

KIDS INC CAMP PARENTS HANDBOOK



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 for camp families and parents of all campers attending the Junior Camp, General Camp, or the Leader in Training (LIT) Camp Program at Kids Inc Camp.

This handbook contains an extensive list of our policies and valuable information. It is important to note that policies may be added or changed at any time pre-camp or during the camp season and if that were to happen we would email all registered families to clarify. We ask you to familiarize yourself with all of our policies prior to registration due to the fact that your online registration with us when complete will indicate that you understand and agree with all of our policies listed here. Please also ensure that you re-read them again just prior to the week/s your camper/s will be attending in order to be sure that everything is fresh in your mind. As mentioned you will be required to sign off during your online registration to say that you have read and agree to our policies.

Our office is able to respond to your questions via email year round at 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. More specific detail around exact days we will be in the office for the spring season will be provided as the schedule becomes more clear. Once summer is here we will be in the office all day everyday and unless we are on another call we are happy to take your call at that time.

We are so excited to get our campers engaged in creative, active, and healthy programs at Kids Inc this summer! We know how important it is to get kids outside in nature and connected socially with one another and we are so pleased to have the perfect program and place for them to do so. We are so pleased that you will be with us this summer and we look forward to serving your family and meeting your campers!

EXPECTATION OF MUTUAL RESPECT

We are only able to provide service as it is described on our website and in this handbook. 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. Please read our policies and information 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 in the way of our facility, and in regards to our programs and services. 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. Our services will only be provided to clients who are able to 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 to say that you understand and agree with our policies. By completing the online registration you are agreeing to the use of the e-signature. Please read all the information carefully.

HERE IS AN OVERVIEW TO TELL YOU MORE ABOUT KIDS INC CAMP

Kids Inc. is a full-day camp program for campers entering JK (4 years plus) to Grade 10. The program runs daily from 9AM to 4PM with the option of extended hours (flex hours) that run from as early as 7AM to as late as 6PM as a part of our car to camp option. Getting to our camp each day can be done by using our car to camp drop off/pick up or daily bus services from Caledon, Eramosa, Erin, Guelph, Halton Hills, Milton, Orangeville, Peel and surrounding areas.

Junior General Camp is for campers entering JK - 4 years and older (on specific sessions), SK, and Grade 1 and is a structured outdoor day camp program with age appropriate activities. We encourage you to check the corresponding program page of our website for details. General Camp is for campers entering Grade 2 to Grade 8 and is a program that provides your camper with the opportunity to select their own choice of activities from our pre scheduled choices almost every activity period of every day. Freedom of choice in this program is a big part of why our campers love the program so much! We encourage you to check the corresponding program page of our website for details. Our LIT or Leader in Training Camp is for campers entering Grades 8,9, and 10 in some cases. This program is all about having fun at camp while learning more about taking on a leadership role in a recreational setting with children. We encourage you to check the corresponding program page of our website for details.

We are located in the Town of Erin on a 30 acre private property. We have a pool, pond, play forest, sports fields, outdoor stage, picnic shelters and tents, an archery range, a disc golf course, and more! Our programs have a variety of activities to suit your camper – so check out the program pages of our website to find just the right program for your camper today!

We have been running camps since 2002 and we are a local family run company. We feel strongly about the benefits that camp provides to our campers, camp families and to our staff. Community spirit, leadership, citizenship, environmental awareness, confidence building, and fun are what we are all about at Kids Inc Camp.

Join in the fun this summer and your camper will make friendships and memories that will be sure to last a lifetime!

1. Registration Policies and Information

HOW TO REGISTER - All registrations are done online and you are required to complete all aspects of the forms provided online and follow all of the instructions provided along the way. Our online registration system is called Camp Brain and this is where you will create a personal account and where all of your family and camper information will be kept in an encrypted database. Your online digital signature will be captured during the registration process in order to permit your camper to participate in our program. Please see our registration guide on the forms and documents page of the web site for a step by step guide that can help you to get booked smoothly or book a time for a phone call with our team to walk you through the registration process step by step.

