



WELCOME MESSAGE

Welcome to Kids Inc Camp. Whether you have participated in our programs for many years, or if you are joining us for the first time, we look forward to having you at camp with us this summer!

This handbook is an extensive list of our policies. It is important to note that policies may be added at any time pre-camp or during the camp season. Please familiarize yourself with all of our policies prior to registration. Please also ensure that you re-read them again just prior to the week/s your camper/s will be attending just in case changes have been made during the pre-camp season. You will be required to sign off on a document during registration that states that you have read and agree to our policies.

Our REGISTRATION GUIDE is another document that we suggest that you read. This additional document will provide you with dates, prices, bus schedule, program options, and more during your registration process. It can be very helpful to have this information at your side as you register. Please also ensure that you re-read this document again just prior to the week/s your camper/s will be attending just in case changes have been made during the pre-camp season.

Our office is a seasonal office that is able to respond to your questions via e-mail year round at registration@kidsinc.ca – however – over the phone assistance is as per our office hours listed on our CONTACT US page of the web site and is also listed at the end of this document. We are a small team in the camp office and therefore we ask that you are patient with regards to our ability to get back to your inquiries. Please login to our system to try to edit the items in your file that you wish to add or change. If you need to cancel anything you will need to ensure that it is within our policy time frame to do so and you will need to email the office for assistance. If you need additional help of any other kind please email us at the office for additional support to manage your file.

EXPECTATION OF MUTUAL RESPECT

We are only able to provide service as it is described on our web site and within our promotional information when the camper/s and camp families adhere to all codes of conduct and policies listed within this handbook. Inability to follow our policies will eliminate our ability to serve your needs. Please read our policies and notes in this parents handbook prior to registering with us to ensure that there is a mutual understanding of what Kids Inc Camp is able to provide. Kids Inc. Camp is happy to serve the needs of your family within the framework of the program, facility, and services that we provide. Prior to getting registered with us please read and understand our web site, Parents Handbook, and any other related documents so that we are clear.

Kids Inc Camp and our staff will treat you with respect and we wish to let you know that we expect the same in return from our clients. As stated above, our services will only be provided to clients who understand and respect us, our policies, our staff, and our camp facility.

We are looking forward to a smooth registration process for you and a wonderful summer with your campers.

Sincerely,

POLICIES AND PROCEDURES

During the registration process you will be continuously asked if you have read, and agreed to all of the terms and conditions outlined in this document. Please read all the information carefully.

1. Registration Policies

GENERAL

1.01. We ask that all registrants please download and read our Registration Package in full prior to starting with our online registration system. If any part of the documentation is not available at the time of your registration it will be emailed to you at a later date. You will be asked to reply to the email to state that you have received and read the contents of the email.

1.02. If you cannot see online confirmation of your registration on your family profile within our online registration system within 24 hours of registration we ask that you contact our office immediately. This may be a sign that something has happened during the registration process that has impacted your registration and in fact you may not be properly registered. Unless you can see your confirmation of registration in your family profile, do not assume that you are registered. Please contact us if you have any questions or need clarification about this.

1.03. During the registration process we ask that you provide any and all information that you can with regards to the campers that you are registering for the program. Information is helpful in caring for your child. If you have chosen to withhold information that limits our ability to work effectively with your camper within the ratio of care provided in the program we may not be able to proceed with the registration.

1.04. We ask that you review your confirmation of registration to ensure that all contact info has been properly captured by our system. This is our only means of communication with you and we need to be sure that we have it entered into the system correctly. This will be our method of contacting you should there be any kind of emergency, bus issue, or communication from our office to your household.

1.05. We require all parents and guardians of all campers who are registered for our program to read and agree with the policies and practises listed in this Parents Handbook. By completing your registration you have agreed to all contents currently listed and any new contents that may be listed prior to your campers time with us at Kids Inc. Please review this information prior to your camper attending our program in case of updates.

WAITING LIST

1.06. We will take a waiting list for full programs. If you wish to be on a waiting list for a camp program, bus service, or add on camp activity of any kind you can email our office at registration@kidsinc.ca with the subject line WAITING LIST and we will put you on that list as quickly as we can.

LATE FEES

1.07. Late fees will accumulate with every 10 minute period that passes after the scheduled time for pick up. If you have encountered any kind of situation during your day that will make you late for pickup of your camper please call or e-mail our administrative office as quickly as you can to communicate that to us.

AGE/GRADE RESTRICTION POLICIES

1.08. Some of our programs have age and grade limitations associated with them. We ask that you contact us with any questions or concerns related to these policies prior to your camper's attendance at

our program. We are not able to change these policies on a case by case basis as they are related to our insurance policy and are non-negotiable.

1.09. Junior General Camp is a program that is only recommended for children who enjoy being outdoors and who have attended a full day program in the past. Your Junior General Camper must be finished JK prior to attending Junior General Camp. Please call us to discuss if you are unclear about any aspect of this stipulation.

BUDDY REQUESTS

1.10. Siblings and friends that qualify for different programs cannot be placed in the same group. For example, if one child is a Junior General Camper (age 5) and one child is a General Camper (ages 6-12) they will not be placed in the same group.

1.11. Junior General Camp can be a challenge to match your buddy request in due to ratio of care issues. We will do our best to match your request but please note that all campers in this program who are registered for the same week of camp spend the majority of the day as one large group and therefore the buddy request system is not the only factor in their ability to spend time together.

1.12. Buddy requests for General Campers will be accommodated to the best of our ability if the request is made at the time of registration and the age difference between the two children is not unreasonable

1.13. There are no Buddy Requests for LIT Campers. The purpose of the LIT program is to build leadership and social skills. In order to ensure that all campers benefit from equal attention, LITs will not be placed in a group with their younger sibling.

1.14. Correct spelling of the buddy's name is necessary for us to grant a buddy request.

1.15. If you need to make any changes to buddy requests after the registration process, email the change to registration@kidsinc.ca.

1.16. If behavioural concerns arise as a result of two or more campers being in the same group, we reserve the right to change group assignments.

