

FCSS Request for Reference Material related to Summer Fun Playgrounds

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CNS offered a variety of children and youth programs with that assistance of FCSS Funding in Summer 2013. These programs include Park n' Play, Stay n'Play, Summer Volunteers and Youth LEAD. All of our summer programs are hosted within Calgary communities in various greenspaces, Community Association Halls, or public parks.

Program Descriptions

Park n' Play (For ages 6-12, Monday-Friday, 10 am – 3:30 pm): Park n' Play is a free outdoor drop-in program. Within this program children participate by playing games, making crafts, and doing other activities. Children are divided into two age groups where possible (ages 6-8 and 9-12) with age appropriate activities planned. If participant numbers are low, children will remain together as one large group.

Each week our Park n' Play program has a different theme. (eg. Space, Disney, Fairy Tales, Amazing Race, Underwater)

Typical games include: Hang Ten, Chuck the Chicken, various tag games, Big Booty, Las Vegas, Four Corners, Scavenger Hunts.

For Park n' Play locations that do not have adequate storage a Van is provided which is stocked with all necessary supplies. Our Recreation Leaders must pass a City of Calgary Van License test in order to drive one.

Stay n' Play (For ages 3-5, Monday-Friday, 10 am – 12 pm): Stay n' Play is a free outdoor drop-in program. Within this program children participate by playing games, making crafts, and doing other age appropriate activities. Children in this program must be accompanied by an adult/guardian who joins in the fun.

Typical games include: songs/singing games, bubbles, sidewalk chalk, circle games, crafts.

Summer Volunteer Program: The City of Calgary – CNS offers volunteer opportunities for individuals 12 and older. Our volunteers have the opportunity to volunteer their skills within our Park n’ Play program and special events. Volunteers are required to complete a security clearance conducted by the Calgary Police Service or their applicable Police Service of their hometown or city. These security clearances are conducted once per year. All summer volunteers go through a mandatory volunteer training which covers topics including of fostering positive behaviour, customer service, and safety and risk management

This City of Calgary has a volunteer policy which is stated below:

The volunteer policy:

- Ensures a consistent, quality experience for volunteers.
- Guides the development of volunteer programs at the work unit level.
- Ensures that a consistent, cohesive, professional approach to volunteerism is maintained throughout CS & PS.
- Maintains integrity of collective agreements and other relevant City policy.

CS & PS volunteer programs are:

- Approved, supported and endorsed by Management;
- Supported by staff who are committed to volunteerism;
- Managed at the work unit level by a staff member who is trained in the effective use and management of volunteers;
- Recognized by both volunteers and the public as a quality program – meeting the needs of both the volunteer and The City.

All volunteers have a supervisor that clearly outlines the expectations and goal of the volunteer for a particular program. As The City of Calgary offers so many types of volunteer opportunities it is important to have these clear expectations

of duties and roles to meet the desired program goals, objectives, and outcomes. Summer volunteers meet with their supervisor once per week and are given an “observation form” to give them constructive feedback. CNS also offers a recognition event during the middle of August called “Peak 56” as a thank you for all of their hard work.

LEAD (Leadership, Empowerment, Achieving a Difference): LEAD is The City of Calgary’s youth leadership program. Participants within LEAD learn new leadership skills in a variety of interesting topics. LEAD is a certificate program in which participants receive their certificate once they have completed all 12 modules and do 20 practicum hours. Earning the LEAD certificate leads to credibility, recognition and opportunities at school, work, and the community. The participants in the summer LEAD program complete their practicum hours by assisting and helping out with our Park n’ Play program during scheduled program hours. By implementing this into our summer LEAD program we have almost a 100% completion rate which is significantly higher than our winter, spring, and fall sessions.

The City of Calgary is now sharing our LEAD program with other towns and communities. If a group is interesting in running their own LEAD program they can contact the LEAD committee by sending an email to LEAD@calgary.ca.

Code 86 Frontline Staff Job Description and training:

All of our summer programs are staffed with “Recreation Leader” positions and classified as Code 86 seasonal/temporary employees. A job description and qualifications for our Recreation Leaders is listed below. Our Recreation leaders go through extensive training including our mandatory modules of fostering positive behaviour, customer service, volunteer management, reporting a child concern, and safety and risk management. All of our staff always must complete a security clearance conducted by the Calgary Police Service or their applicable Police Service of their hometown or city. These security clearances are conducted once per year. All of our Recreation Leaders are required to have Standard First Aid and CPR C to protect the health and safety of program participants.

