

CANADA GAMES CENTRE SUMMER CAMPS 2017

PARENT HANDBOOK



WELCOME!

The Canada Games Centre Summer Camps Program is happy to welcome you and your family to our facility. Thank you for entrusting your children with us, we will provide them with a safe and fun environment to spend time with new friends and learn new things. This handbook contains the policies and procedures for our Summer Camps, and will provide you with all the necessary information you need when sending your children to camp with us.

GENERAL INFORMATION:

Centre Address:	26 Thomas Raddall Drive, Halifax, NS.	
Centre Hours:	Monday – Friday:	5:30am – 10:00pm
	Saturday – Sunday:	7:00am – 10:00pm
Centre Customer Service:	902.490.2400 ext. 7	
Summer Camp Office Hours:	Monday – Friday:	8:00am – 5:00pm
Camp Office Phone:	902.490.2581	

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WELCOME INFORMATION

Through this first section, you will find all of our standard policies and procedures for our Summer Camps at the Canada Games Centre (CGC). Any clarification of policies should be directed to the Recreation Program Supervisor.

ADMISSION POLICY

The CGC Summer Camps offer an array of interactive activities for school aged children. Our camps currently accommodate children aged 5 to 12 (5 year old children must have completed Primary to register).

The CGC Summer Camps consist of four age groups; ages 5 to 7, ages 6 to 8, ages 7 to 9, and ages 9 to 12. Our facility is able to accommodate 210 participants a week in a variety of camps.

In addition to the above mentioned age stipulations, please note:

- Registration will close at 10 pm on the Sunday before camp starts. Registrations on the first day of camp will not be accepted. Be sure to register early to ensure you aren't disappointed by a full camp.
- Parents must have completed all camp forms (transportation, medical, permission) prior to their child attending any camp.
- The CGC welcomes children with special needs and/or disabilities. Please discuss your child's individual needs with the Recreation Program Supervisor and we will be happy to try and accommodate their needs as best as we are able. Please understand that some needs may be beyond our scope of accommodation.
- We will be offering an inclusion component for those in need of additional support. Applications for this program can be found online. Children will be accepted on an individual basis, after a thorough discussion with parents/guardians to ensure we can accommodate your child's needs properly. This program will be limited to one week per child, pending availability and popularity of the program.



CAMP GOALS & OBJECTIVES

The Canada Games Centre Camps commits to:

- Providing a safe, welcoming and inclusive environment for all children
- Ensuring that all participants have fun, while actively engaging in a variety of activities in their respective camp
- Allowing participants to provide input individually and in groups during designated times during camp days
- Treating all participants with dignity and respect

Please be sure to discuss any special medical, dietary, cultural, and/or personal needs your child may have so we are sure not to create an uncomfortable circumstance for them.

To support Physical Literacy within our community, we continue to align our Summer Camps to the Sport for Life (S4L) model to help kids get an active start in life. The trained Physical Literacy Specialist will incorporate the theme of the camp as well as work on Fundamental Movement Skills. These skills provide children with the confidence and ability to grow into active teens, and ultimately remain healthy and active for life.

Every day in our Camps program, children will enjoy some form of physical literacy education. Kids build these skills and confidence in their movements by playing games, running through obstacle courses and swimming in the pool. We've designed games and trained our staff to actively engage our campers in acquiring these skills. We are excited to offer this to our campers, and hope to be a part of raising the next generation of healthy kids who will be active for life.

CAMPER TO STAFF RATIO

Each CGC Camp of 30 children will have a minimum of three (3) full time camp staff. There will also be an additional part time staff with the group and volunteer counsellors-in-training that will cycle through each camp on a daily basis. If participants are leaving the CGC grounds, this ratio will increase depending on the individual activity and size of the group.



DROP-OFF & PICK-UP INFORMATION

All participants must be accompanied into the Centre and signed into camp daily by a parent/guardian.