1.17. Buddy Requests are not guaranteed. **Please Note:** There are many opportunities for children who are in the same camp program to mix and mingle with campers who may not be in their "Cabin Group." General Campers choose their activities from Monday to Thursday. During activity periods, they will socialize with children who are not in their group. Friday theme days are a time to get to know new campers and staff. We also have many full camp activity times for the campers to mix and mingle with all age groups.

HOURS POLICY/DROP OFF/PICK UP

1.18. Early sign outs may be able to be organized through the administration office, on days where you may have prior plans. Please contact the administration office 48 hours before in order to organize these arrangements. Please note that improperly arranged early pickups can lead to frustration as our driveway has a lock down period during the loading and unloading of our camp buses. Please be sure to contact us to avoid conflict and frustration during an early pick up or late drop off situation.

1.19. If you require consistent bus pick up and drop off times each day we suggest bus stop #1 on the Route of your choice. This way traffic will not inhibit or change your pick up and drop off time in any way along the way. Bus times listed on our bus routes are within 15 minutes of when the bus will arrive based upon traffic. The bus will leave each stop on time if it arrives on time so please do be sure to stick to the schedule. If you are signed up for drop off and pick up of your camper at camp you may only drop off from 8:00 AM to 8:30 AM each day and pick up from 4:30 PM to 5:00 PM each day. No other times are permitted for pick up and drop off at our camp facility.

PLEASE NOTE THAT ANY PARENT/S WHO DRIVE AT ANY OF OUR BUS STOP LOCATIONS OR INTO OUR CAMP IN A WAY THAT COMPROMISES THE SAFETY OF OUR CAMPERS MAY BE REMOVED FROM OUR PROGRAM. PLEASE DRIVE, AND PARK WITH SAFETY IN MIND. PLEASE LEAVE YOUR PETS IN YOUR CAR OR DO NOT BRING THEM FOR THE RIDE – SOME OF OUR CAMPERS ARE NOT TO COME INTO CONTACT WITH ANIMALS.

2. Payment Options and Policies

PAYMENT OPTIONS

- 2.01. **Pay in full via cheque or money order:** Send us a current dated cheque or money order upon registration for the total amount of your registration. Cheque or Money Order must be received within 5 business days of your online registration being placed.
- 2.02. **Pay in full via credit card:** Pay in full during the online registration process.
- 2.03. **Payment Plan:** You pay a 25% deposit of your total registration fee upon registration via credit card and the remaining 75% will be paid using post-dated cheques. Please divide the total balance owing into 2 post dated cheques and mail them into our office within 5 days of your registration being placed in our system. Simply divide the balance owing into 2 equal amounts. Make the cheques payable to Kids Inc and date one of them for May 1st and the other for June 1st. Mail them to us at - Kids Inc - PO Box 129 Hillsburgh, ON, N0B 1Z0
- 2.04. **All registrations:** If you have not logged back into your family profile to confirm that your registration has been accepted and is in the system please do so now. If it is not there it could mean that a problem occurred during the registration process. If you are not able to review and confirm your registration online please email us at registration@kidsinc.ca.

PAYMENT POLICIES

- 2.05. All registrations must have some form of payment received by the office no later than five business days from the date of online registration. If we do not receive payment within this time, your registration will be null and void.
- 2.06. Payments made using our payment plan will require a 25% deposit at the time of registration online with a credit card. Post-dated cheques must be received within five business days of your online registration. If they are not received within that time frame the registration will be void and the deposit will be refunded minus a \$25.00 service charge.
- 2.07. If you choose to pay in full using a cheque or money order, you must provide a current dated cheque or money order within five business days of the registration.
- 2.08. Cheques and/or credit cards that are returned NSF or declined will be subject to a \$25.00 service charge. If this occurs, a replacement cheque must be received by the registration office within five business days. If your credit card is declined, alternate credit card information or another method of payment must be arranged and received within five business days. If there are ongoing problems with your cheques we will ask you to provide valid credit card information for the remainder of the payment. Kids Inc Camp reserves the right to cancel any registrations that have ongoing payment problems. You will be refunded any amount paid, minus a \$25.00 service fee.
- 2.09. If you qualify for a discount because you have registered for six weeks or more, please note: if you cancel sessions, and as a result fall below the six week term necessary to qualify for the discount, you will be automatically charged the amount of your discount, and a \$25.00 service fee.
- 2.10. For payment plan - you will pay a 25% deposit of your total registration fee upon registration via credit card and the remaining 75% will be paid using post-dated cheques as per instructions on the web site, in the registration guide and in this document.
- 2.11. If you are using a payment plan, all post-dated cheques must be received by our office within five business days of the initial registration. If we do not receive the cheques within this time frame, or if the sums of the cheques, or the dates, do not coincide with our payment plan policy, your registration will be void. You will receive a refund for the portion that you paid, minus a \$25.00 service fee.

2.12. You can login to your profile any time for a tax receipt or summary of your registration with us. Please keep login info for our system in your records.

2.13. Any declined credit card or cheque payment will have a \$25.00 + HST administration fee added to the amount owing.

2.14. Cancellation Policy – If you cancel your registration on or prior to April 15th you will receive a refund minus a single charge per camper of \$25.00 for administration of the cancelation. If you cancel after April 15th you must provide 21 days' notice of cancellation in order to qualify for a refund. If you do give us 21 days' notice you will receive a refund minus a \$25.00 service charge of per week per child.

Cancellation of optional programs can only be done as follows:

- In order to cancel offsite trips, the Full Week Catered Lunch, or Play with Clay you must contact our office via email at least 21 days prior to the start of the session in question.
- In order to cancel pizza orders, Main Event, or Rock Climbing, you must contact our office via email at least 7 days prior to the start of the session in question.
- We cannot process the cancellation of these add ons without at least 7 days prior to the start of the session. Add ons cancelled before June 1st will not result in a cancellation fee. For those cancelled on or after June 1st, the fees will be as follows:
 - Main Event or Rock Climbing: \$1.00
 - Friday Pizza Lunch: \$1.00
 - Full Week Catered Lunch: \$5.00
 - Offsite Trips: \$5.00
 - Play with Clay: \$5.00
- Cancellation of a registration that includes a support worker may not be eligible for a refund of the fees charged for the additional support worker who has been hired to provide support. Please contact the admin office to discuss.
- Any switching of weeks that occurs on or after June 1st will be subject to a \$10.00 admin fee.

