

Western Ottawa Community Resource Centre (WOCRC) Youth Program Guidelines

We are committed to upholding a shared responsibility of participants and staff to create and maintain an environment of respect, safety, and inclusion. This includes respect for self, other youth, volunteers, staff, and the space. We welcome all youth, regardless of background, religious affiliation, sexual orientation, gender identity, or gender expression (LGBTQ+).

- 1) All participants must be registered.
- 2) Youth will follow the Youth Code of Conduct (see attached).
- 3) Youth should be aware of their Client Rights (see attached).
- 4) Staff are not responsible for the outside area surrounding the High School (unless specifically stated or for an organized formal activity). Youth may use this area at their own risk.
- 5) Bullying (intimidation, verbal abuse, name calling, unwanted physical contact, cyber stalking or intimidation of all forms, purposeful exclusion from activities, etc.) will not be tolerated. This is a zero tolerance policy, and if it isn't followed youth will be asked to leave immediately.
- 6) Program participants must keep the space clean and safe. Any damage must be repaired by the participant who caused the damage, where possible.
- 7) Staff decisions must be respected by all youth.

Youth are responsible for their actions, and will be held accountable for their behavior. Participation is a privilege and may be revoked at the discretion of the staff.

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Youth Drop-In Form

Personal Information

Legal First Name: _____ Last Name: _____

Preferred Name (if different from Legal First Name): _____

Address: _____ School attended: _____

City: _____ Postal Code: _____

What area do you live in? West Carleton Goulbourn Kanata

What neighbourhood do you live in?

Carp Fitzroy Harbour Hazeldean Katimavik Stittsville Richmond
 Munster Dunrobin Constance Bay

Date of birth: _____ Allergies: _____

Preferred Pronoun: _____ Language Preference: _____

Your preferred phone number: _____ Is it okay to leave a message at this number? Yes / No

Your Email: _____

Additional Information

Do you have any special needs or require any additional support in any of the following areas?

Physical: Yes No If yes, please explain: _____

Behavioural: Yes No If yes, please explain: _____

Parent / Guardian Information

You reside with: _____ Relationship: _____

Parent/Guardian 1 – Last Name: _____ First Name: _____

Parent/Guardian 2 – Last Name: _____ First Name: _____

Home phone number: _____ Is it okay to leave a message at this number? Yes / No

Cell number: _____ Is it okay to leave a message at this number? Yes / No

Parent/Guardian Email: _____

Emergency Contact Information (Complete if different than parent/guardian.)

Last Name: _____ First Name: _____

Relationship to you: _____

Home phone number: _____ Cell number: _____

I confirm that the information given within this form is true and accurate

Photo/Video Consent Form

The Western Ottawa Community Resource Centre staff or volunteers take pictures and videos of the various programs and activities of the Centre as well as the Youth drop in. When preparing the printed material/video/slide shows, we often like to choose pictures from our programs. These are used to promote the Centre in pamphlets, annual reports, media releases, newspaper ads, website, Facebook, Twitter etc.

This is a permission form to allow the WOCRC to use pictures that may be taken of yourself or your children. Please fill out this form if you can assist us. Thank you.

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AUTHORIZATION

I, _____, hereby, authorize the Western Ottawa Community Resource Centre and the Richmond Village Association (WOCRC and RVA) to take and publish pictures of

(myself/son/daughter) to be used in promotional materials for the WOCRC and RVA.

Parental/Guardian Consent (If under 18 years of age)

I am the legal parent/guardian of _____

Signature: _____

Date: _____

Witness: _____

Date: _____

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Youth Program Code of Conduct

The Western Ottawa Community Resource Centre's Youth Drop-In is a youth-serving, community-based organization dedicated to providing youth with opportunities to have fun, socialize, learn, cooperate and participate in no—cost activities and programs. If you want to take part in our awesome programming, there are some rules you have to know about and follow. Take a look at the following list. These are things that we cannot accept in the Drop-In or in the community. If you choose not to follow the rules, you may be asked to leave the program.

