

Parent Code of Conduct for Youth Programs

Our youth programs are designed to provide a safe, fun and enriching environment for all participants. To ensure the success of our programs and foster a positive experience for everyone involved, we ask all parents and guardians to adhere to the following Code of Conduct.

1. General expectations

- 1.1** Respectful behaviour: Treat all participants, staff, volunteers and other parents with respect and kindness. Bullying, harassment or verbal abuse will not be tolerated.
- 1.2** Appropriate communication: Use constructive and respectful language when addressing staff, volunteers or other parents. Concerns should be discussed privately and calmly. Please keep communication concise and avoid sending multiple emails or voicemails to our staff.
- 1.3** Safety first: Follow all safety rules and procedures established by the program. Ensure your child is aware of and adheres to these rules.

2. Sideline and event conduct

- 2.1** Cheer, don't coach: Support your child from the sidelines without giving instructions that may conflict with staff or coaches.

3. Program policies

- 3.1** Health and wellness: Notify staff of any medical conditions, behaviour information, allergies, or other concerns affecting your child's participation.
- 3.2** Prohibited items: Ensure your child does not bring inappropriate or prohibited items, such as weapons, drugs, or alcohol, to any program activity.
- 3.3** Punctuality: Parents are required to drop-off and pick-up their children on time, as late arrivals may disrupt activities, and late pick-ups may result in additional fees or restrictions on future participation.
- 3.4** Valuables: Please leave electronics and other valuables at home, and cellphones must remain in backpacks throughout the program.

4. Conflict resolution

- 4.1** If you have concerns about the program, staff, or other participants, address them respectfully by contacting the Program Coordinator. Their contact information can be found on your event confirmation or by calling Client Services at 403-220-7749.

5. Acknowledgement

- 5.1** By enrolling your child in our program, you acknowledge and agree to abide by this Parent Code of Conduct. Thank you for your commitment to creating a positive and supportive environment for all.