

NIVERVILLE SUMMER CAMP STANDARD
OPERATING PROCEDURES AND POLICIES

March 2022

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Registration

Registration for Summer Camps Programming is accessible through the Niverville Townsuite (e-services) website. All registration is done digitally through Townsuite or in person at the Niverville CRRC (online is the preferred and quicker option).

An account will need to be created through Townsuite upon first registration. Through this account, all members of a family will need to be added as subaccounts to ensure quick and convenient registering in the future.

Payments are completed online through the Townsuite website. Credit cards are accepted as well as some Interac options. Payment in person at the CRRC can be completed via debit, cash, or credit cards (credit cards are subject to a 2.85% charge). No cheques or e-transfer payments will be accepted. If paying in person, registration must be completed in person as well.

Any questions relating to camp registration should be directed to the Recreation Department @ 204-388-4600 X3

If you are having technical difficulties, we suggest using a computer rather than a phone and using a Chrome or Firefox web browser.

Refund & Cancellation Policy

When registration is below the minimum amount required by the instructor, Niverville Recreation reserves the right to cancel the program. When a class is canceled by Niverville Recreation for any reason, participants will receive a full refund including any convenience fees via the original method, or a credit towards a future class at the registrant's request.

All other refund requests must be received in writing to the Niverville Recreation Department before the registration deadline (one week prior to class start date) and will be subject to a minimum \$10 processing charge per course/registrant cancellation request, and convenience fees are non-refundable. This refund will be processed via cheque and mailed to the registrant.

There will be NO refunds after the registration deadline. Classes canceled for any reason mid-season will be made up at the end of the scheduled session.

Pre-payment is required for ALL classes prior to the registration deadline date

General

If the camp registrant is removed from the camp during the duration of the camp program day, no refund will be issued for that day; this includes removal situations under the camp behavioural policy. This also applies to situations of removal by a parent/ guardian for reasons outside of the camp environment.

If the camp program is cancelled for reasons pertaining to camp management, including but not limited to:

- Emergency lack of camp staff
- Emergency weather conditions
- Facility closure
- Emergency evacuation
- Medical emergency

Refunds will be issued on a pro-rated basis for the portion of the day used.

Making Exceptions

For parents requesting registration exceptions for children above or below the age bracket for the camp, they may complete the registration and make payment, with prior approval from the Camps & Recreation Programmer. Exceptions may or may not be granted. No exceptions will be made for children who are not potty trained. The Camps & Recreation Programmer will use discretion in making exceptions.

Drop Off

Drop off timeframe

Drop off time shall be between 8:50am and 9:00am during the days of camp operation. Day camp registrants will not be permitted to sign in before this timeframe. If for any reason you drop off early, a fee of \$10 for every 10 minutes will be charged. This will be due upon pick up of child via cheque or cash at the end of that day.

Sign in responsibilities

All parents/guardians are required to sign their child/children in and out every day.

Pick Up

Pick-up timeframe

Day camp participants are to be picked up at 4:00pm and no later than 4:10pm. Failure to collect the participant within this time frame will result in additional fees being charged, as camp counselors are not on premises after this time frame, and additional childcare provisions will need to be made. If for any reason you pick up late, a fee of \$10 for every 10 minutes will be charged.

Sign out policy

At the time of pick-up, the child must be collected by either:

- a. An Emergency/Primary Contact
- b. An Alternate Contact or person listed on waiver as approved to pick up your child

If the individual collecting the child is not listed on the camp waiver, the camp participant will not be released to the individual.

For the purposes of ensuring the safety and wellbeing of the camp participants, it is mandatory that all children collected from the camp MUST be signed out by an authorized parent/guardian.

Upon sign-out, parents/guardians may be asked to show ID to verify identity. If, for some reason, someone not on this waiver is picking your child up, you must inform camp staff in the morning or a day before by sending an email to recreation@whereyoubelong.ca

Children are not permitted to be picked up during the day and then dropped back off to camp. If you pick up your child/children, they may not return to camp on that same day. This is to ensure that the camp staff is aware of all children's whereabouts throughout the day, though certain situations will be considered, such as a medical appointment. Please speak to the supervisor in the morning to discuss any necessary arrangements.