Our goal is to process all refunds within one month of the date of the request. If you have not gotten your refund within this timeframe please do contact our office for follow up.

2.15. You will be subject to a service charge for any of the following:

- Untimely drop-off or pick-up at the park or at a bus-stop
- If you have not provided a lunch for your child and have not enrolled in a lunch program option.
- Cancellation fees
- Any other service that we are required to provide above and beyond the contents of the confirmation of your registration

Please Note:

- **Service charges will vary depending on the circumstances involved in each of the above mentioned situations.**
- **Payments will not be taken at camp**
- **All administrative questions and issues must be e-mailed or called into our administrative office. We are not able to help you with these issues at camp. Contact: registration@kidsinc.ca; 519-855-6074.**

3. Weather Related Policies

3.01. Our camp is an outdoor program and we ask that your child/ren come ready for the weather.

3.02. Our program will run rain or shine unless there is a weather emergency or unless otherwise stated/communicated on the day in question. We suggest that you only send your child/ren when you feel that the weather is safe and appropriate for their participation.

3.03. No refunds will occur for the camp program for inclement weather or cancellation due to a weather emergency.

3.04. Refunds may be possible in the case of add on programs if they are cancelled due to inclement weather. For Example: Tree Top Trekking on a day that we have a thunderstorm may result in rescheduling, a credit, or a certificate for your camper to attend some other time. Lightning on a day when we have the Rock Climbing wall at camp may result in a refund for that activity if campers are unable to participate.

3.05. Each weather related cancellation and our ability to provide a refund will be decided upon and communicated on a case by case basis.

4. Safety, Security, and Health Related Policies

INTRODUCTION

4.01. The safety of the campers is our primary concern at Kids Inc Camp. We have specific rules and policies that secure your child's safety to the utmost extent. Our safety policies must be adhered to by staff, parents, and campers at all times. Failure to comply will not be tolerated, and can result in removal from the program. Kids Inc Camp reserves the right to add safety related policies at any time.

Familiarizing yourself with the following will provide you with valuable information on how, together, we can achieve a safe and secure environment for the children. Safety and communication go hand in hand at Kids Inc Camp. If there are any changes to your registration with regards to: adults who may or may not do pick up and drop off, early pick up for an appointment, or any other changes you must communicate this to our office as quickly as you can. If you do not get a personal response from our office with regards to a last minute communication we ask you to understand that we have not received your message, and you will have to revert to the original plan as per your registration. This policy is in effect to ensure that your camper/s are safe. We ask for your diligence in reporting changes and only making such changes if they have been agreed upon and recorded by the office. If Kids Inc finds that our approach to the safety, security, and health of your child/ren is not in keeping with your own, we will be unable to continue with your registration and you will be issued a full refund.

CODE OF CONDUCT

4.02. Kids Inc Camp has a Code of Conduct that all campers, and family members are required to follow while they are attending our program. The code of conduct is as follows:

Camper Code of Conduct

- All campers, and campers' family members, will treat one another with respect.
- All campers, and campers' family members, must respect the property of the park and of other campers.
- Teasing and bullying behaviour will not be tolerated.
- Campers, and campers' family members, will be asked to leave Kids Inc Camp if they exhibit violent or aggressive behaviour with campers or staff.

Campers, and campers' family members, who are asked to leave Kids Inc Camp will receive a refund, minus a \$25.00 service charge per each remaining session for which they are registered.

4.03. This code of conduct is in place in order to ensure that all campers have the opportunity to have a positive camp experience. Self-esteem, teamwork and citizenship are just a few of the valuable traits your child/ren will gain from their camp experience. Please go over these expectations with your child before camp begins. Campers who fail to comply with the Code of Conduct may be given a verbal warning and a phone call home in order to address the behaviour and seek improvement. The next step

would be a one day suspension from camp in order to further address the problem. If your child remains non-compliant, we will ask you to find alternate child care that can better support the needs of your child.

4.04. Any person(s) exhibiting behaviors that, in any way compromises the safety, security, or health of themselves, another camper, or staff member, will be removed from the camp immediately. Refunds will be assessed on a case by case basis.

AQUATIC SAFETY

Pool – used by all campers

4.05. All Campers going into SK and Grade 1 are in Life jackets

4.06. All General Campers going into Grade 2 and over must do a pool swim check. This check will be to complete 5 bobs and 2 lengths of the pool swimming comfortably and safely. If the camper passes he/she will receive a yellow wristband. Completing the components of the check does not guarantee that the check will be passed. It is the manner in which the tasks have been completed that will be the determining factor. Please always contact us if you have any questions. Always assume that we have the safety of your camper in mind when decisions have been made. We understand that not every camper will be happy with the results of their swim check – however – we do ask for your support in keeping your camper safe in their pool use in a recreational – non-parentally supervised environment.

Pond – used by all campers

4.07- When Junior General Campers are in the pond they are required to wear life jacket at all times. They will be playing on the beach and enjoying a small area where they can splash and play in very shallow water at the pond. They use the pond more like a wading pool.

4.08 All General Campers who pass the pool check and are going into grade 3 or higher must complete a pond check if they wish to swim in the pond during our senior swim. All General Campers who swim during our Junior Swim time and have passed the pool swimming check will be permitted to use the limited area within the buoy line swim area without a lifejacket during our Junior Swim time.

4.09 Passing the pond check allows for pond swim time without use of a life jacket at Senior Swim Times only. Even if this check is passed it is mandatory to wear a life jacket while participating in water activities such as kayaking and canoeing.

4.10 The pond swim check for campers who are entering grades 3 and higher consists of a swim around the floating dock and back including 2 minutes of treading water close to the floating dock. All of this must be accomplished with comfort and safety in mind. Only confident swimmers will be able to pass this check. Completing the components of the check does not guarantee that the check will be passed. It is the manner in which the tasks have been completed that will be the determining factor.