PAYMENT - There are many payment methods to choose from and they will vary depending on the time of the registration season you are booking with us. You will be presented with and asked to select your payment method during the online registration process and it is your responsibility to pay as per the payment method that you have selected.

CONTACT INFORMATION - 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.

POLICY SIGN OFF - We require 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 of our policies.

CAMPER CARE - 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.

MEDICAL/NEEDS FOLLOW UP - If your camper has medication, or medical, or behavioural issues that you have added to the online registration we also ask that you follow up with our office by email so that we can plan a time to ensure that we have all of the information that we need. Please email registration@kidsinc.ca

SUPPORT REQUIRED - Please ensure that you register within the appropriate timeline if your camper/s require support while they attend camp. 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.

CONFIRMATION - Once complete, if you cannot see online confirmation of your registration on your family profile in the registration system within 24 hours of completing the 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 might not be registered if something has been left incomplete. Please follow up if you have not gotten confirmation of your registration.

CAR TO CAMP - HOURS POLICY/DROP OFF/PICK UP

You will be scheduled for a specific pick up/drop off time slot once you have registered with us. 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 via email. 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.

SPEEDY DROP OFF TIP: 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 our staff can get the backpack for you while you are able to stay in your car in order to be as efficient as possible.

If you will be dropping off a camper for the first time who might struggle with separation anxiety we suggest that you email us at registration@kidsinc.ca so that we can work with you to make a plan for a successful drop off.

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

***No smoking or vaping on camp property at any time.

BUS SERVICE - HOURS POLICY/DROP OFF/PICK UP

When you use our bus service please keep in mind that you cannot use this in conjunction with our car to camp option and you also cannot mix routes. You must select one bus route and one bus 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. This is especially true on the first day of any given session.

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 related to the bus must be submitted in writing via e-mail at least 7 days prior to the registration and can only be permitted based on availability.

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 and you can also try to reach us by phone 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 and calling us to see if we can get you on the bus at another stop is something you are welcome to try at that time.

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 8:40 AM to 9:10AM and again in the afternoon from 3:40 PM to 4:10PM.

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 for themselves, other campers, and the bus driver while riding the bus. Please contact us if this point sounds like an item we should discuss prior to the start of the camp season.

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.

Although it is always our goal to be on time, we reserve the right to have our bus arrive late for any of the scheduled times due to issues beyond our control. We will always 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 are not able to help you with administrative questions. For administrative questions please email 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 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 bus staff make us aware of any issues in this regard. We are pleased that this is rarely an issue but we do add this policy to our handbook to ensure that we are doing our best to provide our staff with a safe and healthy workplace with your help, support, and cooperation.

Our bus will wait for 2 minutes 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.

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 them to have access to food or drinks other than water on the bus we ask that you email us at registration@kidsinc.ca to discuss.

2. Payment Options and Policies

PAYMENT OPTIONS FOR 2026:

OPTION #1 - PAY IN FULL

THIS OPTION ALLOWS YOU TO PAY IN FULL WITH AN EFUNDS TRANSFER WITHIN 5 DAYS OF YOUR ONLINE REGISTRATION BEING MADE, OR BY USING ECHEQUE OR CREDIT CARD.

Efunds transfer payments will need to be completed and posted to your file within 5 days of the online registration. If you anticipate any kind of delay please email us in order to avoid cancellation.

Credit card payments are subject to a 2.4% service charge from the credit card company and eCheque payments are subject to a 1% service charge from the bank so please consider using eFunds payments in order to avoid this charge.

EFUNDS TRANSFER - registration@kidsinc.ca - no password required but please add a note with your campers full name in order to help us to apply the payment to the appropriate file.

ECHEQUE - You may pay in full with your bank account by using an eCheque, however, there is a 1% processing surcharge from the bank for using this method of payment. Please consider using Interac eFunds transfer if you want to avoid the service charge.

