

All About Programs

(Updated: 10/09/2026)

The City of Mississauga offers safe and inclusive programs. This information helps caregivers understand what to expect before, during and after a program. If you have questions, please call your local Community Centre and ask to speak with the Program Supervisor.

Caregiver means a parent, guardian or adult responsible for the participant.

General Program Information

- Confirm your registration. All participants must be registered to be admitted into the program space.
- Late registrants will be asked to show registration receipt or be directed to the front desk to confirm registration.
- No make-up classes will be provided or credits issued for classes missed for personal reasons (i.e. illness, schedule conflicts, travel, etc.)

Program Cancellations

If the City cancels a class (weather, mechanical issues etc.) a make-up class will be scheduled where possible or a credit will be issued.

Program Withdrawals

Program withdrawals, must be requested before the start of the 4th class from the date of registration with the exception of sport leagues.

Is Your Child Group Ready?

Participants must be able to safely engage in a group setting with limited support, follow instructions, and take part in activities within staff-to-participant ratios to ensure a positive and inclusive experience. For more information about if the participant is group ready, please see the full description on our “Adapted Programs” webpage, and click the dropdown “Are you ready for your program?” [here](#).

Inclusion

Participants of all abilities are welcome to participate in City Recreation and Culture programs. City staff do not provide the same support as educational assistants or behaviour therapists. They cannot lift or transfer the participant or administer medication. If a participant may need additional support to take part safely and successfully or not sure if a program is the right fit, caregivers are encouraged to contact the Recreation Programmer, Inclusion before the program begins. Staff can help discuss options and develop a recreation plan where appropriate. 905-615-3200 ext. 8147.

Safe Arrival and Dismissal

- Caregivers must accompany the child to the sign-in area.
- Caregivers must pick up the child after the program.
- Children under 10 years of age are not permitted to leave unescorted.
- Children 10 years and older will be dismissed at the end of the program unless a request is made that they are released to a caregiver at the end of the program.
- For programs 1 hour or less, caregivers of children 3 to 10 years of age must remain in the building.
- For preschool programs caregivers must remain close enough to the program space to see/hear if the instructor requires caregiver assistance.

Independent Participant Programs

For non-caregiver participation programs, children must be ready to participate on their own without adult support. To help participants focus and learn, caregivers should wait outside the program room or in designated viewing areas where available while the program is running.

Washroom Procedures – General Programs

- For non-caregiver participation programs, children **must be fully toilet trained** and be able to take care of their own bathroom needs.
- In programs with caregiver participation, caregivers are responsible for their children at all times, including washroom needs.
- For programs 1 hour or less, caregivers are encouraged to take their children to the washroom in advance of program start.

- For preschool programs, caregivers are requested to remain in view of the program space. Program instructors will look for caregivers if a participant must use the washroom.
- For programs more than 1 hour, participants aged 10 – 14 will be permitted to use the washroom unescorted by staff provided they are with a “buddy”.
- Participants aged 15 and older will be permitted to use the washroom unescorted without a buddy.

Washroom Procedures – Aquatic Programs

- Participants in Parent and Tot classes must wear a swim diaper designed for the pool that does not leak.
- Where on deck washrooms are not available, participants will use washrooms located in public change rooms. Caregivers are responsible for supporting their child’s washroom needs during program time.

Washroom Procedures – Learn to Skate Programs

- Caregivers are responsible for supporting their child’s washroom needs during program time. Caregivers are encouraged to take their children to the washroom in advance of program start.

Staff Qualifications

- Hold a minimum certification of Intermediate First Aid or Standard First Aid with CPR C and AED
- Are trained in [HIGH FIVE® Principles of Healthy Child Development](#)
- Additional certifications and qualifications are held for skilled positions (i.e. aquatics qualifications, coaching certifications, dance certifications, physical literacy training, etc.)
- Complete City of Mississauga specific program training

What to expect from our Staff

- Create safe and welcoming program environments.
- Follow City safety procedures.
- Hold relevant certifications and training.
- Encourage participation and positive experiences.

Additional Questions?

Contact your local community centre and staff will assist you.