



# MEMBER PLAYBOOK



## WELCOME TO THE MLSE LAUNCHPAD FAMILY!

We're thrilled to have you on board and can't wait to get to know you. MLSE LaunchPad is a place where youth use sport to recognize and reach their potential. As a member, you now have access to our amazing programs and fun-filled events. The playbook will provide you with all the information you need!

# WHO WE ARE

Our Core Values inform how we do everything – from running our programs to interacting with our community to partnering with other organizations. They are also at the heart of our expectations for how we interact with each other in the space. We will review our expectations regularly and we are ALL accountable to upholding them. We're in this together.



# WE ARE MORE THAN A GYM

We are a Sport For Development organization, but what we do goes far beyond the playing field – we collaborate, we program with excellence, and we genuinely believe in the importance of the work we do and the people we do it with. Yes, we operate out of a 42,000 square foot sport facility, but we are so much more than a gym:



## Youth First, Always

Youth members are always our number one priority and their best interests are at the heart of every decision we make. We are unwavering in our commitment to their safety and potential.



## We Break Barriers

We understand that the marathon of life is different for every person and work diligently to ensure equitable access to our programming, services, and opportunities. We strive to be leaders in breaking barriers, not records.



## Our Differences Make the Difference

We believe that our strength is rooted in the diverse voices, ideas, and lived experiences of everyone that works and plays within our space. When everyone is included and feels welcomed to be themselves, we are more innovative, creative, and impactful.



## We Are Family

We care about each other, we look out for each other, and we are accountable to each other. We will make mistakes and we will fail, but everyone is always working with the best intentions towards the same goal. We will always be there to pick each other up.



## Big Up Yourself & Those Around You

We are full of positivity. We believe in ourselves and we are champions of others. We give shout outs and spread happiness.



## Build A Better Tomorrow Today

Things don't get better by accident. We are intentional in our individual and organizational pursuit of growth, innovation, and our focus on positive youth development to make sure that tomorrow is better than today.

# MEMBER DECLARATION



## When at MLSE LaunchPad, I will:

- Walk when not in programming and in the Atrium (and I will never run on the bleachers!)
- Only enter courts, classrooms, and spaces with staff permission (Staff Room, Storage Rooms, and Coach Changerooms are off limits!)
- Only use equipment when given permission
- Use equipment properly and safely – for my safety and the safety of other members
- Only use my phone in the Atrium and NEVER on court, on the bleachers, or during a program (I am here to talk, connect and have great time – not be on my phone!)
- Only eat food in the Atrium – no food on court or on the bleachers
- Attend the programs that I am registered for
- Be grateful if I receive a special experience, but also excited for someone else if it is not my turn
- Be kind and respectful to everyone, regardless of what they look like, the colour of their skin, the religion that they practice, their gender or gender identity, their level of ability, or their sexual orientation
- Make new members feel welcome



- Speak up if I hear someone say something that does not line up with our values
- Only talk when it is my turn
- Listen when another member or staff is talking
- Represent myself and MLSE LaunchPad in a way that makes me proud and that lines up with our values at alltimes (and especially if there is a guest facilitator or if we go offsite for a trip)
- Try to make everyone's day a little bit better by being in it
- Use appropriate language toward other members and staff (I will NOT talk down to, threaten, swear, or use foul or negative language)
- Help to ensure the safety of the space and the people in it (this includes using equipment safely and NOT physically threatening, assaulting, or using force against another member or a staff)
- Learn the life skills – how I apply them on court and in my day to day life
- Focus on how I can get better every day – on court and as a person
- Be grateful for the coaching I receive and do my best to listen, be respectful, and pay attention

# PROGRAMS & SERVICES

MLSE LaunchPad offers a number of programs and events for YOU! We provide an opportunity for members to engage with coaches, mentors, community partners, and other friends through a variety of programs. We hope that you will build friendships, improve sport and life skills, try new things, and most importantly HAVE FUN!

We run a variety of different sport programming as well as provide other services that you can access with your membership:



Our **Programs** run in 10-week cycles: Nine (9) weeks of programming and one (1) break week for our coaches and staff to plan/prepare. Our program cycles include Summer (July and August), Fall (September to November), Winter 1 (November to February), Winter 2 (February to April), and Spring (April to June). Within each cycle we offer a variety of programs including Open Gym, Multisport, Rock Climbing, Futsal, Basketball, Ball Hockey, Football, and many more!!



To access programming, registration will take place **online via a link** sent directly to members two weeks before the next program cycle. Members can pick their top program choices when completing the form.



**Special Events and Opportunities** come up regularly. We are fortunate to be affiliated with MLSE teams (Toronto Raptors, Toronto Maple Leafs, Toronto FC, and Toronto Argonauts). Through MLSE, we have the chance to offer cool opportunities that are offered to members only.



**Lumenus Community Services** offers free confidential 1-hour drop-in counselling for members by therapists. For more information you can contact Coach Dave or Coach Rick directly.

**Martha Calles:** mcalles@lumenus.ca / (437) 286-4464

**Rick Eampong:** racheampong@lumenus.ca / (437) 488-5503



# WHEN YOU COME TO MLSE LAUNCHPAD



Prior to coming in for programming, login into your Scoreboard account to fill out the COVID-19 screening assessment. Upon arrival to MLSE LaunchPad, we will verify your self-assessment and ensure you are not exhibiting symptoms before entering the facility.

When you arrive at MLSE LaunchPad, sign-in with your membership tag at the Front Desk. If facility access is limited, member drop-off will take place outside of the main exterior doors 15 minutes before the scheduled start time of each program.

While participating in programs, members and staff adhere to all current health and safety guidelines to keep everyone safe. Signage is posted throughout the facility to reinforce safety protocols and effective ways to reduce the spread of COVID-19.

If at any time during your virtual or in-person programs you have a question, concern, or an issue, please let a staff member know IMMEDIATELY. We are here to support our members and want everyone to feel welcome, safe, and included.



## MLSE SCOREBOARD

MLSE Scoreboard is our digital platform to keep members engaged, track attendance, and give away prizes through MLSE Scoreboard points! Members can gain points by registering, attending programs, completing surveys, and demonstrating positive behaviour. You can log into MLSE Scoreboard to keep track of your own schedule and complete surveys. You can think of your points as currency – save them up to buy something bigger or spend them on smaller prizes for yourself or a family member.

Visit [mlselaunchpad.org](https://mlselaunchpad.org) and click on the **MLSE SCOREBOARD** link in the top right corner of our home page.

### HELP SECTION



If you forget your password, click “Forgot Password” on the log-in screen to reset your password.



When Creating a Password, make sure it’s something you can remember! Suggestions:

- Choose an animal, city, or color that you like
- Choose a number you like
- Example Password: Kangaroo20!

\*Do not use this example\*



For any questions or support with Scoreboard click here, or email [scoreboard@mlselaunchpad.org](mailto:scoreboard@mlselaunchpad.org)



# HOURS, LOCATION, CONTACT INFORMATION

MLSE LaunchPad hours can sometimes change so visit [mlselaunchpad.org](http://mlselaunchpad.org) to stay informed on facility operating hours.

For specific programming times check out our current program schedule, [mlselaunchpad.com/schedule](http://mlselaunchpad.com/schedule)

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