



# Welcome to Our Facility!

We are excited to welcome you to our facility. This orientation package is designed to ensure a smooth experience for all visitors, renters, and program participants. Please review the following guidelines and policies carefully.

## Emergency Code Protocols

In the event of an emergency, our facility follows strict emergency code protocols. All staff and visitors should be aware of these procedures to ensure safety. Please take time to review the emergency codes and their corresponding actions on [erinoakkids.ca/codes](https://erinoakkids.ca/codes)

Please dial extension 5555 to initiate all emergencies.

## Parking, Security and Building Access

- Please park through the gates. Take a ticket and validate it at reception prior to leaving. Be mindful of posted signage and do not block emergency access routes.
- The lead contact will sign out an access badge upon arrival and is required to return their badge prior to leaving the premises. All visitors must leave the building at closing time.

## Allergy and Sensitivity Policy

Our facility is diligent in maintaining a safe environment for those with allergies and sensitivities.

We enforce a latex, fragrance, shellfish, and nut-free policy throughout our premises to prevent life-threatening allergic reactions (anaphylaxis). Please do not bring or use products containing these substances.

## Clean Walls Policy

Our clean walls policy requires that no items be affixed to or mark the walls. Please refrain from taping, pinning, or otherwise attaching materials to any wall surfaces. All rooms must be left in their original condition following use. Please inform the Site Supervisor immediately if any damages occur.

## Stairwell and Playground Alarms



The badge provided will allow access to all the spaces you need for your program or service.

All stairwell doors are locally alarmed. You must swipe your badge against the card reader before entering a stairwell and before exiting a stairwell.

If your program includes access to the exterior playgrounds, they also require a badge swipe to enter. You also need to swipe your badge against the card reader at the exterior playgrounds. If the alarm goes off, swipe your badge against the card reader to stop it.

## Snow Closure Policy

Severe winter weather may lead to site closures. Please monitor official communications and the ErinoakKids website for updates.

## Dress Code

ErinoakKids maintains a professional dress code, and jeans are allowed; anything that is too revealing or inappropriate for a professional setting should be avoided. All attire should be clean and in good shape; attire with rips, tears or holes is not permitted. Attire with offensive or inappropriate drawings or sayings should be avoided.

## Supplies and Personal Belongings

Participants and renters are responsible for bringing their own supplies. Please do not leave personal items or supplies on site.