CREDIT CARD - You may pay in full with your credit card, however, there is a 2.4% processing surcharge from the credit card company for using this method of payment. Please consider using Interac eFunds transfer if you want to avoid the service charge.

The payment amount should be the entire balance owing for the season and needs to include HST.

OPTION #2 - PAYMENT PLAN

Payment Plans can only be organized by using a Credit Card or an eCheque method of payment. Once you select your method of payment that method of payment will be used for your entire payment plan. Please remember that there is a 2.4% service charge for the use of credit card payments and a 1% service charge for the use of eCheque payments and so the eFunds option is the most economical way to create a payment plan.

DEPOSIT - Your deposit will be for 25% of the total of the entire registration amount.

POST DATED PAYMENTS - Your post dated payment dates will be based on the date that you have started your payment plan. Here are some examples of our payment plan dates:

If you book with us in the month of February or March your future dated payments will be May 1 and June 1, however if you book with us a little later in the season your future dated payments might be May 15 and June 15 OR your future payment may be done in one payment rather than 2. Please confirm the dates for your payment plan payments upon booking.

****IN SOME CASES WE ARE ABLE TO COME UP WITH CREATIVE PAYMENT PLANS TO SUIT YOUR FAMILY BUDGET SO PLEASE EMAIL US TO MAKE SPECIAL ARRANGEMENTS FOR YOUR PAYMENT PLAN TODAY!**

OPTION #3 - SLIDING SCALE AND CREATIVE PAYMENT PLANS

Please note that at Kids Inc Camp we do have a sliding scale for our registration fees for families in financial need. We would love to have the chance to talk to you about how we might be able to help your campers attend our program. Please email us at registration@kidsinc.ca today to discuss.

Please note that we are able to create payment plans that break your payments into smaller amounts if that is a strategy that might help your campers attend our program. Please email us at registration@kidsinc.ca today to discuss.

PAYMENT POLICIES

Interac eFunds transfer payments are not subject to any kind of service charge and this is the method of payment that we suggest in order to avoid service charges.

eCheque payments are subject to a 1% service charge from the bank you use to make these payments.

Credit card payments are subject to a 2.4% service change from the credit card company you use to make these payments.

If you select “payment plan” as your method of payment, the payments will be processed automatically with the method of payment you select on the dates listed on the payment plan.

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.

SWITCHING SESSIONS

Switching of weeks can only be done with at least 21 days notice pending space in the week you would like to switch into and will be subject to a \$10.00 session switching fee. If the week you are switching out is already full you will be subject to a full cancellation fee of \$30.00 as per the cancellation policy we would have already turned others away from registering for the spot that you have been taking in the program. Switching session fees will be in effect from April 1 of each camp season to the end of the camp season. Prior to April 1st any switches made will not result in an additional fee.

DISCOUNTS

PLEASE NOTE THE FOLLOWING IMPORTANT INFORMATION ABOUT DISCOUNTS:

- a) YOU MAY ONLY USE A DISCOUNT CODE IF YOU QUALLIFY FOR THE USE OF THAT DISCOUNT BASED ON THE DESCRIPTION PROVIDED AND THE REGISTRATION IN QUESTION.
- b) PLEASE NOTE THAT ONLY 1 DISCOUNT CAN BE USED AT ANY GIVEN TIME. YOU MAY NOT APPLY DOUBLE DISCOUNT CODES OR USE MORE THAN ONE DISCOUNT.
- c) PLEASE NOTE THAT YOU MUST APPLY THE DISCOUNT CODE DURING THE REGISTRATION PROCESS IN ORDER TO GET THE DISCOUNT IN QUESTION. IF THE CODE IS NOT APPLIED THE DISCOUNT WILL NOT BE APPLIED.
- d) PLEASE NOTE THAT IF A CODE IS ENTERED AND THE DISCOUNT APPLIED TO A REGISTRATION THAT DOES NOT QUALIFY IT WILL BE REMOVED AND YOUR BALANCE OWING WILL BE RE-CALCULATED.