Only the individuals listed on the Transportation form will be permitted to sign your child out at the end of each camp day. Please let us know if you would like to change this list by notifying us in writing at camps@canadagamescentre.ca. Each individual will be asked for photo identification before a child is allowed to leave camp. Please understand that we will not allow your child to leave the Centre with anyone not on this list or without photo identification. This will cause a delay in your child leaving camp. Please submit any changes in writing to avoid delays in your schedule.

Arrangements for children who would like to walk home at the end of the day must be made in advance by contacting the camp office directly.

Summer Camps run from 8:15am to 5:00pm daily. Should you need to pick up your child from camp before 4:00pm, please inform the Summer Camps Office by phoning 902.490.2581. As children may be in the pool or off site, getting your child out of camp may take up to 15 minutes if you arrive unexpectedly. Please assist us in avoiding any delay in your schedule should you need your child to be ready to leave outside the designated times.

Please ensure participants are dropped off on time for camp. It is very important that your child is dropped off promptly so that all structured activities can begin on time. Should a camper arrive outside of the drop-off times, you may be delayed while we locate your child's camp and have you sign them in appropriately.

If you are contacted to pick up your child for illness or poor behaviour, please respect a 30-45 minute grace period. We understand that many parents will have to come from work, but please respect that having a child outside of camp impacts the number of counsellors able to deliver the program to the remaining children. Please discuss any concerns with the time limit if contacted by staff.

EARLY DROP-OFF & LATE PICK-UP INFORMATION

The CGC is happy to provide an early drop-off and late pick-up service for the convenience of our participants in our Summer Camps. Parents/Guardians must pre-register children in order to use this service. Please register early as these spots fill up very quickly.

Early drop-off and late pick-up services will be available every week. This time will be used for free-play, reading, and games. Camp Counsellors will not lead organized activities.

- Cost: For **either** early drop-off or late pick-up, the cost is \$15 per week; for **both** early drop-off and late pick-up, the cost is \$25 per week.
- Times: Early drop-off will start at 7:30am and continue until regular drop-off begins at 8:15am. All children must be dropped off by a parent/guardian. Late pick-up begins at 5:00pm and ends at 5:45pm. All campers being picked up during this time must be enrolled in the late pick-up program.
- Registration for early drop-off and late pick-up will open at the same time as regular camp registration. Children must be pre-registered in this program.

Parents are required to pick up their children on time. **In the event that your child is not picked up on time, the follow procedure will be followed:**

- There will be a late pickup charge of \$10.70/family per 15 minutes or part thereof
- Should the first incidence of late arrival be within 5 minutes of the program ending time, there will be no fee charged. Parents later than 5 minutes on the first incidence of late arrival would be charged a \$10.70/family fee per 15 minutes or part thereof
- Each subsequent late pickup will be subject to a \$10.70/family fee per 15 minutes or part thereof
- More than five incidents of late pickup without a valid excuse or notification will result in a discussion to determine if our program's operating hours meets the needs of the family
- Late fees will be billed to your Canada Games Centre household account and must be paid within a week

- Late fees are billed to cover the cost of the instructor's wages to remain with your child(ren).

We recognize that circumstances may occasionally arise making it difficult for parents to arrive by our program end time and encourage parents to identify alternate authorized individuals as a back-up plan for days in which an on time pick-up is not feasible.

CAMPER EXPECTATIONS

This section will outline the expectations of each child enrolled in our Camps as well as safety guidelines and things you can expect from our staff. We are charged with the safety of many children, and these expectations are important to ensure a fun and respectful place for all participants to enjoy. Please take the time to review these expectations with your child(ren) so they know what to expect while at camp.

