

Town of Canmore Big Fun Day Camp Handbook



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Welcome!

This handbook will outline the policies, procedures and any other information that is important to share with parents and participants about Big Fun Day Camps. Please read through this package prior to your participation in the program. If you have any questions or concerns, please do not hesitate to contact us at 403-678-8933.

The Town of Canmore is pleased to provide quality day camps for children and youth in our community.

Our commitment is to ensure your child has a safe, rewarding and memorable day camp experience. Through carefully planned itineraries, we will provide meaningful and age-appropriate activities that take into consideration Canmore and our local resources.

Contact Information:

| | | |
|---------------------|---------------------------|--|
| Julianne Smalley | Day Camp Team Leader | cell: 403 678 7659 |
| Eva Caverhill | Child & Youth Coordinator | office: 403 678 8933 cell: 403 996 0444 |
| Marg Szamosfalvi | Recreation Supervisor | office: 403 678 8929 |
| Customer Experience | | 403 678 8920 ext 0 |

Our day camp leaders will have radios with them to communicate between groups and supervisors. At no time will they give out personal cell phone numbers to the public.

OUR MISSION:

- Ensure a safe environment is provided at all times.
- Ensure the overall development of children and youth through well balanced programming.
- Foster an appreciation of diversity amongst others and their differences.
- Promote respect towards the environment and our community.
- Provide excellent customer service above and beyond expectation.
- Implement physical activity into daily programming

DAY CAMP ADMINISTRATION

Our Staff

Our day camp leaders know how to create fun in an environment that is safe, and fosters learning and growth! We understand the importance of building positive relationships between staff and participants. Each day camp leader has an RCMP Security Clearance, current first aid certification and takes part in pre-camp training sessions.

Hour of Operation

Care for your child is available before and after full day camps (9am – 5pm). This is a service we provide free of charge and no pre-registration is required (8:30 - 9:00 a.m. and/or 5:00 - 5:30 p.m.)

Waitlist

If a program is full, you may place your name on a waitlist (current contact information is required). There is no charge for this service. If space becomes available, you will be contacted immediately. If your plans have changed and you decline, then the next person on the list will be contacted.

Cancelled Programs

If a program is cancelled due to insufficient registration, a Customer Experience agent will contact you by phone to notify you that the class has been cancelled. At that time, patrons have the choice of a full refund or to leave the credit on the account to use towards future programs or courses.

Cancellation Policy

Once a program has begun, no refunds or credits will be given unless it's for medical reasons and the request is accompanied by a medical note. Refund requests prior to one week of the program start date are fully refundable. There are no refunds, transfers, or credits if you cancel within one week of the program start date.

Ratios

Unless otherwise stated, leader to participant ratios at Big Fun are as follows:

| | |
|----------------|------|
| 5-6 year olds | 1:8 |
| 7-8 year olds | 1:10 |
| 9-11 year olds | 1:12 |

Photo Release Consent

As per the ToC's photo release consent policy, day camp staff are not to release children's full names when photos are taken by the media. If photographers want full names, they will have to get consent from parents.

Parents willing to have pictures taken of their children will sign a photo release form.

Camper Attendance

In the event that a camper does not show up within ½ hour of the camp start time or by a departure time, and we have not been told that they will be absent, a call home will be made.

Camper Information

The ToC will collect important information on each camp camper (allergies, medical concerns, contact info, etc). This information will be shared with day camp leaders. The day camp leaders will review and be made aware of any special considerations that apply to their campers. This information is confidential. If you have any concerns please bring them to the attention of a supervisor.

Camper Sign In/Out

Children will be dismissed only to those adults indicated on their program registration form. If another person is to pick up your child, please contact staff prior to the start of program that day. Staff may ask this person for ID if they are unknown to the staff.

Children who leave the program independently must have this indicated on their registration form.

Parents, other designated adults or the child themselves (if leaving independently) are required and responsible for physically signing the child out on the attendance sheet on site.

PROGRAM SAFETY

In order to ensure all campers and day camp leaders have the best possible experience with us, **it is essential that all programs operate in a safe manner.**

Emergency Procedures

Fire drill procedures will be discussed and practiced with the participants on a regular basis. A complete first aid kit is on the premises at all times and a portable kit is taken on all excursions.

Health Standards

For health reasons, sick children are not permitted in the program. Whenever possible, please do not send a sick child to our programs. If a child becomes sick while in care, parents will be notified and asked to remove the child from the program immediately. This ensures all participants and staff remain healthy.

