance <input type="checkbox"/> Supervisor inputted to behaviour spreadsheet (incident)
JULY 19, 2022 1:45pm.	DEREK FISHER	250-888- 2135.	BESSONNY	<input type="checkbox"/> Arrested bleeding <input type="checkbox"/> Cleaned/dressed wound <input checked="" type="checkbox"/> Applied ice <input type="checkbox"/> Calm/reassure	AND WESLEY	<input checked="" type="checkbox"/> Contacted parent/guardian <input type="checkbox"/> Reported to maintenance <input type="checkbox"/> Supervisor inputted to behaviour spreadsheet (incident)
				<input type="checkbox"/> Arrested bleeding <input type="checkbox"/> Cleaned/dressed wound <input type="checkbox"/> Applied ice <input type="checkbox"/> Calm/reassure		<input type="checkbox"/> Contacted parent/guardian <input type="checkbox"/> Reported to maintenance <input type="checkbox"/> Supervisor inputted to behaviour spreadsheet (incident)
				<input type="checkbox"/> Arrested bleeding <input type="checkbox"/> Cleaned/dressed wound <input type="checkbox"/> Applied ice <input type="checkbox"/> Calm/reassure		<input type="checkbox"/> Contacted parent/guardian <input type="checkbox"/> Reported to maintenance <input type="checkbox"/> Supervisor inputted to behaviour spreadsheet (incident)
				<input type="checkbox"/> Arrested bleeding <input type="checkbox"/> Cleaned/dressed wound <input type="checkbox"/> Applied ice <input type="checkbox"/> Calm/reassure		<input type="checkbox"/> Contacted parent/guardian <input type="checkbox"/> Reported to maintenance <input type="checkbox"/> Supervisor inputted to behaviour spreadsheet (incident)
				<input type="checkbox"/> Arrested bleeding <input type="checkbox"/> Cleaned/dressed wound <input type="checkbox"/> Applied ice <input type="checkbox"/> Calm/reassure		<input type="checkbox"/> Contacted parent/guardian <input type="checkbox"/> Reported to maintenance <input type="checkbox"/> Supervisor inputted to behaviour spreadsheet (incident)
				<input type="checkbox"/> Arrested bleeding <input type="checkbox"/> Cleaned/dressed wound <input type="checkbox"/> Applied ice <input type="checkbox"/> Calm/reassure		<input type="checkbox"/> Contacted parent/guardian <input type="checkbox"/> Reported to maintenance <input type="checkbox"/> Supervisor inputted to behaviour spreadsheet (incident)

SAMPLE

Emergency Procedures

Please note that the emergency procedures information provided in this manual is only an overview. Please take the time to review the comprehensive Emergency Procedures Manual for West Shore Parks & Recreation. Please find the bright green Emergency Procedures Manual in the following areas:

- Administration office (in the drawer by the printer)
- Reception (under cupboard of mail counter)
- Kids Cottage (by the phone)
- Centennial Centre (in the kitchen)

Fire Alarm Procedures (Emergency Procedures Manual 1.1-1.9)

If you discover a fire, pull the nearest fire alarm, remove yourself and your campers safely from the building (making sure no child is left in the washroom, etc.). Please do a head count/roll call as you leave the building and roll call upon arrival at your muster area outside.

Designated Muster Areas:

Building #	Building Name	1. Primary Mustering Area 2. Secondary Mustering area
1	JDF Arena/ISC/Admin Office/ Upstairs JDF CCC	1. Boulevard adjacent to Island Highway below Digital Sign 2. JDF Arena parking lot near BC Transit exchange
2	Reception/Pool/Weightroom	1. Boulevard adjacent to Island Highway below Digital Sign 2. JDF Arena parking lot near BC Transit exchange
3	55+ Activity Centre	1. Boulevard adjacent to Island Highway below Digital Sign 2. JDF Arena parking lot near BC Transit exchange
4	Kid's Cottage	1. JDF Arena Parking lot near BC Transit exchange 2. Boulevard adjacent to Island Highway below Digital Sign
5	Fieldhouse and ProShop	1. Parking lot between Fieldhouse and Q Centre Arena 2. JDF 55+ Activity Centre or any building in upper complex
6	The Q Centre Arena	1. Parking Lot between Fieldhouse and Q Centre Arena 2. JDF 55+ Activity Centre or any building in upper complex
7	Upper and Lower Clubhouse	1. Parking lot between Fieldhouse and Q Centre Arena 2. JDF 55+ Activity Centre or any building in upper complex
	Centennial Centre	1. Carlow Road Play Park adjacent to Centennial Centre 2. Baseball fields at the far end of Carlow Park

Please call your supervisor with information on what has occurred (fire alarm ringing in which complex or an actual fire, etc.). Stay calm and comfort your campers appropriately. If you hear the fire alarm, please exit the building safely and remain in your designated Muster area until you are told by a supervisor that it is safe to

return to your camp space.

