



Dear Members, Guests, Families and Friends of the Hive,

As many of you are aware, The Hive has recently made some changes to our supervision ratios and their enforcement. While these changes represent a concerted effort in improving our ability to manage risk within our facilities, it has been brought to our attention that these changes have led to some unintended and negative consequences, particularly for families and young people.

If you are among those negatively affected, please know that we are sorry for the impact these changes have had on you. We believe that youth and families are a vital part of our community; indeed, they are the future of climbing, and it is truly inspiring to see our youngest members of The Hive community crushing it on a daily basis.

As we grow, it is important for us to evaluate our policies and adapt to changing circumstances. With increased traffic we must look at how our facilities are being used, and at times, we must consider various changes to ensure that we are managing risk as effectively as possible. Change is always challenging, and it affects different groups in different ways; some positively, some negatively.

In this case, our renewed focus on the active supervision of young people in our facilities was intended to reduce the risks to both young people and other users. An under-supervised youth is a danger to both themselves and others, and considering the potential impact of an injury, we deemed it appropriate to adjust our parental supervision policies.

We did not anticipate that these changes would so greatly reduce the ability of families to use our facility. Based on feedback we have received, we are currently exploring ways in which we can both meet the risk management needs of our community while promoting and supporting responsible use amongst families and youth.

Our aim is encourage everyone to use our facility responsibly, and to address these concerns, we are currently working on three components of a **Youth and Family Strategy**:



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SURREY, BC  
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(1) an additional training for parental supervisors, (2) multiple options for family access, and (3) evaluation opportunities for users who demonstrate an understanding of the risks and are able to maintain awareness at all times. We aim to have this completed by the end of February 2019.

We appreciate your patience and understanding as we work towards a safer climbing space. Risk management is everyone's responsibility, and it is vital that we strike an equitable balance across the various needs of our community. Thank you for the valuable feedback on this recent change; we hope that by improving opportunities for youth and families at The Hive everyone can enjoy using our facilities, and together we can continue to Make Life Better!

Sincerely,  
Andrew Coffey  
King Worker Bee (Owner)



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