



## 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 Junior Camp, General Camp, or the LIT Camp Program at Kids Inc Camp.

Due to the ever changing nature of the government's response to Covid-19 we need all parents who choose to register with us at Kids Inc for the summer of 2022 to be prepared to stay tuned to all emails from our office. We are working hard to keep up with all of the changes and requirements that are given to us from the Government and Public Health and if/when a change is required due to one of these forces that is outside of our control we will let you know and we will work with you to ensure that everyone goes into the summer program with a great deal of understanding around the regulations that have been given to us to follow. At this time our plans and our program are based on legislation that was published on March 1 2022 since that is our most up to date point of reference.

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 office is able to respond to your questions via e-mail year round at [registration@kidsinc.ca](mailto:registration@kidsinc.ca) and over the phone assistance is available as per our office hours listed on our CONTACT US page of the web site.

Over the past few years we have had to make a number of changes in the way that our office functions. At this time our office is run by one person on evenings and weekends until the end of May. It is important that you understand that we are not able to be quickly responsive.

### **EXPECTATION OF MUTUAL RESPECT**

***We are only able to provide service as it is described on our web site and/or as per any changes that might be required in accordance with the government policies that are beyond our control. We expect the camper/s and camp families to adhere to all codes of conduct and policies listed within this handbook or that will be added to this handbook at any point in time prior to or during your attendance at our program. 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.***

Sincerely,  
Kids Inc. Camp Owners

# **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**

Please register using our online registration system and follow all of the instructions.

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 including emailing our office upon registration. 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 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.

## **CAR TO CAMP - 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.

### **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 email our administrative office as quickly as you can to communicate that to us.

### **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.**

We encourage all parents to stay in their vehicle during drop off/pick up in order to expedite the process. If this is not possible please email our office so that we can be prepared to assist in your particular situation.

Please have your camper's backpack and daily camp supplies ready to go in the car so they can get out on their own when possible 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 as contact free of a manner as possible.

If a parent requires the use of our bathroom facilities in the case of an emergency we ask that you discuss this need with our Camper Care team in the drop off/pick up area for assistance and instruction.

\*\*\*No pets may exit the vehicle at any time.

\*\*\*No smoking or vaping at any time.

## **BUS SERVICE - HOURS POLICY/DROP OFF/PICK UP**

You must select your bus route and stop upon registration and use that stop on each day for AM drop off and PM pick up for each day of the week you are registered. The bus will not wait for you at the stop and therefore you must be at that stop prior to the scheduled time. Please allow for up to 15 minutes of variance in the time that the bus may get to that particular stop each day due to traffic.

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 (must be 10 years of age or older) if you so choose. Please provide a vast list of parents, guardians, and neighbors who are permitted to sign your camper/s onto and off of the bus each day upon registration.

No changes to your scheduled stop on the bus route you have selected 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.

Bus stops on each route are only used when campers are registered for them and so if a stop has not been registered for use it may be taken off of the route for the week in question at any time. This means that you cannot assume that you know what stop the bus will go to next if you miss the bus at your stop. Please email us for the fastest response if and when you miss the bus and are not sure what to do. The best solution in this case is to drive your camper to camp on the day in question - however - emailing us is an option as well.

If you have missed the bus and you are driving your camper to camp please note that we do have the driveway closed to car traffic from 8:40AM to 9:20AM and again in the afternoon from 3:40PM to 4:20PM.

All campers who ride the camp bus must be able to behave in a safe way while riding the bus. For the safety of the camper in question and other children on the bus, we will remove any campers from the bus that create an unsafe experience while riding the bus.

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. Please continue to read these policies to find out how we proceed if you are late for pick up.

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.

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 administrative questions. For administrative questions please email [registration@kidsinc.ca](mailto:registration@kidsinc.ca)

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. Any unkind or inappropriate treatment of our bus staff by camp parents will result in our inability to serve your camp family and our office will be in touch to discuss this with you if our camp staff make us aware of any issues in this regard.

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.

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, or motion sickness.

As of June 2022 masks are not required when riding the bus. Bus buddies and assigned seating on the bus are not required and will not be known or noted by the staff. Campers are welcome to sit with any buddies you might have initially indicated upon registration however this will not be assigned seating.