PLEASE NOTE THAT OUR POOL AND POND ARE SUPERVISED BY CERTIFIED LIFEGUARDS AND AS PER ONTARIO PUBLIC POOL HEALTH AND SAFETY REGULATIONS.

SPECIAL REQUIREMENTS/CIRCUMSTANCES/AND ALLERGIES

****Campers in need of a support worker to help monitor their health and safety while at camp will need to be registered for the program no later than March 1st of the year that they wish to attend. This will give us lead time to hire the appropriate support staff and to assist you in gaining access to any and all available help with funding this initiative.**

4.11. During the registration process please honestly and correctly fill out the "Special Requirements" section, and fully address anything that may affect our ability to care for your child. Special Requirements may consist of, but are not limited to the following: food allergies, environmental allergies, medication, behavioural concerns, ADD/ ADHD, emotional problems, major life changes, medical concerns, physical disabilities, and intellectual disabilities.

- 4.12. Kids Inc is not able to accommodate campers who require support with toileting, lifting, and/or feeding requirements. If you require more information or further definition, please contact our office.
- 4.13a. Kids Inc Camp is a nut-free environment. Please do not send your child with any nuts or nut products. If your child has nuts or nut products in his/her lunch or snacks, he/she will be required to eat them in isolation from the rest of the children. We will call you at home in order to address the violation of our policy on this matter. This is a matter of life and death for some of our campers.
- 4.13b. If your camper is allergic to nuts, please note that as per our policy listed above, we will do our best to keep your child in a nut free environment. However, with new campers and new camper parents attending each new session of our program, it can be challenging to manage this policy and it is important that you understand that while we will do our best, we cannot guarantee that your camper will not come into contact with nuts or nut products and other allergens. It is important to note that Kids Inc has trees that bear nuts on our property. Please call our office for more information if this is a cause for concern.
- 4.13c. We understand that campers are attending our program with other food based allergies. We are sorry, but we will not be able to change our policies with regards to what campers can and cannot bring to the program based on the allergies of the campers that are attending the program. If you require more information about this, please contact our office.
- 4.14. Do not send any food items for your child to share with other campers. This policy is applicable on all occasions, including birthdays. Many parents have requested that their children are not provided with food other than what is sent to camp, and we ask that this policy be respected at all times.
- 4.15. We reserve the right to cancel any campers' registration if we find that our program is not a suitable match for them in any way. A refund for the remaining days that the camper is registered for will be issued within 7 days of such action being taken.
- 4.16. Kids Inc Camp requires that your child be toilet-trained. Please make the directors aware of any pertinent information on this issue upon registration. If the issue is such that it puts unreasonable demands on our staff, you will be asked to find alternate child care that can better support the needs of your child.
- 4.17. Campers who tend to seek personal space away from the group as a coping mechanism may struggle in the context of our program and our facility without the help of a support worker. Accessing support at our program takes time and involves a process. Please visit the support page of our web site or please contact the registration office to discuss.
- 4.18. All campers must be able to make it through the day without a nap. Kids Inc Camp is an outdoor program that does not have a safe space to accommodate campers who require nap times. If this becomes an issue we will have to cancel the registration. There will be no refund in this case as it is clear that we are not able to accommodate this need and if your child has this need our program is not appropriate for them at this time.
- 4.19. For safety purposes all campers must speak and understand conversational English. We do understand that some families who are new to Canada may need programs for their children in order to help them to learn the English language in a fun and interactive way. If language skills are in progress and there may only be a slight barrier please contact our office to discuss our program and its suitability for your child. If Kids Inc is not a match we may be able to help you find a more suitable option.

MEDICAL INCIDENTS/MEDICAL ISSUES/MEDICATION

- 4.20 It is imperative to the health and safety of your camper that you provide us with as much information on your child as you can during the registration process. Medication information about prescriptions taken even if they are not taken at camp can be important things to pass along to us at the

camp office. Since we will be with your camper and you will want his/her health taken care of to the best of our ability we ask that you provide as much information as possible during the registration process. Kids Inc Camp will always do our best to work with campers who require medical support. Please note that safety is our primary concern. If we feel that a support worker is required to assist with your camper medical needs we will discuss that option with you upon registration. Once we have had your camper in our care if we feel that your ability to work with us to make your campers time with us as safe and healthy as it can be is not working out we will proceed to let you know. In a case like this we would not be able to have your camper at our program if we have noticed that our ability to work together as a team (parents/caregivers) is just not there. Each situation will be discussed on a case by case basis.

4.21. ALL PARENTS/GUARDIANS must e-sign the waiver form found in the online registration process.

4.22. If a child requires ANY medication during camp a PARENT/GUARDIAN must also fill out the online medical package of information found during our registration process. A follow up email to our office for serious medical issues is appreciated.

4.23. If your child has sustained an illness or injury at camp we will follow the appropriate course of action, which may include:

- A phone call to a parent, or emergency contact person during the day to report the incident.
- A phone call and email sent home in the evening to report the incident.
- A conversation upon pick-up of your child/ children to report the incident.
- Calling a parent or emergency contact to pick up the child.
- Providing First Aid or Aquatic Emergency Care treatment.
- Calling EMS to transport the child to an appropriate health care facility.

FOLLOW UP DOCUMENTATION AND ATTENDANCE BY ONE OF OUR STAFF MEMBERS MAY BE REQUIRED IF THIS IS THE METHOD OF CARE WE HAVE SELECTED. YOU WILL BE CONTACTED AND WE WOULD BE LOOKING FOR YOUR HELP, SUPPORT, AND COOPERATION IN A CASE THAT REQUIRED EMS ASSISTANCE

4.24. For all medical incidents we will make an effort to contact one or both parents or the emergency contact person of the child involved. By agreeing to our policies you permit Kids Inc Camp to take appropriate action should your child require First Aid, EMS services, or any other medical attention. You are responsible for any costs that may arise for the medical care of your child.

4.25. All counsellors maintain a current First Aid and CPR training certificate.

4.26. Any medical issue needs to be communicated with our administrative office if it will affect your child while attending camp. Please communicate all of this information using the special needs section of the registration form and submit the medication form if medication will be required.