CANADA GAMES CENTRE CAMP GUIDELINES

RESPECT

For Property:

- Camps and CGC Property and for Other Campers Belongings
- The CGC and the Camps are not responsible for lost or stolen items such as: cell phones, laptops, iPads, gaming systems, iPods, money, wallets/purses, jewellery, etc. As the use of these items will not be permitted during camp hours, please leave all electronic devices at home

Respectful Language:

- Profanity and Foul Language will **not** be tolerated
- Verbal harassment/bullying of any kind will **not** be tolerated
- Children will be removed from camps if excessive and inappropriate language, harassment, or bullying is continuous and/or excessive

Providing a Safe Space:

- Campers should be aware of others personal space and boundaries and respect when other campers verbalize their limits
- Participation in camp activities, meal time, and camp clean-up is mandatory
- To protect your child's personal privacy, the Centre has a strict "no amateur/general photography or recording device" policy. We will ask your permission to take photos for promotional materials; however, general/outside photography will not be permitted. These photos will be

protected and your children will not be named online. If you have any concerns, please speak with your child's Counsellor.

- Leaving the Camp space at any time is strictly **prohibited**. Children are to make sure that Counsellors are aware they are leaving the group at any time (i.e. washroom, change room, going home at the end of the day, etc.)
- Swimming outside of designated times and places is strictly **prohibited**. All participants are required to follow the CGC Camps Aquatics Protocol (mentioned later in this handbook)


BEHAVIOURAL GUIDELINES

The following forms of consequence-based discipline may be used if a child is unwilling to participate or cooperate while in camp:

- Limits will be set and enforced consistently and fairly.
- A brief "time out" may sometimes be required. A participant may be removed from an activity for a period of quiet time. A "time out" may be enforced when a participant is distraught and/or is emotional and needs a brief period of time to cool down. They will remain under supervision and will not be placed outside camp parameters or in harm's way.
- Reinforcement of positive behaviour will be used at all times; staff are encouraged to refrain from statements using 'no', but rather explain why something should or should not be done.
- Staff are to assist participants in resolving conflicts that arise and redirect participants to another activity before issues may occur.
- Parents will be called if behavioural problems persist and the next course of action taken will be up to the discretion of the Counsellors in conjunction with the Recreation Program Supervisor and/or Aquatics Program Supervisor.

DISCIPLINARY GUIDELINES

After above noted corrective measures have been taken to deter inappropriate behaviour, any child who continues to disrupt daily camp activities, is disrespectful of other campers or staff, or bullies other campers will be subject to the below consequences. These will be issued at the discretion of the Recreation Program Supervisor and will be discussed thoroughly with parent(s)/guardian(s).



First Warning: The participant will be taken aside and spoken to about their behaviour. It will be explained that the behaviour must not continue, why it is not acceptable at camp, and what further consequences may be if the behaviour continues. Participants may be taken away from the group into the camp offices for a period of time if necessary. Parents will be made aware that we gave the child a warning verbally at the end of the day.

Second Warning: Should the same behaviour continue the child will be removed from camp and meet with the Recreation Program Supervisor or Aquatics Program Supervisor in order to discuss why the unacceptable behaviour is continuing. This meeting will be documented, and the parent/guardian will be given a written copy of what was discussed. The parent/guardian will be required to sign off that a camp staff spoke with them about their child's continued behavioural challenges.

Final Warning/Dismissal: After the above attempts are made to address the behavioural concerns of a participant, s/he will be removed from camp. This will occur after a meeting with the Recreation Program Coordinator, the Recreation Program Supervisor/Aquatics Program Supervisor, the participant and/ or the camper's parent(s)/guardian(s). A refund will not be given for the remainder of the week, and any additional weeks the child is registered in will be subject to the previously mentioned cancellation policy. **Depending on the severity of the inappropriate behaviour, the participant may not be allowed to participate in future activities and/or programs held by the Canada Games Centre. This will be at the discretion of the CGC Senior Management Team.

Automatic Dismissals:

Should a child partake in any of the following types behaviour, immediate dismissal from the program will occur. The CGC Camps may automatically dismiss a child for any other extreme behaviour that staff deems intolerable and not able to be corrected.

- Physical Contact/Violence/Harassment/Bullying. Less serious incidents will be dealt with using the above mentioned discipline methods, but in extreme cases, automatic dismissal may occur.
- Violent and inappropriate language directed at any camper or staff
- Drugs (unless otherwise prescribed by a physician) and alcohol of any kind consumed before or during any CGC Camp Program.