No eating or drinking will be permitted on the bus other than the drinking of water for hydration. If any camper has a nutritional emergency or medical issue that requires for them to have access to food or drinks other than water on the bus we ask that you email us at [registration@kidsinc.ca](mailto:registration@kidsinc.ca) to discuss

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

## 2. Payment Options and Policies

**\*\*Please note we have had to add a \$5.00 per week per child admin fee. This portion of the admin fees is not refundable. Thank you for your understanding.**

### **PAYMENT OPTION**

PAYMENT OPTIONS FOR 2022:

As of June 1 2022 you must pay in full via efunds transfer or credit card.

**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](mailto:registration@kidsinc.ca).

### **PAYMENT POLICIES**

Cheques that are returned NSF or declined will be subject to a \$25.00 + HST service charge. If this occurs, a replacement cheque must be received by the registration office within five business days.

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.

### **CANCELLATION POLICY**

*If you wish to or need to cancel we require 21 days advance notice prior to the start date of any session in question.*

*Without this 21 days notice we are not able to provide a refund.*

*If you do provide us with 21 days notice there will be a cancellation fee of \$25 per week per child and your administrative fee will also not be refundable.*

*If your cancellation does not give us 21 days notice but is related to illness or Covid exposure we will only be able to refund with a doctor's note and if we are able to refill your spot prior to the start of the session in question.*

### **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. Switching may only be done with 14 days notice prior to the start date of the session in question and if there is space in the week that you would like to switch into.

### **DISCOUNTS**

THERE ARE NO DISCOUNT PROGRAMS AT THIS TIME.

### **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](mailto: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. There are no refunds available with regards to weather related issues.

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

## **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.

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 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.

## **UPDATED AS OF JUNE 2022**

If Covid related regulations change prior to the week that your camper is attending any related Covid policy information will be sent out to your family once we have it for the time frame of the program that your child is registered.

Please note that as per June 2022 we plan to operate based upon the Covid regulations that are currently in place. As of June 2022 there are no specific mandates related to Covid. At this time we will provide this basic summary of what this means:

- Mask wearing is optional in indoor and outdoor settings at camp and you are welcome to mask or not as per your family's comfort level
- Bus buddies and planned/assigned seating on buses is no longer required
- Masking on the bus is not mandatory

Our programs have been slightly modified in order to mitigate risks while providing maximum fun while we transition back to full capacity within the next year.

Feel free to email for more details related to the program we are able to run in 2022 if you would like to.

## **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**

**\*\*PLEASE NOTE THAT JUNIOR GENERAL CAMP WILL NOT BE USING THE KIDS INC POOL DURING THE SUMMER OF 2022 - however - WE ARE PLANNING MODIFIED WATER BASED ACTIVITIES FOR JUNIOR GENERAL CAMPERS THIS SUMMER. This will include the use of our pond, waterslides, and sprinklers.**

**General Camp and LIT Camp will be using the pool and the pond during the summer of 2022.**

### **Pool – General Camp and LIT Camp only.**

All Campers going into Grade 2 are in Life jackets. All General Campers going into Grade 3 and over must do a pool swim check. All LIT's 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. Since a swim check is based on many factors we ask that you please always contact us if you have any questions. Please know that we have the safety of your camper in mind when decisions related to swim checks 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 – General Camp and LIT Camp only.**

Pond checks are only available for campers who pass the pool swim check and are going into grade 4 or higher. Therefore, pond swim checks are not available for campers entering Grade 2 or 3.

All eligible General Campers and LIT's must complete a pond check if they wish to swim in the pond during pond time.

Any General Camper or LIT who does not wish to do a pond swim check will simply stay in a lifejacket in the shallow area during pond times.



Passing the pond check allows for use of boats, waterslide, and the deeper area of the pond with a lifejacket on during pond swim time.

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 paddle boarding or using the waterslide.

The pond swim check for campers 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**

During the registration process please completely 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 campers 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](mailto: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 and LIT**

Washroom breaks are conducted in a group or buddy system; campers from the same group and/or campers accompanied by staff. Washroom times are less flexible due to Covid restrictions and so it is very important for all campers in our program to inform us if they need a break in this regard at a non

scheduled time. Please discuss this with your camper in order to ensure that they know how to proceed if they need to attend the washroom at a non scheduled time.