VALUE BUNDLE DISCOUNT - Our Value Bundle Discount will be offered from the time that our registration opens until July 1. This discount is based upon the number of sessions that **your family** books for with us at Kids Inc Camp. You will only qualify for this discount if your family registration is within the criteria set out in this description of the discount. Please be sure to read the details and only enter the discount code if you are eligible. If the code is entered and the discount is applied in error to a registration that does not qualify, it will be removed. This discount is **\$10.00 off per session per child** when you book for the correct specific volume of sessions per family registration.

- If you are a camp family with 2 or more campers you will need to book a total of 6 sessions or more for the camp season.
- If you only have 1 camper in your family you will qualify if you book for 4 sessions or more.

The code you will need to enter is **VALUE2026** and this will be entered during the online registration process when prompted to enter a discount code.

EXAMPLES FOR THE VALUE BUNDLE:

If your family has 2 campers who book for 3 sessions each - this equals 6 sessions total for your family and you qualify! If your family has 3 campers and you book them for 2 sessions each - this equals 6 sessions total for your family and you qualify! If you only have one camper in your family and you book that one camper for 4 sessions total you qualify as the total number of sessions to qualify is smaller for a family with only one camper.

6 WEEKS OR MORE DISCOUNT - Our Six Weeks Or More Discount will be offered from when registration opens through the end of the camp season. This discount is based upon the number of sessions your **individual campers** are booked with us at Kids Inc Camp. You will only qualify for this discount if your campers' registration is within the criteria set out in this description of the discount. Please be sure to read the details and only enter the discount code if you are eligible. If the code is entered and the discount is applied in error to a registration that does not qualify, it will be removed. This discount is **\$20.00 off per session for the eligible camper.**

- Eligibility is based on the registered number of weeks per individual camper
- If you have two children registered for 6 weeks each, all sessions are eligible for the 6 weeks or more discount
- If you have one child registered for 3 weeks, and one child registered for 6 weeks, only the one camper would meet the criteria for this discount since the discount is only for individual campers booked for 6 weeks or more.

The code you will need to enter is **6WEEK2026** and this will be entered during the online registration process when prompted to enter a discount code.

OTHER DISCOUNTS/SLIDING SCALE REGISTRATION FEES - Please do not hesitate to contact our office to see if we are able to offer a unique payment plan or special discount in order to get your camper or a camper that you know to camp this summer if you/they are in financial need. We do have limited spaces available each season at a subsidized sliding scale rate that we are pleased to offer to families in need. Please contact us if you would like to explore our discounted rates for families in need and/or if you would like to create a unique payment plan that might be helpful. We are also happy to work with school, church, youth group, service club, or other community based group organizations in this regard. It is our pleasure to offer this option and we are happy to discuss it further with you.

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/Switch 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 and will only be applied when appropriate.**
- **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.**

CANCELLATION POLICY

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

Without this 21 day notice we are not able to provide you with any form of refund.

With this 21 days notice or more there will be a refund minus a cancellation fee of \$30 per week per child.

If your cancellation does not provide us with 21 days notice but is approved by our administrative office and is accompanied by a doctor's note that is able to be provided to us we can switch your registration to another session of the same camp season pending availability. Please ensure you communicate with us at registration@kidsinc.ca quickly if/when you require to communicate about this topic.

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 in your opinion. There are no refunds available with regards to weather related issues - however if the entire program for the day needs to be canceled due to a weather emergency a credit may be applied to your account if/when appropriate. If forecasted weather appears to be extreme or problematic to the point that Kids Inc determines the safest solution is to keep all camper(s) at home - we will contact all registered families with our decision in that regard. This is

subject to extreme cases of inclement weather and has never happened so far since we began running camps in 2002, however, we reserve the right to revisit this as needed.

Kids Inc does not 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 other circumstances we need to know about 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.

