



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 the same for all parents of all campers attending the General Camp Program at Kids Inc Camp.

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.

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.

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,
Kids Inc. Camp Owners/Directors/Admin Team

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. You will also provide your e-signature in lieu of your handwritten signature. By completing the registration you are agreeing to the use of the e-signature. Please read all the information carefully.

1. Registration Policies

GENERAL

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.

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.

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. If you have indicated that your camper will need a support worker while they are at camp you must ensure that you have followed all other instructions related to obtaining support. Failure to do so will render us unable to provide support and your registration will have to be deferred to the next camp season in order to be sure that we are able to provide the support that your camper will require.

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 or communication from our office to your household.

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.

LATE FEES

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.

HOURS POLICY/DROP OFF/PICK UP

You are responsible for arriving at the facility each day during the time slot that you are scheduled for. If you need to arrive earlier/later than scheduled, you must communicate that to our Office. The more notice we are given, the better we will be able to accommodate your change in time.

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 limited capacity, and we may have other families arriving for their scheduled pickup time slot. Please be sure to contact us to avoid conflict and frustration during an early pick up or late drop off situation.

PLEASE NOTE THAT ANY PARENT/S WHO DRIVE 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.

****PARENTS MUST STAY IN THE VEHICLE AT ALL TIMES DURING DROP-OFF/PICKUP.**

Please have your camper's backpack and daily camp supplies ready to go in the car so they can get out on their own without your assistance. If your camper cannot carry their backpack or put it on totally independently please have it in the trunk of your car so we can get the backpack in a contact free manner.

If any parent requires emergent bathroom facilities they may exit the vehicle for this purpose only and must be wearing a mask at all times. There is a portable toilet in the parking lot area for emergent parent use only.

2. Payment Options and Policies

PAYMENT OPTIONS

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. This payment option is only available when registering prior to May 1st.

Pay in full via credit card: Pay in full during the online registration process.

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

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.

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.

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.

If you qualify for a discount because you have registered for a value bundle appropriate amount of weeks, please note: if you cancel sessions, and as a result fall below the number of weeks required to qualify for the discount, you will be automatically charged the amount of your discount, and a \$25.00 service fee.

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

CANCELLATION POLICY

Our Cancellation Policy has changed for the summer of 2020. Registrations for the summer of 2020 will be paid in full by cheque or credit card no later than June 30th 2020.

All registrations for the month of July must be cancelled by June 19th at the latest.

All registrations for the month of August must be cancelled by July 17th at the latest.

If you cancel for sessions by the dates listed here you will qualify for a refund minus 3% of the total fee that you paid via credit card or minus a \$25.00 service charge if you paid by cheque.

- In order to cancel pizza orders you must contact our office via email at least 7 days prior to the start of the session in question.
- 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:
 - Friday Pizza Lunch: \$1.00
- 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.
- 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.

SWITCHING SESSIONS

Switching of weeks will be subject to a \$10.00 admin fee unless the week that you are switching out of is full at the time of your switch. If the week you are switching out is full you will be subject to a full cancellation fee of \$25.00 as we would have turned others away for the spot that you have been taking in the program.

DISCOUNTS

The Early Bird discount is only available when registering prior to the end of January. The value bundle discount is available prior to May 1st of each season.

- Any changes made to your registration after the deadline(s) will not have the discount carried over to any additional weeks.
- All discounts will be forfeited if payment is not received by the appropriate deadline(s).
- Any discount code that is entered in error will be corrected and the outstanding balance will be charged accordingly

SERVICE CHARGE

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

- Untimely drop-off or pick-up at the facility
- 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

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

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.

If forecasted weather appears to be extreme or problematic to the point that Kids Inc determines the safest solution is to keep your camper(s) at home - we will contact all registered families with our decision. This is subject to extreme cases of inclement weather.

Kids Inc will not provide a refund to families who choose to keep their camper(s) home due to weather, when the daily program is still operating.

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

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

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.

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.

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

All Campers going into Grade 1 and Grade 2 are in Life jackets. All General Campers going into Grade 3 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 they 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

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.