AQUATIC GUIDELINES

All of our full day Camps will have an aquatics component. For our Summer Camps, please send your child with swimming attire daily so they do not miss any time in case of a schedule change. Each activity will be supervised by NLS Certified lifeguards, and Camp Staff who will be in the water with participants.

For our Camps, we will mostly swim during open swim times. Because we will be sharing the pool with upwards of 350 other people a swim test is completed each Monday beginning at 9:00 am in order to assess the child's ability while in the water.

The swim test will be as follows:

- All Ages - Swim one length/width of the competition pool then tread water for 1 minute. If the child cannot complete both tasks confidently, they must wear a life-vest/safety belt in both the pools.

Even though your child may have completed swim lessons, they may still have to wear a life jacket. This is because the lifeguard staff feels that without direct and personal supervision (such as in a swim class) they may not be strong enough to keep themselves above water for the duration of their swim time. This is not to discourage children and their abilities, but to ensure proper safety as we will not be the only group in the pool. If a participant refuses to undergo the swim test, then they will be required to wear a life vest for the duration of their Summer Camp. Children will only have to complete a swim test once throughout the summer unless they would like to challenge for a non-life-vest band.

OFF-SITE ACTIVITIES

During the course of the day, we will have use of several areas in the immediate proximity of the CGC. These could include places like Halifax West School and the Stratford Way Playground. Children will be accompanied by the Summer Camp Staff and have means of communication with the Centre if necessary.

WHAT SHOULD CAMPERS BRING?

Children should be dressed appropriately for the weather as we would like to be able to bring children outside as often as possible. As the weather can change dramatically from morning to afternoon, please be sure that your child comes to camp prepared for all types of weather. Please send the following items to camp daily:

For all camps:

- Appropriate outdoor gear depending on weather
- An extra change of clothing in case of accidents or spills inside.
- Athletic wear including indoor, non-marking sneakers, shorts, T-shirts, etc. Please refrain from sending your child in sandals or Crocs as they are not safe for most activities and may not be able to participate in some activities.
- A bathing suit and towel
- A water bottle (labeled with first and last name)
- Lunches and snacks
- Sunscreen with a minimum of SPF30 labeled with first and last name of camper. Should you send your child without sunscreen, we will apply any sunscreen we have on hand for safety precautions. Please apply sunscreen each morning before your child arrives at camp.
- A hat. If children are not properly protected, we cannot spend as much time outside as we would like!

LUNCHES & SNACKS

Parents/Guardians are responsible for packing nutritious snacks and lunches that do not require refrigeration. Children will not have access to a refrigerator or a microwave. Please use insulated bags and ice packs where necessary.

All lunches must be nut-free as we have children with severe airborne anaphylactic allergies. Camp staff will do a check of lunches daily for any pre-packaged snacks that do not have the “nut-free” logo. Should your child have such a snack, they will not be permitted to eat it, and will be sent home with a notice that the food item should not return to camp for the safety of others.

If you send your child with a soy-butter product, please label appropriately. These are easily mistaken for nut-butters and your child will not be permitted to eat the item.

SUBWAY

The Canada Games Centre is working in close partnership with Subway Restaurants, and is excited to offer a healthy lunch option for those wishing to take advantage of our food services. These will be at an additional cost, which is not included in the Summer Camp fees. Subway orders can be placed online or in person at the customer service desk. We still encourage you to pack a daily snack for your child if lunch will not be enough.

- Subway Guidelines: Once an order is placed, we cannot make any changes. Subs will be held for 24 hours before they are discarded if the child is not at camp except on Friday they will be discarded immediately. Refunds will not be issued for sub's that are not picked up.
- Purchasing Subway directly from our vendor is not an option during camps hours for participants. We do not have the proper amount of staff to accompany children to the Subway outlet should they forget a packed lunch. As our Subway will have limited food stored on premise daily, they will also not be able to accommodate an influx of children in addition to their regular clientele. Please understand that should your child forget a lunch, we will have to call you to bring one as we will not be able to provide Subway for them.