Please ensure that you have provided us with all of the information that we need in order to care for your camper to the best of our ability. We need to have as much information as possible about each and every camper in our care in order to make Kids Inc a safe and happy place where each camper can thrive.

All campers registered for the program must be able to attend safely and thrive within a ratio of care of 1:7 in our Jr Camp Program and 1:10 in our General Camp Program. If you feel that your camper requires a more comprehensive ratio of care in order to attend please email us at registration@kidsinc.ca to discuss as one on one support options may be available.

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 \$30.00 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 is not able to move forward in keeping with the code of conduct at that point, 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 in order to provide the best care possible to the person in question and all others at our program. Refunds will be assessed on a case by case basis.

AQUATIC SAFETY

General Camp and LIT Camp will be using the pool and the pond, Junior General Camp has their aquatic fun in the pond and by using sprinklers and water based games.

Pool – General Camp and LIT Camp only. Jr General Campers will not use the Kids Inc Pool.

- 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 about your campers result. 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 – Jr General Camp, General Camp and LIT Camp.

- Jr General Campers will be in lifejackets at all times on the beach and in the shallow area of the pond.
- 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.
- Please note that 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 as long as they have passed the pool swim check and have a yellow band.

If you are wondering what passing the pond check means to your camper please note the following:

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. Please also note that even if the pond 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.

Only confident swimmers will be able to pass the pond swim check as the manner that the swim check is completed as well as the skills we see during the check are combined in order to formulate a decision regarding the outcome. The pond swim check takes place in the pool and consists of 30 seconds of surface support or treading, and completing 2 lengths of the pool without stopping, taking any breaks or touching the bottom in any way. This is a very challenging swim check due to the fact that we feel strongly that the use of the deep area of the pond, watercraft and our waterslide are parts of our program that should only be for campers who will be able to have fun and stay safe while participating. 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 pond use in a recreational – non-parentally supervised environment.

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 needs, 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 in most cases unless this has been organized with our camp office well in advance of the summer session in question, however, we might be able to help you to find a program that is just right for your camper with these needs. If you would like to

discuss options or if you require more information or further definition of the items listed here, 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 have tree 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, however, we always do our best to work with every camper's needs. If you require more information about this or wish to discuss this further, please contact our office. PLEASE NOTE: Please 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 from home, and we ask that this policy be respected at all times.

Please be aware that we do not have medical staff on our team to help campers with complex medical issues. We do have a full team of staff who are trained in First Aid and who are ready and willing to help your camper to the best of our ability. Please reach out to open the lines of communication prior to registration if your camper has more complex medical needs in order to ensure that our camp is the best fit for them this summer.

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. We will discuss this with you if we find this to be the case and 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 demands on our staff that are outside of the scope of practice of our staff team, 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 requires a nap time, our program is not appropriate for them at this time. We hope to see them soon once they are ready for a full day program!

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 and in order to ensure our campers are safe we assess each medical situation to ensure that we are able to accommodate. If we feel that a support worker at our program or an alternate camp program with medical staff on side might be required to assist with your campers medical needs we will discuss that with you upon registration. We count on open communication from camp families in order to serve the needs of each child in our care and this is especially true when additional needs are a part of the picture. Once your camper is in our care, if we find that the working relationship between us as care providers and you/your family is not a healthy working relationship, we will discuss cancellation with you in order to find care that is best for the needs of the child in question. Each situation in this regard will be discussed on a case by case basis.

IMPORTANT NOTE: ALL PARENTS/GUARDIANS must esign the liability 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, hospital care or any other medical attention. You are responsible for any costs related to EMS and admittance to hospital that may arise for the medical care of your child.

Any pre-existing medical issues need 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 in a zip lock bag and labeled with their name in marker and handed in at the start of the camp session to the Camper Care Coordinator (or 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 (or Bus Staff) to get the medication back to you prior to your departure. Please ensure you submitted the medication form online for all medications.

Please 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. This applies to campers of all ages and applies to all issues big and small. A headache or pain medication in the wrong hands can cause an issue so please hand all medication in to us in order to avoid any problems.