*Please note when the fire alarm sounds a metal fire door will come down from the roof at the junction of the café and long hall. The fire alarm will only sound in the half of the building that has the fire. Please make sure to call your supervisor to inform them of the alarm as they may not hear the fire alarm**

During an emergency, don't forget:

1. To do roll calls
2. Your camp binder
3. Your first aid kit
4. Cell phone

Earthquake Procedure (Emergency Procedures Manual 3.1)

During the shaking:

- Direct your campers to DROP, COVER AND HOLD ON.
- Stay inside. DROP under heavy furniture such as a table, desk or any solid furniture.
- COVER your head and torso to prevent being hit by falling objects.
- HOLD ON to the object that you are under.
- If you can't get under something strong, or if you are in a hallway, crouch against an Interior wall and protect your head and neck with your arms.
- Pool users are to be directed to the shallow end.
- If outdoors – get into an open area away from trees, buildings, walls and power lines.

After the shaking stops:

- Count to 60 to allow debris to finish falling after the shaking stops.
- Assess your immediate surroundings for dangers and provide assistance to your campers as needed.
- If you find that the building must be evacuated, do so quickly and calmly. Please do a head count as you leave the building and upon arrival at your designated muster area. Have your campers situated well away from buildings, trees, electrical lines and off the road.
- Please call your supervisor as soon as possible and provide any pertinent information.
- Do not re-enter the building without authorization from a supervisor.

First Aid Emergency Procedure (Emergency Procedures Manual 4.1)

1. Assess the scene for any hazards.
2. If safe, check the sick or injured person. "Pinch and shout" if unconscious.
3. Call 911. Have a bystander or other staff/service providers person place the call if possible. Make sure sufficient information is provided to the operator (name, address, phone number, location, and situation).
4. Call supervisor or have a bystander call if possible. If no answer phone maintenance 250-474-8660. State "first aid, first aid". Provide your name, the location of the first aid, and basic details of what has occurred.
5. Administer first aid treatment according to your training. Continue to provide care until emergency services arrive or you are relieved by another staff/service providers member/supervisor.
6. Fill out an accident report and submit it to your supervisor.

7. In the event of a camper being taken to the hospital via an ambulance, a camp leader/service provider must go with them in the ambulance.

First Aid Non-Emergency Procedure (Emergency Procedures Manual 5.1)

1. Make your camper comfortable and administer first aid treatment according to your training.
2. Please call a supervisor if any assistance is needed. The supervisor can assist in the first aid treatment, notifying the child's parents/caregivers or keeping your camp ratio in check.
3. Fill out an accident report and submit it to your supervisor.
4. If in doubt, or if the situation deteriorates, follow the First Aid Emergency Procedure (explained above).
5. Please have these forms handed in to your supervisor within 24 hours.

Missing Child - Onsite at JDF

1. Immediately do a visual check of your surrounding area. If caring for children, ensure they remain in a controlled area, and have a designated staff/service providers member stay with them.
2. Radio or phone maintenance direct (250-474-8660) and inform them of the missing child. Provide the following details:
 - a. Child's name, age, hair color, what they were wearing and any distinguishing features.
 - b. Where the child was last seen.
3. Call your direct supervisor to assist with the following steps.
4. Supervisor to call child's parent/caregivers immediately.
5. All WSPR staff are to participate in the search, they will use radio communication to organize a search of the premises, beginning with areas closest to the child's last known location.
6. Call 911 if child is not found within 5 minutes.
7. Continue searching the premises until the child is found or authorities arrive.

Missing Child - Offsite, Centennial Centre, Roving Play Parks

1. Immediately do a visual check of your surrounding area. If caring for children, ensure they remain in a controlled area. Solicit other adults to help in the search.
2. Notify your supervisor. If supervisor can't be reached, call maintenance (250-474-8660). If maintenance can't be reached, call reception direct (250-478-8384) to notify the main site of your current situation. Provide the following details:
 - a. Child's name, age, hair color, what they were wearing and any distinguishing features.
 - b. Where the child was last seen.
3. Supervisor to call child's parent/caregivers immediately.
4. Call 911 if child is not found within 5 minutes. Keep searching the premises until the child is found, or authorities arrive.
5. Follow up with supervisor/main site to advise of outcome or seek further assistance if needed.