Incidents of Lice

If a child is identified as having lice, they will immediately be requested to be removed from the program. The child is welcome to return to the program only once successful lice treatment has occurred.

Accident/Incident Reporting

All incidents and accidents are reported in written format and are reviewed by administration. Parents are notified of the details regarding all incidents.

Camper Medication

We do not administer medication to campers. Parents must advise day camp leaders if their children need medication during camp hours. A child may be old enough to take their own medication, or the parent must come and administer it themselves.

Allergies / Medical Conditions

Parents should advise us of any allergies or medical conditions on their child's "Camper Information" details. It is the responsibility of leaders to review this information, and know which campers have allergies or medical conditions.

Peanut butter, nuts, and all foods containing nut by-products are not permitted at camp.

Make sure campers who use Ventolin, Epipens or other medications have them with them at all times.

Most children with severe conditions will have a small pack or kit, which they may or may not always carry. Flag the child's backpack with something obvious (or separate from the main group) so it's easily identified when it's not being worn.

Pool Safety

In order to keep your child safe in the pool, all participants will receive an orientation prior to entering the pool. Children 6yrs and up will be invited to try the swim test allowing them to swim without a life jacket. These tests are at the discretion of the lifeguards on duty. Children under 6yrs will be required to wear a life jacket regardless of swimming ability.

Camper Disclosure

We play a significant and important role in the lives of our campers. The well-being of children and youth is of the utmost importance to us.

If we are suspicious of some form of child abuse and/or a camper discloses some form of abuse to us, **we must report to either the Child & Youth Coordinator or the Recreation Supervisor, and may be reported to Alberta Child Intervention.**

WHAT TO BRING TO CAMP

Lunch & Snacks

Campers are asked to bring a healthy lunch, water bottle, and snack(s) for full day programs. We provide lunch supervision as part of the overall program. **Peanut butter, nuts and all foods containing nut by-products are not permitted at camp. Any additional allergy concerns will be posted at camp.**

Clothing for changing weather conditions, appropriate footwear, swim suit and towel (on swim days), and a backpack. All items should be personally labeled.

Swimming

Campers should bring their bathing suit, towel, and goggles if used. Lifejackets are provided for those who need them.

Climbing

Clean indoor runners are required for climbing days. Campers are welcome to bring their own shoes or harness if they like. If they do not have proper footwear, shoes will be provided at a cost of \$6 per pair.

Lost and Found Items

We do not encourage campers to bring personal items such as money, toys or electronics to camp. The ToC does not accept responsibility for articles brought to camp that are lost, stolen, or damaged.

STANDARD OPERATING GUIDELINES & PROCEDURES

EFFECTIVE DATE: July 2019

PROCEDURE TITLE: Child Guidance

Purpose:

The Town of Canmore will strive to provide age appropriate strategies to promote behaviours that encourage positive emotional and physical growth. Positive behaviours will be encouraged through appropriate role modelling, positive interaction and respect for individual needs.

Guidelines:

- Staff will encourage age appropriate behaviours in participants.
- Staff will be certified in programs such as High Five® in order to have a strong understanding of appropriate behaviours and how to support them.
- Participants will be encouraged to interact with each other in a respectful and positive manner.
- Programs will be designed to encourage inclusion and diversity.
- Staff will address the uniqueness of each individual and the needs of all participants.

Procedure:

- Staff will be trained on child guidance procedures during orientation and training.
- Staff will stay up to date on related training and resources.
- Staff will receive training and/or have access to resources on promoting positive behaviour.
- Staff will display positive role modelling when interacting with participants, coworkers, parent/guardians and the public by being friendly, professional and courteous.
- Staff will show an interest in participants by acknowledging them, responding attentively and using open ended questions to engage in conversation.
- Participants will have the opportunity to speak without being interrupted.
- Staff will work to create a positive environment for the individual expression of feelings.
- Staff will intervene promptly when aggressive actions are observed.
- Age and ability appropriate rules and expectations will be posted for participants, staff and parents.

EFFECTIVE DATE: July 2019

PROCEDURE TITLE: Child Discipline

Purpose:

The Town of Canmore will use positive child guidance, however, in the case where a participant's behaviour is deemed unacceptable, staff will follow a *three strikes rule*. A strike may be applied if a participant compromises the safety or experience of themselves, another participant, a staff member, and/or the overall program. In the case where the direct actions of a participant results in severe injury or damage to property, the participant will be removed from the program immediately without refund or credit.