Allergy medication such as epi pen and inhalers may be kept with campers if that is what is best for their care plan....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.

PLEASE NOTE: 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 able to happen at any point during the camp day as long as your camper makes the staff member in their area aware that they are going to the washroom. The only time of day we ask campers to stay at their table is for “headcounts” or attendance. During this time they may be asked to wait to go - however - in the case of an emergency all they need to do is tell the staff member in their area it is an emergency and they can go without any issue. 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.

DIVERSITY/EQUITY/INCLUSION POLICIES

Kids Inc is continually committed to offering an inclusive program for all camper/participants. Kids Inc will always welcome campers/participants from all race, ethnicity, religion, sex, gender, sexuality, medical status, disability (visible or invisible), lifestyle choice, or any other type of identity held by an individual. Kids Inc will accommodate individuals to the best of our abilities whether it be for physical or mental disability requirements, respecting individuals of all identities, and ensuring that all participants are safe and welcome in our programs. If campers/participants require such accommodations or considerations, they should contact Kids Inc management to discuss within the timelines listed on our support page of the website. Discretion will be taken with regard to the confidentiality of information provided to us and only those who require sensitive information will be granted access accordingly.

HIGHFIVE AND THE PRINCIPLES OF HEALTHY CHILD DEVELOPMENT

Kids Inc is a registered program with HighFive where we are actively working towards accreditation.

As a registered HighFive program, we are always striving to ensure our program is congruent with the HighFive “Principles of Healthy Child Development” which include: Caring leaders, Friendship, Play, Participation, and Mastery.

Each principle looks at a different aspect of healthy child development and has its own criteria to ensure that our program is supporting healthy development as described.

This section of the handbook will be updated when we complete our accreditation journey!

5. Pick-up/Drop-off, and MISC Policies

SIGN IN AND SIGN OUT/TRANSPORTATION

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 at camp or at one of our bus locations please drive slowly and follow all instructions given to you by our staff team.

Car to camp transportation drop off is between 7:00 AM and 8:45 AM depending on your choice of Flex Hours, Regular Hours, and the designated time slot you have been provided (this will take place after registration).

The Kids Inc Driveway is closed to all car traffic during the following times: driveway closed to car traffic from 8:45 AM to 9:15 AM and again in the afternoon from 3:30 PM to 4:00 PM.

FLEX HOURS - 7:00 AM to 8:00 AM are our flex hours that require an additional fee.
REGULAR HOURS - 8:00 AM to 8:45 AM 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.

Car to camp transportation pick up is between 4:10 PM and 6:00 PM.

REGULAR HOURS - 4:10 PM to 5:00 PM 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 - 5:00 PM to 6:00 PM 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.

There are times that a staff member will be at the driveway to provide further instruction. If they are there please listen to their guidance with respect. If not please proceed in a logical way into the driveway and be sure to keep the speed limit of 20KMPH.

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.

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 park, turn around or to ask questions about Kids Inc Camp. Please do not use the 4th Line as a place to park and use your phone. If you need to use your phone please park in the Kids Inc parking lot to do so. 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 slowly, reading any signs about where to go/where to park, and if there are staff directing traffic please always listen to their guidance.

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 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 approach or 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.

***PLEASE NOTE - The Kids Inc Driveway is closed to all car traffic during the following times: driveway closed to car traffic from 8:45 AM to 9:15 AM and again in the afternoon from 3:30 PM to 4:00 PM.

We are sorry but in most cases parents will not be permitted on camp property during program hours.

PLEASE NOTES: At camp we will take pictures and videos of campers while they are attending our program. We cannot guarantee that every camper will be captured in our photos but we do try to do our best to catch as much of the action as we can. These photos and videos will be posted on our social media and in our photo albums as we are able to do so for you to view.

Photos and videos taken by Kids Inc Camp staff may 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.