- Abusive language toward staff, volunteers or other youth
- Bringing alcohol or drugs to the Centre or out into the community while taking part in programming or coming to the Centre while under the influence of drugs and alcohol
- Bringing weapons or anything explosive
- General rudeness to staff, volunteer or other youth
- Verbal, physical, sexual harassment of a staff, volunteer or youth
- Racial slurs
- Homophobia and transphobia
- General intolerance of differences
- Actual or threatened violence against any other person
- Bullying or taking unfair advantage of others
- Not listening to staff, leaders, or volunteers
- Not respecting other programs that may be going on at the Centre
- Hanging out on the front steps and in front of the building

I have read and understand the Western Ottawa Community Resource Centre's Youth Program Code of Conduct. I agree to stick to the rules and treat others with respect. I get that if I don't follow these rules that I will be asked to leave the program or activity.

Signature: _____ Date: _____

Witness: _____ Date: _____

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My youth may appear in photographs (print material) used for reporting, publicity purposes and/or the promotion of the WOCRC Youth Drop-In Yes No

My youth may appear in photographs (internet) used for reporting, publicity purposes and/or the promotion of the WOCRC Youth Drop-In. Yes No

I, the undersigned parent/guardian acknowledge the following:

Drop-In Staff roles and responsibilities:

- Coordinating programs, outings and activities for participants in Drop-In activities
- Monitoring behaviour inside the Drop-In space during scheduled drop-ins, scheduled recreation activities and scheduled outings in the community
- Ensuring the safety of youth inside the Drop-In space during scheduled drop-ins and recreation activities
- Monitor computer access
- Providing reminders for youth to contact parents if going off-site for short unscheduled outings
- Notify parents if an incident report is completed after an injury on property
- Reinforce appropriate behaviour
- Reserve the right to ask youth to leave if their behaviour is contrary to the youth Code of Conduct (see attached)
- Refer as necessary to other service providers
- Be a positive role model for youth

Youth roles and Responsibilities:

- The youth will be responsible for communicating with parents for permission to take part in unscheduled activities (for example, walking off-site for ice cream, dollar store, etc.)
- Youth shall obey general rules of the facility.
- Youth shall show respect for City property and the personal property of others.
- Refrain from inappropriate touching and verbal harassment
- Respect other persons and/or property
- Refrain from actions that could result in injury and/or damage to property
- Keep their personal belongings with them at all times
- Be aware of noise levels in the space
- Report problems of an kind to a trusted adult
- Be role models in the community

Youth participants will not:

- Possess weapons of any kind
- Loiter at the front of the building
- Purchase, possess, consume, or distribute alcohol
- Purchase, possess, consume, or distribute illegal drugs
- Engage in any form of sexual activity or peer sexual harassment
- Purchase, download, possess, or distribute pornography

I release Drop-In staff and volunteers on behalf of my child or ward, from any liability and from all claims arising, directly or indirectly, from participation by my child or ward in Drop-In activities.

I have reviewed the Code of Conduct document with my child	Initial:
I have reviewed the Client Rights document	Initial:
I have completed the Membership Form	Initial:

Parent/guardian Signature _____ Date _____

As a parent or guardian, should you have further questions about the Youth Drop-In, please contact Kelsey Marshall or Laura Pettes at 613-591-3686 ext. 261 or email at youth@wocrc.ca

I HAVE RECEIVED THE WELCOME PACKAGE _____ (INITIALS)



welcome

CLIENT¹ RIGHTS

At the Western Ottawa Community Resource Centre, we strive to create a safe and trusting environment welcoming all people. In accessing our services, you have the right to:

BE RESPECTED:

- Be treated in a professional, courteous and dignified manner
- Be acknowledged and welcomed for your individuality, needs and preferences, including ethnic, spiritual, linguistic, familial, ability, age, socioeconomic, cultural, sexual orientation, gender expression, and gender identity factors

BE HEARD:

- Participate in making empowered choices about the factors that affect your safety, health and overall wellbeing
- Provide feedback about your experience accessing our services and feel confident that any concerns you have can be addressed through our Client Complaints² policy and procedures

BE INFORMED:

- Receive clear information to help you make decisions in the planning and delivery of your services
- Receive information about other services at our centre and in the community

QUALITY OF SERVICE:

- Receive quality and confidential services in compliance with our policies and procedures and other relevant legislation
- Receive service in French if participating in a program that has been designated as bilingual (i.e., English/French)

¹ We recognize the power of language and aim to use words that reflect the spirit and principles of equity and empowerment. We use the word, 'client' with respectful intent to refer to people who access services at WOCRC – participants, community members, and citizens. We welcome all people and we care about you.

² The full Client Complaints Policy and Procedure is available to you:

Phone: 613-591-3686

Email: info@wocrc.ca