4.27. Any medication brought to camp needs to be labelled and handed in at the start of the camp session to the Camper Care Coordinator/Bus Staff. This includes epipens, allergy medication, anti inflammatory, and any other medication needed by a camper on any given day. It is the parent's responsibility to remind the Camper Care Coordinator/Bus Staff to get the medication back to you prior to your departure. Please ensure you submitted the medication form online for all medications.

4.28. Do not pack medication in your camper's backpack with instructions for them to take it themselves. This could lead to an accident with regards to dosage or it could get into another campers hands. Please respect this policy and contact our office with regards to medication.

4.29. An epipen may be worn on a camper if necessary, however, this must be organized with the camp office well in advance of the camp session that your child is attending. Please contact our office at registration@kidsinc.ca or 519-855-6074.

4.30. It is the policy of Kids Inc Camp to allow you to decide how your camper's medication needs are handled by us. We do have systems in place that make it easier for us to keep track of medications and you are welcome to use our systems. If you feel that your camper's needs are such that our medication systems will not work for your camper we are opened to discussing this with you. You will need to ensure

that we understand the needs of your camper and the expectations that we should have for where medication will be in the case of an emergency. Medication that we have not been made aware of is prohibited on camp property.

4.31 If your camper needs daily medication and is booked for one of our optional off site day trips please be sure to discuss this with the registration office prior to the start of the camp season.

WASHROOM BREAKS FOR JUNIOR GENERAL CAMPERS

4.32. Washroom breaks are conducted in groups with one or more Junior General Camp staff members present. The female washroom is most always used for washroom and change room purposes for all Junior General Camp participants. Private enclosures ensure a private setting - however - please do note that this system allows for us to help with flushing, hand washing, and appropriate behaviour.

4.33. Kids Inc camp requires that your child be toilet-trained.

4.34. Junior General Camp has composting toilets in the Junior General Camp area. This will help with quick, easy and more independent washroom visits aside from the large group bathroom breaks.

WASHROOM BREAKS FOR GENERAL CAMP/LIT

4.35. Washroom breaks are conducted in a buddy system; pairs with a camper of the same sex.

CHILDREN WHO REQUIRE A SUPPORT WORKER

4.36. Kids Inc has a process that you can follow if your child requires support. More information about this service is on our web site and/or you can contact the office prior to March 1st of the year you wish to attend.

4.37. All deadlines to qualify for the Kids Inc Independent Support Worker application process must be filled in by March 1st of the year in question and be 100% complete as per the instructions to qualify.

4.38 Any camper who attends our program who has not requested support is deemed to need such support in order to have a safe experience at our camp program we will be forced to cancel the registration for the safety of the camper in question. We will discuss our ability to provide any kind of refund in this situation on a case-by-case basis. This camper will then be welcome to register the following summer within the timelines required to obtain support in order to return in a way that will be safe and effective for that camper and their needs.

WALKING HOME

4.39. We recommend that all campers – regardless of their age or maturity level be accompanied by an adult or guardian both to and from their camp, bus stop or extended hours location. Although we do not advise for any camper of any age to be left unattended you can provide the office with documentation to allow for the arrangements that you want to put in place.

4.40. Any Parent or Guardian who wishes to have their child arrive or leave from their drop off or pick up location without any adult supervision is required to send a letter that states this intent to our admin office well in advance of the beginning of the session/s they are registered for.

4.41. There will not be any camper who is permitted to leave any camp, bus, or extended hours location without supervision without this documentation having been given to our admin office. Once you have submitted such a letter to our office you should verify it has successfully been received to eliminate any confusion during the registration in question.

ARRIVAL AND DEPARTURE TO/FROM THE CAMP

4.42. Your child must be signed in and out of camp, or the bus to camp, each day. You are required to provide a list of adults who have permission to sign your children in and out. Please provide this list upon registration or by emailing us at registration@kidsinc.ca.

Campers will not be permitted to leave with any person who has not been listed so please be sure to add anyone you think may be helping you with your transportation needs during the camp session.

4.43. If there are any transportation changes, or another parent will be driving your child on any given day, you must send a signed note with your child to the camp, and send an email to the Kids Inc office. Please provide 24 hours' notice of any transportation change.

4.44. If you wish that your child walk to and from the bus without parental supervision, you must provide a letter of permission.

4.45. When signing your child in and out of the program please respect our security system by staying in the sign in and sign out area. Do not enter the program area.

4.46. Regular Hours drop off is between 8:00 AM and 8:30 AM. Regular hours drop off may NOT happen after 8:30 AM as the buses will be entering the driveway at that time. Please drive slowly on 4th Line and abide by any and all posted camp signs about speed and or pick up and drop off location. Please also watch for our staff who will be directing traffic. Absolutely no drop offs will be permitted between 8:30 AM-9:00 AM. No exceptions.

4.47. Regular Hours pick up are between 4:30 PM and 5:00 PM – no regular hours pick up may happen prior to 4:30PM as the buses will be leaving the driveway at that time. Please drive slowly on 4th Line and abide by any and all posted camp signs about speed and or pick up and drop off location. Please also watch for our staff who will be directing traffic. No pick-ups will be permitted during the time the busses are in the driveway. No exceptions.

If you are registered for Regular Hours but cannot come as per the instructions you will be asked to choose a bus stop that may suit you or your registration may need to be cancelled. Our rules with regards to these pick up and drop off times are with regards to safety and traffic flow.

4.48. Please note that if you have sent an email or left a voicemail about a change in your schedule and you have not received a response from our office you must assume that the message was not received and revert to the pick up and drop off plans as per the registration. Absolutely no exceptions on this matter; we will not make a last minute change without proper verification for security reasons.

5. Pick-up/Drop-off, and other policies concerning parents

5.01. When signing your camper onto or off of the bus please do not enter the bus.

5.02. When signing your camper onto or off of the bus please do not have administrative questions for our bus staff. All admin should have been taken care of with our office. Please provide the office with all administrative information with regards to your camper. Please ensure that all questions about camp are answered by the admin office well in advance of the camp session and not asked to our bus staff. Bus staff have a schedule to stick to and even a few minutes variance can affect all future stops on the route.

