WILLOW RIDGE
COMMUNITY ASSOCIATION

POLICIES & PROCEDURES
WRCA SUMMER KIDS DROP IN PROGRAM

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Willow Ridge Community Association
680 Acadia Dr. SE
Calgary, AB T2J 0C1

Phone: (403) 271-8044
Email: gm@mywillowridge.ca
Website: www.mywillowridge.ca

Our Mission

Our mission is to create a safe, welcoming, and inclusive environment where children can learn, play, explore, and build positive connections. Through the WRCA Summer Kids Drop-in, we provide engaging experiences that support children's social, emotional, and physical development while encouraging curiosity, creativity, teamwork, and confidence. We are committed to helping every child feel supported, respected, and valued, while giving families peace of mind that their children are cared for in a positive and nurturing setting.

Program Plan

The WRCA Summer Kids Drop-in offers a fun & supervised environment, allowing parents and guardians to focus on their daily routines with confidence. Our top priority is the well-being of your children, and we achieve this by designing active, enriching, and fun daily schedules that keep participants excited to return.

Hours of Operation

- **Monday, Tuesday & Wednesday:** 12:30 PM – 3:30 PM
- **Thursday & Friday:** 9:30 AM – 12:30 PM
- *Please note: Our program is closed on all statutory holidays.*

A general schedule of events will be available on our website. Daily activities remain subject to change based on weather conditions and enrollment.

Activities will change daily and may include:

- Arts and crafts
- Reptile petting zoo/education
- Exercise centered games
- Talent show
- Off-site activities
- Water games
- And more!

Safety Regulations

Child to Staff Member Ratio

- **WRCA** maintains a manageable staff-to-child ratio to help ensure every participant is properly supervised and accounted for. Provincial regulations require a 1:10 staff-to-child ratio for younger children (ages 4-5) and a 1:15 ratio for older children (Aged 6+). With 4 full-time counsellors, and 2 additional summer staff to assist when needed; we expect our ratio will remain around the 1:6 ratio.

Sign-In & Sign-Out Procedure

- **Drop-off:** Children must be signed in by a parent, guardian, or authorized adult at the designated welcome desk. Participants will not be permitted to enter the supervised area until signed in.
- **Pick-up:** Children will only be released to authorised individuals; Photo ID may be requested. Any changes to the pickup schedule must be communicated in writing or via a direct phone call to the Program Team Lead. Parents/guardians will wait in the foyer, a staff member will greet them with the sign-out sheet, and their child will be brought out of the room for them

- Sign-in Sheet will be checked at the end of the club each day to ensure each child was properly signed out.
    i. If any signatures are missing, the parent/guardian will be contacted immediately.
    ii. For children who are permitted to walk home on their own, they are required to sign themselves in and out.

Emergency contact and medical protocol

- Parents and guardians must provide current emergency contact information and disclose any allergies, medical conditions, or dietary restrictions before camp begins.
- Staff do not administer medication except in an emergency, such as when an EpiPen or inhaler is required. In non-emergency situations, staff will contact a parent or guardian to discuss the next steps.

Supervision

- **Staff visibility:** Staff will wear high-visibility safety vests so children can easily identify and locate a staff member when needed.
- Participants are always supervised during program hours. Staff are strategically positioned to monitor all activity zones, ensuring no child is ever left unattended.
- **Rule of Two:** To support the safety and accountability of all participants and staff, WRCA follows the Rule of Two. This means that at least two staff members must be present, especially in situations where a staff member may otherwise be alone with a participant.
- **Bathroom breaks:** Older children may use the bathroom individually after telling a counsellor where they are going. If two or more older children need a bathroom break at the same time, a staff member must escort them. Younger children are always accompanied to the bathroom, typically in a group.

Incident reports

- In the event of a minor injury (e.g., scrapes, bumps) or a significant behavioral event, staff will complete an **Incident Report**. A copy will be provided to the parent/guardian at pickup, detailing what happened and the actions taken by staff.

Weather Precautions

- Monitor weather conditions regularly, and an alternate plan will be made for severe weather.
- Ensure campers have appropriate clothing and gear for varying weather conditions. If campers are not dressed for the weather, alternative activities should be made available.
- **Thunderstorms:** All activities will be moved indoors when thunder or lightning is present. If conditions become severe, staff will follow WRCA's emergency procedures.
- **Severe wind:** Outdoor activities will be adjusted, relocated, or moved indoors when wind conditions make the regular schedule unsafe or impractical.
- **Air quality:**

  AQHI 1-3 we will enjoy our usual outdoor activities.

  AQHI 4-6 we will enjoy our usual outdoor activities but will move indoors if symptoms such as coughing and throat irritation are observed.

  AQHI 7-10 we will reduce or reschedule outdoor activities as much as possible. Outdoor time will be limited based on Management's discretion.

  AQHI 10+ all activities will remain inside.

Emergency procedure

- In the event of a severe emergency (e.g., severe weather, fire, or medical crisis), staff will follow WRCA's established emergency evacuation and lockdown protocols. Parents will be notified immediately via phone/text once all children are safely accounted for and secure.

Expectations for Participants

Daily Packing List

To ensure your child is prepared for daily activities, participants should arrive each day with a small backpack containing the following essentials:

- Reusable water bottle (clearly labeled)
- Broad-spectrum sunscreen
- Protective sun hat
- Any required emergency medications (e.g., inhalers, EpiPens)

Behavioral Expectations

We expect all participants to treat fellow campers, staff, and property with respect. Our core rules are:

1. Listen to the Camp Counselors.
2. Use kind words and keep hands to yourself.
3. Include others and play fair.

Aggressive Behavior & Disciplinary Action

WRCA maintains a zero-tolerance policy for physical aggression, bullying, or verbal abuse. If a behavioral issue arises, we follow a progressive discipline model:

- **Step 1 (Reminder):** A verbal warning and a chat with a counselor to redirect behavior.
- **Step 2 (Cool Down):** Brief removal from the activity to reflect. The Summer Kids Program Team Leader will discuss the issue with the parent at pickup.
- **Step 3 (Parent Intervention):** A formal meeting with the parent. If the aggressive behavior continues and threatens the safety of other children or staff, the child may be suspended or removed from the program without a refund.

Expectations for Staff:

- **Qualifications** – All staff have previous work experience with children.
- **Dress Code** – Staff are expected to dress appropriately for the weather and planned activities. Clothing should provide suitable coverage and must not display inappropriate graphics or language.
- **First Aid** – All staff are certified with First Aid/CPR & AED Level C.

Complaint Policy

We deeply value community feedback and handle all operational or behavioral concerns with the utmost seriousness. If a parent or guardian has an inquiry, grievance, or concern regarding program structure, staff conduct, or another participant, they are encouraged to initiate a constructive, direct dialogue with the on-site Team Lead.

If the matter cannot be satisfactorily resolved on-site, a formal written grievance may be submitted to the WRCA Summer Kids Program Team Lead via email at **splatt@mywillowridge.ca. This will be escalated in accordance with the severity of the grievance to higher management,** a formal review and response will be issued within **48 business hours**.