Passing the pond check allows for pond swim time during Senior Pond Swim. Even if this check is passed it is mandatory to wear a life jacket when leaving the shallow area and while participating in watercraft activities such as kayaking and canoeing.

The pond swim check for campers who are entering Grades 3 and higher consists of a swim around the floating raft and back including 30 seconds of treading water close to the shallow area. 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.**

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.

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.

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.

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.

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 regard 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. 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.

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.

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.

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.

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.

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

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

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.

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.

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

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. Any medication brought to camp needs to be labelled and handed in at the start of the camp session to the Camper Care Coordinator. 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 to get the medication back to you prior to your departure. Please ensure you submitted the medication form online for all medications.

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 camper's hands. Please respect this policy and contact our office with regards to medication.

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.

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 open 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.

WASHROOM BREAKS FOR GENERAL CAMP

Washroom breaks are conducted in a group or buddy system; campers from the same group and/or campers accompanied by staff.

ARRIVAL AND DEPARTURE TO/FROM THE CAMP FACILITY

Your child must be signed in and out of 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.

If there are any transportation changes, such as another unlisted parent will be driving your child on any given day, you must send an email to the Kids Inc office. Please provide 24 hours' notice of any transportation change.

When signing your child in and out of the program please respect our security system by staying in your vehicle. Do not exit your vehicle for any reason, unless explicitly communicated by our staff.

Car to camp transportation drop off is between 7:30am and 9:15am. Please drive slowly on 4th Line and abide by any and all posted camp signs about speed and pick up and drop off procedure. Please also watch for our staff who will be directing traffic.

Car to camp transportation pick up are between 3:45pm and 5:30pm. Please drive slowly on 4th Line and abide by any and all posted camp signs about speed and pick up and drop off procedure. Please also watch for our staff who will be directing traffic.

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

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.

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.

The Kids Inc Camp Facility has a narrow unpaved 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.

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, and staff, are 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.

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.

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.

6. Camp Privacy and Private Property Information

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.

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.

No pets are permitted on the camp property at any time.

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.

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.

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

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.

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

Kids Inc Camp will do its best to keep lost and found items, and facilitate a return to the owner. We ask that Parents/Guardians label as many of their camper's belongings as possible. In an effort to protect the health of campers, staff and families - Kids Inc may discard any lost items that are not clearly labelled. 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. All lost and found items that are clearly labelled will be collected and placed at the camp entrance for pickup. We recommend labelling as many of your camper's belongings as possible to facilitate returning lost items.

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.

Cell phones, iPods, and any other electronic devices may not be used at Kids Inc Camp during the program hours of 9:00AM to 4:00PM. 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 change rooms or washrooms is against the law.

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

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

All camper bags are kept in a dry area. Each camper will have a specific seat at their group table, which correlates with a specific hook to hang their bag(s) each day. 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. We will do our very best to help campers keep track of their items.

8. Food Related Policies

FOOD SERVICE

Kids Inc will ensure that all food service staff take the required precautions when serving food. All snack shack items are pre-packaged, protecting the actual food content until opened by campers. Our pizza is not touched by anyone once removed from the oven, and at camp staff will wear a mask and gloves when serving pizza to campers.

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

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

No nuts or nut products should be sent to camp.

SNACK SHACK

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

Campers are required to provide exact change for Snack Shack purchases. All Snack Shack items will be priced accordingly, all items will be \$1.00. We are not able to monitor snack shack budgeting. Please only send your child with an amount that is suitable for them.

We are not responsible for lost money. Please send your child's snack shack money in a safe and secure location. Sending money for snack shack is optional. Not all campers are sent with money for these options.

Please visit our website for further information about snack shack or call/email our office.

PIZZA DAY

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.

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

*** Our pizza program includes gluten, dairy, 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.***

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.

9. Dress Code Policies

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.

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.

10. Contact Us

We understand you may still have questions regarding camp procedures and practices during this unprecedented time. We encourage you to contact our office during our office hours so we can answer your questions as best as we can. We understand your campers are unique in their response to COVID-19 and we want to have an individualized response to have the most successful camp transition for your camper.

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