5.03. Our bus staff are not able to answer any of your questions, concerns, or feedback about the bus service or the camp. Please direct all such questions to the admin office.

5.04. Any verbal interaction with our bus staff that is deemed to be inappropriate will be grounds for cancellation of your registration. We expect all parents of campers to be respectful to our staff who are trying their best at all times.

5.05. Parents are asked to arrive early for the scheduled bus time at each bus stop and to please note that each stop has a potential window of variance of up to 15 minutes at times based upon traffic flow. If you are waiting at a bus location for a long period of time and have questions about the bus and where it is at on the bus route please contact the bus company at 519-833-9117 or 1-800-265-3389.

5.06. Large items cannot be transported on the Kids Inc Camp Bus. Please contact the office if there is a need for a large item to travel to and from camp with your camper. This will require special arrangements that may or may not be possible.

5.07. All adults who have been given or may be given permission to pick up or drop off your child at any point during the summer must be listed. If an unlisted adult attempts to pick up your camper we will not be able to release the camper – and therefore it is important to add anyone who may be used as an alternate pick up person on your registration at the point of registration. If you need to add a name to your file please call/email the office.

5.08. The Kids Inc Camp Facility is located on a Private Property that includes a private residence. Please do not use neighbouring properties to turn around or to ask questions about Kids Inc Camp. Please do not visit the property during non-camp times. This is a private property.

5.09. The Kids Inc Camp Facility has a single lane driveway. This means that if you are dropping off, picking up, or attending an event you must follow the rules of driving slow, reading any signs about where to go/where to park, and if there are staff directing traffic please always listen to their guidance. The staff who are in place at the driveway have been given very strict instructions. Please do not ask them to break our policies in any way. They are doing their job as they have been asked to do it. Any issue with the policy can be taken up with our office via phone or email at a later time.

5.10. Parents may not be on camp property during the regular hours of our program. There are a number of reasons for this policy. Here are just a few:

- For security reasons only campers, staff, and registered guests we be permitted on camp property during regular camp hours.
- Children who do not have their parents present can feel left out, and feelings of homesickness may be perpetuated.
- A parent's presence on camp property causes distraction from the camp program.

5.11. Parents may not discipline other people's children. If you or your child has issues with another camper please bring it to the attention of our staff and we will do our best to resolve the situation.

5.12. No parent will be permitted on camp property during program hours to take pictures or video of the program while it is in progress. Kids Inc Camp will take pictures and videos of all campers while they are attending our program. These photos and videos will be used for staff training and advertising purposes. By registering in our program you are agreeing to let us use all photos and videos taken of all campers while they attend Kids Inc Camp.

5.13. Regular Hours drop off at our location is between 8:00 AM and 8:30 AM. Regular hours drop off may NOT happen after 8:30 AM as the buses will be entering the driveway at that time. Please drive slowly on 4th Line and abide by any and all posted camp signs about speed and or pick up and drop off location. Regular Hours pick up at our location are between 4:30 PM and 5:00 PM – no regular hours pick up may happen prior to 4:30 PM as the buses will be leaving the driveway at that time. Please drive slowly on 4th Line and abide by any and all posted camp signs about speed and or pick up and drop off location

5.14. Please note that the best way to use our bus service if you need consistent pick up and drop off times is to select stop #1 on the bus route closest to you. This way you are at the first/last stop of the route each day and will not be impacted by bus times that are more dynamic due to traffic.

6. Bus Policies

- 6.01. You must sign your child/ren onto and off of the bus each day or provide the office with your permission for your camper/s to sign themselves on and off of the bus if you so choose.
- 6.02. No changes to bus schedule will be permitted during the period of the registration. Any changes in this regard must be submitted in writing via e-mail at least 7 days prior to the registration.
- 6.03. All campers who ride the camp bus must be able to behave while riding the bus. We will remove any campers from the bus if we find that there are behavioural issues that occur that create an unsafe experience on the bus.
- 6.04. You must be at your bus stop for the scheduled times as per the bus schedule available on our website. We suggest that you arrive early to be sure that there is no confusion in this regard. Service charges may apply if you are late to pick up your child from a bus stop.
- 6.05. We reserve the right to have our bus arrive late for any of the scheduled times due to the flow of traffic. It is out of our control. We will do our very best to stick to the schedule. Please allow up to 15 minutes of grace time for your bus in both AM and PM due to traffic.
- 6.06. Please ensure that all administrative questions are called in or emailed into the office and not discussed with our bus staff. Our bus staff is not able to help you with these kinds of questions.
- 6.07. Please note that our bus staff has no ability to control the timeline that the bus arrives or departs from each stop. If your bus is late or you have a bus related issue that you would like to provide us with feedback with regards to we ask that you do so with our camp Managers and Directors.
- 6.08. Our bus will wait for 2 minute past the scheduled pick up time and 3 minutes after the scheduled drop off time. If you are not at the scheduled stop within that time variance of the scheduled times the bus will leave the parking lot. You will be responsible for driving your camper to camp if you miss the AM bus and for picking your child up at the last stop on the route that they are scheduled for if you miss the PM pick up time.
- 6.09. All campers who use our bus service must be able to communicate with our staff team in regards to washroom breaks when traveling on the bus. Please talk to your campers about the importance of communicating with our bus staff should they require assistance with a washroom break, motion sickness, getting a drink or snack, and or any other concern during their transport. This will help to keep our bus service smooth each and every day.
- 6.10. Snacks should be eaten prior to getting onto the bus – eating is discouraged on the bus.
- 6.11. If you are waiting at a bus stop and unsure about the whereabouts of the bus please call Denny's Bus Lines to verify at – 1-800-265-3389. Or 519-833-9117

7. Camp Privacy and Private Property Information

- 7.01. Kids Inc Camp is located on Private Property. If an early pick up or drop off is required you will be able to contact us for special admission instructions at that time – otherwise all visits must be organized in advance.
- 7.02. No smoking on the camp property is permitted at any time. This includes in your car in the parking lot or on the driveway. We are surrounded by forest and we cannot take any chances with fire related hazards.
- 7.03. No pets are permitted on the camp property at any time.
- 7.04. Any inappropriate pictures or comments posted on social media by parents or campers will result in a full refund and dismissal from the camp program.
- 7.05. No person who has had any negative impact on the business known as Kids Inc Camp will be permitted on the private property where Kids Inc Camp is held. This will preclude any and all people who

have had any negative interactions with the camp or camp owners from registering for the program. This includes but is not limited to issues that have arisen online, in person, and/or in the community.