### **WASHROOM BREAKS FOR JUNIOR CAMP**

Washroom breaks for Junior Campers are all done in the Female washroom so that staff are able to supervise more closely. Each camper is in their own enclosed stall - however - our staff are just outside of the stall to help them if they were to need anything and to ensure proper hand washing takes place.

### **ARRIVAL AND DEPARTURE TO/FROM THE CAMP FACILITY**

Your child must be signed in and out of camp, each day. This will take place in a contact free way in our drop off and pick up zone. More information about this process will be provided to you prior to camp. 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](mailto:registration@kidsinc.ca).

We encourage you to use the Ontario Covid-19 School and Child Care daily online screening/assessment tool.

**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 drive slowly and follow all instructions given to you by our staff team.**

Car to camp transportation drop off is between 7:00am and 8:40am.

The Kids Inc Driveway is closed to all car traffic during the following times: driveway closed to car traffic from 8:40AM to 9:20AM and again in the afternoon from 3:40PM to 4:20PM.

FLEX HOURS - 7:00am to 8:00am are our flex hours that require an additional fee.

REGULAR HOURS - 8:00am to 8:40m are included in your fee - however - you will be booked for a 10 minute specific time slot that you must use each day.

Please drive slowly on 4th Line and 17th sideroad and abide by any and all posted camp signs on our property about speed and pick up and drop off procedures. Please also watch for our staff who will be directing traffic in order to ensure safety.

Car to camp transportation pick up is between 4:20pm and 6:00pm.

REGULAR HOURS - 4:20pm to 5:00pm are included in your fee - however - you will be booked for a 10 minute specific time slot that you must use each day.

FLEX HOURS - 5:00pm to 6:00pm is a part of our flex hours that require an additional fee.

Please drive slowly on 4th Line and 17th sideroad and abide by any and all posted camp signs on our property about speed and pick up and drop off procedures. Please also watch for our staff who will be directing traffic in order to ensure safety.

Please note that if you have sent an email or left a voicemail about a change in your pick up or drop off 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 neighboring 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 unless the parent has contacted our admin office to let us know about the pick up, drop off, delivery, or other issue that requires entry onto the property during camp hours. If you must enter due to any kind of unannounced situation that would be considered an emergency we need for you to drive very slowly as the children will be engaged in play near and around the driveway and parking lot area. Please wait while our staff approach your parked car and we will help you as quickly as we can.

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.

\*\*\*PLEASE NOTE - The Kids Inc Driveway is closed to all car traffic during the following times: driveway closed to car traffic from 8:40AM to 9:20AM and again in the afternoon from 3:40PM to 4:20PM.

## 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 or vaping on the camp property is permitted at any time. This includes in your car in the parking lot or on the driveway.

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 in the programs or on the private property where Kids Inc Camp is held. 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 photos and video of our campers and staff while camp is in session every week. In sending your child to our program you are permitting us to take photos and video of your child at camp. There is no option to ask that we not take a photo or 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 labeled. 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 labeled. All lost and found items that are clearly labeled will be collected and placed at the camp entrance for pickup. We recommend labeling 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. A luggage tag on your camper's 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. Our pizza is not touched by anyone once removed from the oven, and at camp staff will follow all public safety guidelines 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 and cross contamination.

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 encouraged to provide exact change for Snack Shack purchases. We are not able to monitor snack shack budgeting. Please only send your child with an amount that is suitable for them.

We cannot be 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 lunch 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 written on it.

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.

**ALL 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.kidsinccamp.ca](http://www.kidsinccamp.ca).

### **OFFICE HOURS**

PLEASE NOTE THAT THE KIDS INC OFFICE HOURS HAVE BEEN IMPACTED GREATLY BY THE CHANGES WE HAVE NEEDED TO MAKE OVER THE PAST FEW SEASONS - PLEASE BE PATIENT WITH US AS WE WORK OUR HARDEST TO SERVE YOUR CAMP FAMILY.

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

OFFICE PHONE: 519-855-6074 - Please send us an email for the quickest response - OFFICE EMAIL: [REGISTRATION@KIDSINC.CA](mailto:REGISTRATION@KIDSINC.CA)