For all of our summer programs we use the following Leader to Participant Ratios:

Regular Program: 1:15

Off Site Trip: 1:8

Swim Trip: 1:3 for participants under 6, 1:8 for participants who pass swim test 6 and up. (If fail swim test must have lifejacket)

All of our summer programs are supported by a Recreation Programmer and a Recreation Program Specialist. A Recreation Programmer assists in activity planning with the Recreation Leaders and helps with day to day operations. Recreation Programmers are required to take a programmer training covering topics such as Performance Review Workshop, Orientation to Code 86 and Volunteer Policies and Procedures, Foundations of Volunteer Management, and Train the Trainer.

A Recreation Program Specialist is responsible for program design and implementation and acts as a supervisor to all Recreation Leaders and Programmers. A performance review is conducted by the Recreation Program Specialists at the end of summer for an opportunity of constructive feedback and growth. A less formal "check in" is conducted mid summer with all Recreation Leaders also. The performance review process is as follows:

1. Ensure staff has a clear understanding of their roles, responsibilities and expectations (verbal and written).
2. Ensure staff knows how their performance will be measured.
3. Provide orientation, training, on-going support, coaching and resources..
4. Complete a written performance review document including specific examples of behaviour related to each competency. Performance review documents should include, or have attached, benchmarks for rating.
5. Set up an individual meeting with employee to review the performance document. This should be two-way communication.
6. Sign the original performance review document acknowledging that it was reviewed with the employee.

7. File original copy of performance review on your work site, according to Records Management procedures. Provide a copy of the review for the employee.

The City of Calgary has a protocol for “progressive discipline” as part of our high expectation of supervisory and front line staff. In order to provide an excellent service to our clients, a high standard of performance management is expected. Possible incidents include lateness, culpable absenteeism, theft, insubordination, poor customer service, etc. The normal progression of discipline is:

1. Counselling (not discipline)
2. Written Warning
3. Suspension (short and long)
4. Termination

The City of Calgary uses a “Incident Form” for any issues on site (eg. twisted ankle) for documentation and legal reasons. These forms are then submitted to the appropriate safety representative.

Job Posting and Description for Recreation Leaders

Responsibilities

Recreation and Community Neighbourhood Services are looking for Recreation Leaders who are interested in delivering exciting programs for both children and youth. The Recreation Leader will be responsible for general recreation programs such as special events, youth programs, day-camps, children's programs and supervision of participants in programs at various locations throughout the city. Primary duties include:

- Plan meaningful program activities and complete comprehensive lesson plans.
- Provide leadership in a variety of recreational activities to program participants.
- Ensure safety and appropriate supervision of program participants.
- Prepare and maintain equipment, supplies and program space.
- Maintain program records and assist with program evaluation.
- Provide positive role model leadership and coaching to youth

volunteers as required.

- Facilitate recreation programs that focus on social and/or skill based outcomes.
- Willing to take initiative and extra leadership duties within program space.

Qualifications

The successful applicant must be at least 16 years of age and will have at least four months of previous leadership and outreach experience. Previous customer service experience is essential. A current Standard First Aid and Cardiopulmonary resuscitation (CPR) level C certification is required. Successful applicants will be required to complete mandatory City of Calgary Leader training, which will include High Five and site training. Some Recreation Leaders will be required to possess a Class 5 Drivers Licence (or provincial equivalent) and the use of a personal vehicle for work; some positions will be required to successfully complete a City of Calgary operator's permit. Sound judgement in safety standards and experience working with low income families, culturally and/or diverse populations would be considered assets. Applicants must demonstrate strong communication, teambuilding, relationship building and behaviour management skills. In addition to the above, each specific area will require additional skills such as:

- Sports: must possess a National Coaching Certification Program (NCCP) certification and/or two years of experience in related sports and previous leadership experience in leading, instructing, and coaching specific age groups and sports activities.
- Youth: must be at least 18 years of age, leadership or outreach experience and knowledge of opportunities available to youth 12 to 17 years of age. Background in youth development and leadership development will be considered assets.
- Children: must have experience working with children and planning children's programs (special events, youth programs, day-camps and birthday parties). Applicants with Fine Arts interest, education, or experience would be considered an asset.

Notes

- Successful applicants must provide proof of qualifications.
- Only education obtained from an accredited institution will be recognized as meeting the minimum qualifications.
- More than one position may be filled from this competition.
- Applicants may be contacted, interviewed and hired throughout the duration of this competition.
- A security clearance will be conducted.