

A stylized graphic at the top of the page shows a hand in yellow and teal colors, with the fingers curved as if holding a heart. The background is a light teal gradient.

# Care Provider Guidelines

A Care Provider assists guests who are unable to enjoy our facilities without additional assistance (not including those within our age-based guidelines\*). In order for staff and guests to easily identify Care Providers, they receive high-visibility yellow wristbands, free of charge.

The level of support each guest requires varies, and the Care Provider determines how much assistance is needed to ensure the safety and enjoyment of all guest within the facility. The levels of support include:

- Direct support - the guest and Care Provider are continually interacting within the facility. The Care Provider receives a wristband.
- Fading support - to increase guest independence, the level of interaction between the guest and Care Provider may fade. If a guest requires assistance and is within a paid admission area, a Care Provider receives a wristband to ensure visibility for the guest and staff.

To help ensure safe and enjoyable facility visits, and build positive relationships, please:

- introduce yourself and the guest to staff.
- be receptive to feedback from staff as they may provide alternative options or ask you to adjust the level of support provided.
- ensure guests who are incontinent wear appropriate swim underwear. Swim underwear are available for purchase at the front desk.\*\*
- plan alternate activities in the event your intended activity does not work for the guest that day.
- be prepared to actively participate at all times, even if the original intent was for fading support. This includes dressing appropriately for recreational activities.
- limit distractions that may impede supporting the guest (i.e. cell phone usage).

\*Guests 0-7 years require supervision within all facilities, and therefore, regular admission rates apply. For more information about age guidelines, please see the recreation centres page at [strathcona.ca](http://strathcona.ca).

\*\*Purchased by the guest or guest's parent or guardian.

Please call 780-416-3300  
for more information.

[strathcona.ca](http://strathcona.ca)



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