

The Kids with Cancer Society (KWCS) Main House is a welcoming space for members and their families to connect, access support, and attend programs and appointments. To ensure comfort, safety, and respect of all who visit, please review and follow the guidelines below.

HOURS OF USE

- The Main House is open for drop-in use by KWCS member families from 8:30 a.m. to 4:30 p.m., Monday to Friday.
- The space may also be used for pre-scheduled appointments and official KWCS programs.

ACCESS AND SUPERVISION

- KWCS member families are welcome to use the space during open hours.
- Guests who are not KWCS Members must be approved in advance and supervised by a KWCS staff member at all times.
- KWCS Volunteers may access the Main House during scheduled events or programs as authorized by KWCS staff.
- Anyone under the age of 18 must be supervised by their legal guardian unless they are:
 - Attending an appointment with a KWCS Consultant (e.g., Counselling, BrainWorks), or
 - Participating in an official KWCS Program led by a KWCS Consultant (e.g., Girls with Brain Tumours, NextGen, etc.).
- The Kids with Cancer Society reserves the right, at the discretion of the CEO or designate, to limit or revoke access to the Main House at any time. This may occur if the Usage Policy is not followed or whenever it is deemed necessary to maintain a safe, respectful, and supportive environment for all families and staff.

HOUSE GUIDELINES

- **Respect the Space:** Please leave all areas as you found them. Tidy up and return items to their original location after use.
- **Food and Drink:** Permitted only on the main floor.
- **Scent-Free Environment:** Please avoid wearing or using scented products.
- **Substances:** The Main House is a no smoking, no vaping, no alcohol, and no drug environment.
- **Respectful Conduct:** All visitors are expected to treat others with kindness and respect. Bullying, harassment, or disruptive behavior will not be tolerated.

HEALTH AND SAFETY

- KWCS is committed to maintaining a safe and healthy environment.
- Visitors must not attend the Main House if they have a contagious illness, or are experiencing symptoms such as fever, cough, vomiting, or diarrhea.
- Visitors must follow all posted safety instructions and report any hazards, injuries, or incidents to KWCS staff immediately.

PRIVACY AND CONFIDENTIALITY

- KWCS respects the privacy of all families. Visitors are asked to maintain confidentiality regarding any personal information they may learn about other families, volunteers, or staff during their time at the Main House.

PHOTOGRAPHY AND MEDIA

- To protect the privacy of families, photography, video recording, or live streaming within the Main House is not permitted without prior KWCS approval.

COMPLIANCE WITH KWCS POLICIES & STAFF DIRECTION

- All visitors and participants are expected to comply with KWCS policies and follow the direction of KWCS staff or program leaders at all times.

EMERGENCY PROCEDURES

- In the event of an emergency, all visitors must follow KWCS staff instructions and exit the building promptly using designated routes.

LIABILITY AND RESPONSIBILITY

- The Kids with Cancer Society ("KWCS") shall not be liable for, and expressly disclaims any and all responsibility for, any loss, injury, damage, or harm of any kind whatsoever suffered by any individual, family member, guest, or other person, including but not limited to damage to personal property or vehicles, arising out of, related to, or in any way connected with their use of, access to, or presence at the KWCS Main House or any part of its premises. By entering onto the property or utilizing any KWCS facilities, all persons acknowledge and agree that they do so at their own risk and waive any and all claims against KWCS, its directors, officers, employees, volunteers, and agents, whether such claims arise in contract, tort, negligence, or otherwise.