7.06. Please do not bring photo or video equipment with you if you are visiting the camp property.

7.07. It is important that you understand that we take photo and video of our campers and staff while camp is in session every week. In sending your child to our program you are permitting to us taking photo and video of your child at camp. There is no option to ask that we not take photo and video of your child while they are at our program. We are also not able to guarantee that your camper will appear in a photo or video while they attend. We take photos in the moment and may not capture every child who attends. If you need to discuss this prior to your child attending, please contact our office.

8. Articles prohibited from Camp/Lost or stolen items/Bags, Lunches & Storage

8.01. Kids Inc Camp will do its best to keep lost and found items for one week. We will not be able to keep articles that are dirty or that have become wet from the rain – these items will be discarded unless they are salvageable and labelled.

8.02. Kids Inc Camp is not responsible for any lost or stolen items including, but not limited to the following: electronic devices, trading cards, stuffed animals, and other related items. We will also not be held responsible for unfair trading of the cards.

8.03. Cell phones, iPods, and any other electronic devices may not be used at Kids Inc Camp during the program hours of 8:30AM to 5:00PM. If any camper is found to be using one of these devices during camp it will be kept with one of the directors of the program, and should be picked up by the camper at the end of the camp day. If for any reason, your camper has a cell phone/camera and is taking pictures, they must not do so in either the change room or washroom areas. Taking pictures within changerooms or washrooms is against the law.

8.04. Kids Inc Camp will only permit electronic devices and trading cards during bus transportation. However, we do not take any responsibility for these items.

8.05. Skateboards, bikes, rollerblades, and bug-catching devices are strictly prohibited on campgrounds at all times.

8.06. Articles found on camp property will be kept in the lost and found for a maximum of one week in most cases. If lost and found items are damaged, wet, moldy we will discard them as required.

8.07. We do not have lockers on site and bags are left in a common area. If there is any reason for security you will need to provide a bag lock for your campers backpack.

8.08. It is best not to bring expensive items to camp that can be lost or otherwise misplaced.

8.09. All camper bags are kept in a dry area.

8.10. A luggage tag on your campers backpack or bag with their name on it can be very helpful as many bags do tend to look the same.

8.11. There is no fridge or microwave for cooling or heating food. Cooler bags and ice packs or a thermos may be required.

8.12. We do our very best to help campers keep track of their items. However, camp is large and the ratio of care does not allow for hands on packing of each individual bag. Please label all of your campers belongings. This will help us to get items back to them quickly. Items can be lost in the shuffle during and at the end of the day – please assist us in assisting your camp/s with labeled items. It is also important to email the office as soon as you notice an item is missing

8.13. PLEASE LABEL ALL BELONGINGS

9. Food Related Policies

9.01. We encourage you to have conversation with your camper/s about the importance of not sharing food with fellow campers while at camp due to food allergies.

9.02. Please send your camper with an appropriate amount of food based upon the fact that our program is active and outdoors.

9.03. No nuts or nut products should be sent to camp.

SNACK SHACK

9.04. Snack shack items may contain items that are not appropriate for children with food sensitivities and allergies. Please contact us for more information.

9.05. We are not able to monitor snack shack budgeting. Please only send your child with an amount that is suitable for them.

9.06. We are not responsible for lost money.

9.07. Please send your child's snack shack and freezie money in a safe and secure location.

9.08. Sending money for snack shack and freezies is optional. Not all campers are sent with money for these options.

9.09. Please visit our website for further information about snack shack and freezies and/or call our office.

PIZZA DAY/LUNCH PROGRAM

9.10. There are no substitutions or special orders with regards to our pizza or lunch program. We offer this service as it is and not with a number of varieties. We understand that this may exclude some campers with allergies or preferences that are not accounted for within the context of our menu – however – we are not able to provide numerous options in this regard.

9.11. If your child has allergies, preferences, special dietary needs, or intolerances to any potential ingredients in pizza – or in our lunch program please pack a lunch from home and do not enroll in these options

*** Our pizza and lunch program include gluten, dairy, meat, eggs, some dyes, and other allergens. We are also not able to guarantee that the food has not come into contact with shellfish, fish, and or nut products.***

9.12. If you are enrolled in the pizza day program, and for any reason your child is unable to participate - no refunds will be available for the current session. However, if you are enrolled in subsequent weeks, we may be able to cancel the program for the weeks following. Please contact our office.

FULL WEEK LUNCH PROGRAM

9.13. The full week catered lunch program is a set menu. There are no food or meal substitutions. If your camper has food allergies or special requirements with regards to food please do not register for this program.

9.14. Please visit our web site to see the Lunch Program Menu and also please note that in some cases due to stock availability substitutions can happen. It is important that your camper not have any food restrictions or limitations in order to accommodate the set menu and any one off changes that may happen when camp is in progress. These changes may happen without prior warning.

9.15. Lunch program is an option for Junior General Campers however please note that if your camper is a picky eater we strongly encourage you to pack a lunch from home for the most success. We find that a meal from home tends to work out better for picky eaters from this age group.

9.16. If you are enrolled in the lunch program, and for any reason your child is unable to participate - no refunds will be available for the current session. However, if you are enrolled in subsequent weeks, and do not wish to proceed with the order please provide us with appropriate notice as per our cancellation policies. Please contact our office with any additional questions about this.

10. Off-Site Trips & Extra Activities

10.01.

(a) If you want your child be able to participate in the Rock Climbing activity you must check the applicable box on our registration form, and agree to the terms and conditions. Rock Climbing is only available to children entering grade 3 or higher.