MEDICATION

Camp staff is only permitted to give prescription medication if a medical form is filled out and signed by a parent/ guardian.

- Camp staff are only permitted to give prescription medication authorized by a physician. Staff are not permitted to administer a non-prescribed medication (i.e. Advil, Tylenol, anti-histamines, etc.) All prescription medications must be labelled and in their original container with the child's name, prescribed dosage and doctors name clearly visible.
- All medications must be given directly to a staff member each day for proper dosage. Medication cannot be stored in your child's bag as the risk of improper dosage by children is extremely high.

ANAPHYLACTIC ALLERGIES

The CGC is an allergy aware facility. As we become aware of the types of allergies our participants have, we will make parent(s)/guardian(s) aware of any food and/or product that cannot be brought to the facility. Parent(s)/guardian(s) are encouraged to discuss their child's individual allergy needs with staff, as we need to be aware of any problems that may arise. All lifesaving devises such as; an Epi-Pen, asthma inhaler, etc., are required be with the participant at all times.

LOST & FOUND

It is your child's responsibility to keep their belongings together and safe as the camps move throughout the building. Before any camp leaves a designated area, a sweep is done and any unclaimed items are placed in the lost and found. The CGC is not responsible for any lost or stolen items. We ask all parent(s)/guardian(s) to check the lost and found on a regular basis, if you suspect that your child is missing items. Due to the high volume of items left throughout the year at the Centre, the CGC donates all items in the lost and found to an outside agency, two days after being found.

CENTRE GUIDELINES

PAYMENT OPTIONS

On the day of registration all programs must be paid for in full or completed with the instalment billing agreement in order to secure your child's place in the program. Registrations will only be taken in person, or online (instalment billing not available online). Phone, fax, or e-mail registrations will not be accepted.

INSTALLMENT BILLING OPTION

We are pleased to be able to offer an instalment billing plan for our campers enrolling in three (3) or more weeks of camp. You may choose to pay in full; however, to allow ease of registration for as many weeks as necessary, the instalment billing plan will be available for participants registering before April 30th, 2017.

The instalment billing will work as follows: 25% of the overall registration total will be required to be paid up front at time of registration. You will then provide credit card information in order for us to bill three instalments for the remaining 75% due (25% of overall registration total on each billing date). These bills will be processed on May 10th, June 10th, and July 10th.

TRANSFERRING CAMPS

If the camp your child wishes to transfer into has an available space, and there is no existing waitlist, we will try our best to accommodate your request. Changes will not be made if there is a risk to personal safety, or adequate supervision standards cannot be maintained due to the transfer.

CANCELLATION POLICY

Cancellation notice must be received a minimum of 14 days prior to the first day of camp to qualify for a refund. Refund will be processed for the full amount of the fee paid, less an administrative charge of 10% of the program fee.

The Canada Games Centre will credit your account for the amount of the program up to 7 days before the program start date. Any cancellations received within 7 days of the program start date will not receive a credit.

Some programs may be cancelled due to insufficient registrants. The Canada Games Centre monitors registration levels prior to the start of programs to ensure quality programs are offered. A great course could be cancelled if there are not enough registrants. Register early to avoid program cancellations.

PARKING

The CGC is adequately equipped with parking for our patrons. The CGC is not responsible for accidents and/or theft that may occur in the CGC parking lot. Parents are asked to not park in the adjacent library parking lot as it is a private lot, and they do ticket and/or tow vehicles not using their facility.

CHILD ABUSE PROTOCOL

By law, all persons are required to report suspected child abuse. The duty to report suspected child abuse and neglect overrides the confidentiality of all professional relationships and includes information considered to be privileged. Every person in Nova Scotia is required by law under the Children and Family Services Act to report child abuse and neglect. If any child reports suspected abuse to a CGC employee, we will report the accusation to the proper authorities.

COMMENTS, CONCERNS & SUGGESTIONS

The CGC Summer Camp Staff are always happy to hear feedback from you about the quality of our programs. If you have anything that you would like to discuss please do not hesitate to call the Summer Camps Office at 902.490.2581.