Child Protection Policy Summary

Top 6 Key Things to Remember When Dealing with a Child Protection Situation:

1) It is the law

Child abuse is a crime under the Criminal Code of Canada.

The Child, Family and Community Services Act (BC) outlines your responsibilities when a “child under 18 is in need of protection” because of abuse or neglect.

2) You have a duty to report

The Act stipulates that any person who has reasonable grounds to believe that a child has been abused by a family member, employee, volunteer or others, MUST report those suspicions to the appropriate authorities.

All contractor service providers would contact the West Shore Parks & Recreation supervisor as well as their own supervisor.

People reporting the abuse, unless they know the report is false, are protected by civil immunity and cannot be sued, and anyone not reporting suspected abuse commits an offence.

3) Listen - do not investigate

The person who suspects abuse must not begin an investigation but should follow the reporting procedures for staff/service providers. Otherwise, you may be putting the police investigation at risk.

4) Document

On an incident report provided in the program binder, please fill out completely and do the following:

- Reassure the child. Believe the child.
- Be honest with the child explain to them your responsibility to report this to your supervisor.
- Write down all the information as it is stated. Do not paraphrase.
- Write down any observations.
- Include date, time and anyone else involved.

5) Tell your supervisor within 24 hours and provide all documentation

In abuse, neglect & self-harm cases, inform the supervisor and they will provide you with direction for next steps.

6) Keep it confidential

Confidentiality is extremely important.

Inappropriate disclosure proven or not can result in a lot of extra pain and suffering for the family as well as the child.

Open discussion about the case among staff/service providers members/contract service providers or volunteers is not acceptable.

The Family and Child Services Act states that “no person shall disclose information obtained under this act respecting an individual except:

- a) to his/her own council in a proceeding
- b) when given evidence in a proceeding; or
- c) where disclosure is necessary for the administration of the Act or is required by another act.”

To breach confidentiality actions will be taken up to and included cancelling all current and future service provider agreements with the offending service provider and or staff/service providers representing the service provider.

Steps to Report

1. If the child is in immediate danger call 911 and ask for the police.
2. Remove the child from the situation to a quiet safe place. Reassure the child.
3. DO NOT ask any questions only listen **document all pertinent information. Write the facts as they are said – do not interpret.
4. Immediately contact your supervisor or any coordinator/manager.
5. The supervisor will contact the child protection office within 24 hours of the incident of suspected abuse, neglect or self-harm and complete an additional incident report.

Keep it confidential – Do not inform the parents/caregivers unless advised by the supervisor, this is the role of the police and child protection office.

Exception: Self-harm - if a child is performing, threatening or planning any acts of self-harm inform the parents/caregivers and the supervisor.

Benefits of a Good Child Protection Measures

1. Good child protection prevention measures ensure that children are better protected from abuse and neglect.
2. Protect service providers from false allegations of abuse.
3. Helps parents/caregivers to evaluate and choose programs and services for their children.
4. Learning and using proper prevention techniques now will benefit the children we serve, their parents/caregivers, the employees and the reputation of the organization.

Child Protection Policy Quiz

List the top 6 key things to remember when dealing with a child protection situation:

- 1) _____
- 2) _____
- 3) _____
- 4) _____
- 5) _____
- 6) _____

/6

How long should you wait before reporting a child protection incident, accident or behavior incident to your supervisor? (Circle your answer)

- A) Never wait - report immediately
- B) Within 24 hours
- C) When you get a moment sometime this week

/1

What form do you need to fill out for a child protection matter? (Circle your answer)

- A) The child protection form
- B) An incident report located in your contractor service provider binder
- C) On a napkin and leave it for the supervisor
- D) Answers A & B are correct

/1

If a child is threatening to hurt themselves, who do you inform?

_____ & _____

/2

Fill in the blanks for this statement

When a child reports or discloses a child protection concern to me I must _____ and _____ . I must not begin an _____ .

/3

Total Quiz Score _____ /13

I have read the child protection material and I am aware of my responsibilities in responding to a child protection matter,

Name: _____ Program: _____

Signature _____

WSPR Signature: _____