(b) If you want your child be able to participate in the Main Event you must check the applicable box on our registration form, and agree to the terms and conditions. The Main Event activity is only available to children entering grade 3 or higher.

(c) If you wish that your child be able to participate in the Tree Top Trekking activity you must check the applicable box on our registration form, and agree to the terms and conditions of the waiver form from the Tree Top Trekking Company. This form is available during the time of registration. You may also preview it on our website. We will not accept verbal consent for this activity. The Tree Top Trekking activity is only available to children 9 years of age and older and who are eligible based upon the height restrictions in place. For more information please download the applicable Tree Top Trekking information from our Forms and Documents section of the web site or call/email the office to discuss.

(d) If you wish that your child be able to participate in the GPS Rally Zip Line Trip you must check the applicable box on our registration form, and agree to the terms and conditions. This activity is only available to children 9 years of age and older. Different age restrictions apply for each canoe trip. Please see off site trips page on website for details.

(e) If you wish that your child be able to participate in the Play with Clay activity you must check the applicable box on our registration form, and agree to the terms and conditions. The Play with Clay activity is only available to children entering grade 3 or higher.

10.02. Although each activity has age limitations and restrictions, Kids Inc Camp also reserves the right to cancel registration for any of our additional program options after evaluating each participants ability to maintain a safe environment during the activity in question. If for any reason Kids Inc Camp and its staff, directors, and agents deem the participation of any camper to be unsafe we will issue a full refund and communicate this decision to the parent or guardian listed on the registration.

10.03. There are risks associated with all of these activities. By registering for them you are also acknowledging your understanding of these risks. To further discuss these risks prior to registration please email us at registration@kidsinc.ca

10.04. We reserve the right to cancel any campers who we feel will cause a dangerous situation for themselves, other campers, or our staff from any or our entire off site trips. Full refund will be provided in this case.

10.05. All campers who attend each trip must meet any and all age and height restrictions that are in place.

10.06. Packed lunch, water and snacks must be sent with all campers who are registered for our off site trips unless they are on the catered lunch program. In that case just water and snacks must be sent.

10.07. All required items as per the off site trip checklist must be sent with campers for all off site trips. Please see the off-site trip checklists for more information.

11. LIT Program Policies

11.01. Participants will receive a sign off on volunteer hours as per the program page if the camp directors and counsellors feel that the participant's leadership skills improved throughout the program.

11.02. All volunteer hours must be claimed by the participant within 12 months from the end of the session in questions. After that period of time, we will not be able to sign off on any volunteer hours.

11.03. LIT T-shirts are an additional cost and required for the program. Please order them online and the LIT director or our admin team will be in touch to organize payment for the LIT shirts.

11.04. Participants will have to purchase a T-shirt. If they are registered for 2 weeks or more, they must purchase an additional T-shirt. Each day participants must wear the LIT T-shirt and clean shorts or pants to camp. If warm clothes are required we ask that you bring a sweatshirt or jacket that is a solid colour. Clothing with obscenities and/or negative messages will not be tolerated. Please bring conservative bathing suits for free-swim periods, and assisting with aquatic activities.

11.05. Participants will be expected to come to camp each day on time and with plenty of energy and enthusiasm. A negative attitude or a lack of willingness to participate will result in a verbal warning, and if not corrected, dismissal from the program.

11.06. Participants may be able to assist with our youngest campers. LITs are expected to follow the directions of our staff in order to have the best outcome possible.

11.07. LIT participants are expected to behave in accordance with our camp Code of Conduct, including during daily free time.

11.08. Participants in the LIT program will not be placed in the same group as family members in most cases. If the Participant has a family member or friend at camp they must refrain from focusing excessive energy on that person. We expect LITs to interact with all campers equally.

11.09. We encourage LITs to make new friends and have a good time. We ask that in the spirit of leadership, participants ensure that they do not engage in interactions that excludes their peers and/or other campers. LITs are expected to practice respect in all interactions.

11.10. Participants who wish to be considered for future employment, must show improvement throughout the program. They must also complete and pass the interview process like all other applicants.

11.11. The LIT program does not guarantee future employment with Kids Inc Camp.

11.12. All Policies listed in every section of this document apply to LITs.

11.13. Cell phones and other electronic devices may not be used by LITs during camp hours.

11.14. LITs are not to pursue personal relationships with staff members. If there is pre-existing relationship between a LIT and a member of our staff through family or friendship, please inform our office prior to the start of the program.

12. Dress Code Policies

12.01. We ask that all campers refrain from wearing clothing with any profanity or insulting message written on it. If there are any problems with regards to this we will be in touch with you to discuss.

12.02. We ask that all campers come to camp dressed appropriately for the weather. Failure to do so may impact on your child's health and safety.

13. Contact Us

PAYMENTS MUST BE SENT TO OUR MAILING ADDRESS: Kids Inc PO Box 129 Hillsburgh, ON N0B 1Z0
Our office address is for mailing purposes only. Our office is not set up to accept registration in person.
All registration is done online at www.kidsinc.ca.

OFFICE HOURS

Off Season - Kids Inc Admin Office accepts email only from Nov 1st to March 1st each year. If you are contacting us during these months please do so via email at registration@kidsinc.ca

March to May - Kids Inc Admin Office is opened on Mondays, Wednesdays, and Fridays from 10:00 AM to 4:00 PM. Monday of Victoria Day Weekend we are out of the office.

June - Kids Inc Admin Office is opened Monday to Friday from 9:00 AM to 5:00 PM.

July and Aug - Kids Inc Admin Office is opened each day from 7:00 AM to 7:00 PM - however during camp hours it is best to reach us via email to registration@kidsinc.ca and much easier to reach us by phone from Monday to Thursday from 4:00 PM to 7:00 PM. During the summer we are also in the office on Saturdays Sundays from 10:00 AM to 3:00 PM.

The Kids Inc Office does not accept in person visits or registrations. We are at your service via phone and/or email.

TOLL FREE PHONE NUMBER: 1-800-690-7085

OFFICE PHONE: 519-855-6074

Please send us an email for quickest response.

OFFICE EMAIL: REGISTRATION@KIDSINC.CA