Guidelines:

- Child discipline procedures will be communicated to parents/guardians via the Parent Handbook, to staff during training, and to children in person.
- At no time will staff inflict any form of physical punishment, verbal/physical degradation, emotional deprivation or use any form of physical restraint.
- Confinement, isolation, denying or threatening to deny a child of a basic necessity will not be tolerated.
- At no time should a child be demeaned or embarrassed in front of their peers.

Procedure:

- Staff will be trained on child discipline procedures during orientation and training.
- Staff will ensure that the disciplinary action taken is reasonable in the circumstances.
- Staff will ensure that expectations and behaviour guidelines are consistently in place and that participants have an overall understanding of them.
- Staff are required to use appropriate strategies for children/youth development when handling any inappropriate behaviours.
- Staff will use redirection, choices, logical consequences, and creative approaches to deal with the outcomes of inappropriate behaviour.
- Staff will talk to participants at eye level and focus on the behaviour and not the individual.
- Staff will assist participants in understanding the outcomes of their behaviour.
- Staff will document any unacceptable behaviour issues on a *Behaviour Management Participant Incident Report Form*, and report as soon as possible directly to the Children & Youth Coordinator and/or the Recreation Supervisor.

Three Incident Procedure:

- On the first documentation, a parent/guardian will be made aware of the incident through a phone call or discussion upon pick-up.
- On the second documentation, a parent/guardian and the participant will be asked to come in for a meeting with a staff member to discuss the incident.
- On the third documentation the participant will be removed from the program without refund or credit for a period of time determined by Town of Canmore administration.

EFFECTIVE DATE: July 2019

PROCEDURE TITLE: Bullying

Purpose:

The Town of Canmore recognizes the negative effects that bullying has on children and youth. Bullying is never justified and we do not excuse this type of behaviour. Bullying incidents will be addressed, and staff will be trained to promote confident communication so bullying can be dealt with. If bullying does occur, all participants should be able to confide in a staff member, and be assured that the incident will be dealt with effectively and in a timely manner.

Guidelines:

Bullying can be, but is not exclusive to, emotional, physical, racial/intolerant, sexual, verbal, cyber and destruction of property.

Procedure:

- Staff will be trained on bullying reduction and procedures during orientation and training.
- Staff will position themselves accordingly to ensure adequate supervision.
- Staff will work proactively to promote respectful behaviour.
- In the case of an incident, all parties involved will be given the opportunity to have their say.
- Staff will ensure that the disciplinary action taken is reasonable in the circumstances.
- Serious bullying incidents will be documented on a *Behaviour Management Participant Incident Report Form*, and reported as soon as possible directly to the Children & Youth Coordinator and/or the Recreation Supervisor.

EFFECTIVE DATE: July 2019

PROCEDURE TITLE: Inclusion & Diversity

Purpose:

The Town of Canmore recognizes the importance of creating an inclusive environment which is reflective of our diverse community, surrounding area and various stakeholders.

Guidelines:

- Recreation Services will maintain strong links with community agencies and members to support participants and families.
- Participants will be set up to successfully engage in Town programs and services in consultation with parent/guardians and potential support systems.
- Programming will reflect the unique and individual differences of participants and will be flexible and adaptable.
- Programs will provide a physically, emotionally and intellectually safe environment.
- Off-site activities will be planned to promote a better understanding of the community and to connect participants with cultural experiences.

Procedure:

- • Staff will be familiarized with inclusion and diversity procedures during orientation and training.
- Staff will have the opportunity to develop their understanding of inclusion principles through access to resources.
- If a participant needs extra support, a staff member will meet with a parent/guardian prior to program start to decide on an agreed upon plan.
- Open communication between staff and parent/guardians is encouraged to better facilitate the involvement of individual participants.
- All participants will be able to contribute their cultural experiences and stories into the program setting.
- Staff will plan activities which are inclusive for participants with special educational needs and/or disabilities.
- Staff will provide participants with a variety of experiences from social, cultural, and ability backgrounds.
- Staff will talk with participants about differences in a positive way.
- Staff will promote equality regardless of race, gender, culture or differences.
- Staff provide participants with the opportunity to have input, involvement and choice through program planning, evaluation and open ended questions during activities.
- Plans are chosen to reflect the rich cultural and natural resources within the Bow Valley.
- Outside agencies and community members will be invited to programs to enhance the quality of experiences for the participants.
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