Photos

If the parent/guardian gives consent on the camp registration waiver, Camp Leaders may be instructed to take group photos for promotional purposes and as a memory keep sake sent to camp parents/guardians of that group. If the parent/guardian does not give consent, we will ensure the child is not involved in any camp group photos. Examples of camp photos for promotional purposes could include Niverville Recreation advertising a group photo of "Sports Camp" or "Imaginarium Camp" for the next year on our social media platforms or leisure guides.

Travel

In some cases, Niverville Recreation provides a field trip as part of the camp experience. A bus and qualified bus driver for transportation will be provided for the field trips. Parents/guardians will receive ample notice with necessary information pertaining to the field trip. It is crucial that campers are dropped off and picked up on time in order to not delay the field trip in any way.

Medication policy

Any medications brought to camp by campers MUST be declared either on the registration waiver or by notifying the Camps & Recreation Programmer prior to the start of the camp. If camp staff notice medications of any kind that were not declared, they are instructed to confiscate it and a phone call to parents will be made.

Parents/guardians must notify camp staff if their child has severe allergies and requires an epi pen. The location of the epi pen should be provided to camp staff upon drop off each day. Niverville Recreation will make every attempt to provide a nut-free camp program, but we understand the facility is used by other groups and visitors and not every area may be completely nut-free.

Medical incidents

In the event of a minor injury, treatment shall be administered by camps staff on site. This may include small cuts or abrasions, and mild contusions.

In the event of a moderate injury, the parent/ emergency contact will be contacted first by camps staff to arrange pick up, or to gain consent to deliver the camp participant to emergency services. Parents/guardians of the child will be expected to collect the child after being informed of the injury to provide care if it is determined that the child should not medically return to the camp program that day.

In the event of a major injury, EMS will immediately be contacted. Every attempt will be made to notify the contacts listed; however, the immediate care of the child will take priority. Niverville Recreation Camps staff retains the authority to contact EMS if the situation is deemed urgent enough based on the staff's emergency response training.

An incident report must be filled out for all moderate to major injuries.

A First Aid Kit is present at all times during the camps.

Food

Parent/guardians are responsible for sending their child with food for the day including lunch and snacks. Niverville Recreation must be notified in the camp waiver or by email of any allergies. If any severe allergies are made aware to Niverville Recreation, an email to all parents will be sent out.

Any lunches and snacks packed must adhere to school safe standards. This includes maintaining a nut free environment.

Occasionally the camp program includes food or treats and may be provided to your child provided it does not interfere with specifications on your child's waiver.

Expectations for staff

Camp staff are expected to maintain a safe, fair, and inclusive environment at all times. Staff must act in the best interest of the children.

Confidential Information

Summer Camp Staff may have access to confidential information during the course of their duties and responsibilities pertaining to children and/or their families.

Staff are expected to keep information confidential at all times, and only discuss with the Camps & Recreation Programmer should there be a safety concern. At no time should the Summer Camps Staff approach parents directly with any potential concerns without the prior consent of the Camps & Recreation Programmer.

Favouritism

Favouritism should never be perceived by campers, their parents or other staff. All campers are to be treated equally and without bias.

Staff Dress Code

Camp Staff must always be wearing a camp t-shirt or sweater as provided. Shorts are permitted but should not be shorter than a 3" inseam and should appear clean and neat. An exception is at swimming activities where appropriate bathing attire is expected, i.e. no bikinis or midriff showing.

Physical Contact with Children

Physical contact with children during summer camps is to be expected. It is important to maintain a high level of visibility at all times when in close contact with a child and ensure there is no opportunity for contact to be perceived as inappropriate. It must be noted that there are different standards to which people deem proper or not, and as a Summer Camps Staff, you must ensure to always err on the side of caution.

Should a camper act in an inappropriate manner to a Camp Staff member, the incident should be reported immediately (or if away on an activity, when group returns) to the Camps & Recreation Programmer. The Camp Staff affected should also consult with the Camp Supervisor to maintain transparency and accountability.

Physical Contact among Children

Children sometimes are not aware of limits regarding physical contact. If a child is seen touching another child inappropriately, Camp Staff will gently ask the child to stop. If the child continues to act inappropriately, it may be grounds for temporary removal, or in the event of continued inappropriate behavior after the behavior is acknowledged, expulsion.

Special Needs

Youth with special needs are welcome at Niverville Recreation Camps. However, Niverville camp staff do not have additional training in youth with special needs management and cannot be held responsible for providing additional supports beyond the standard camps childcare. If the child requires the assistance of an educational assistant in school, the assistant is welcome to attend alongside the child to support.