BUDDY REQUESTS

Upon registration you can enter a buddy request for each camper. If the buddy request is granted the campers will be placed in the same table group during their alike registered session(s). Our table groups are created by age so buddy requests must be within 2 years of each other to be considered. If your buddy request is not able to be completed it could be for a number of reasons that can be discussed with you at the time such as the requested

campers are registered for different weeks, different programs, or they are too far apart in age. However, we always do our very best to match as many buddy requests as possible!

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.

Any person who has previously been asked to leave Kids Inc Camp or who has caused any problems related to Kids Inc Camp will be permitted in the programs or on the private property where Kids Inc Camp is held.

We are sorry but parents will not be permitted on camp property during program hours to take pictures or video of the program while it is in progress. At camp we will take pictures and videos of all campers while they are attending our program. These photos and videos will be posted on our social media and in our photo albums as we are able to do so for you to view. We cannot guarantee that all campers will be captured in photos and videos.

Photos and videos taken by Kids Inc Camp staff 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.

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 for labeled items. 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, especially if they are soiled or broken.

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.

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, 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 until the end of the camp day unless a specific arrangement has been made contrary to this prior to the camp session.

Kids Inc Camp will only permit electronic devices and trading cards during extended hours. However, we do not enforce the use of or 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 that you feel that your campers bag requires 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

PIZZA LUNCH - Kids Inc will ensure that all food service staff take the required precautions when serving food on pizza day. Pizza and juice are provided for pizza day for campers who have ordered it and we do not suggest the pizza lunch option for campers with any food related allergies or special requirements as we cannot control cross contamination of allergens or ingredients that may not be in keeping with the requirements in question. Pizza lunch does not include snacks. The snack shack is available but please note that the snack shack only has treats. We suggest sending snacks that include items found in Canada's Food Guide on pizza Friday.

NO SHARING FOOD - 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.

FOOD AND BEVERAGE REQUIREMENTS - Please send your camper with an appropriate amount of food and hydration based upon the fact that our program is active and outdoors. Our water refill station contains well water and many of our campers prefer water from home. We suggest that you send the daily requirements for hydration with your camper from home although water refills are possible if and when the need arises.

NO NUTS - No nuts or nut products should be sent to camp.

SNACK SHACK - Snack shack items may contain ingredients that are not appropriate for children with food sensitivities and allergies. Please contact us for more information. Please note that the snack shack is only open for General Campers and LIT Campers. Junior General Campers do not have access to the snack shack. The snack shack sells treats that do not substitute for snacks packed from home based on Canada's Food Guide.

SNACK SHACK BUDGETING - We are not able to monitor snack shack budgeting. Please only send your child with a monetary amount that is suitable for them.

LOST SNACK SHACK MONEY - We cannot be responsible for lost snack shack money at camp. Please send your child's snack shack money in a safe and secure location.

SNACK SHACK IS OPTIONAL - Sending money for snack shack is optional. Not all campers are sent with money for these options.

PIZZA DAY DETAILS

There are no substitutions or special orders with regards to our Friday pizza lunch program. We serve cheese pizza and a fruit punch juice box. 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 may or does include 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 such as early sign out or absence 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 if you anticipate the same situation coming up. Please contact our office to discuss.

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 facilities, programs, procedures and practices. 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 OR DROPPED OFF IN OUR LOCKED DROP BOX:

MAILING ADDRESS: Kids Inc. PO Box 129 Hillsburgh, ON N0B 1Z0

DROP BOX: 5567 4th Line - this is the camp driveway and there is a black locked drop box at the end of the driveway on the fence. Please email us if you have dropped a cheque off. Thank you!

Please make cheques payable to Kids Inc.

PLEASE NOTE: 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.

We also love getting your feedback! Please note that we will be sending you a survey via email at the end of your session/s with us in order to gain insight into your experience with us here at Kids Inc Camp. Please participate in providing us with feedback as we are always striving to learn more about how we can be the best that we can be! Thank you.

OFFICE HOURS

PLEASE NOTE THAT THE KIDS INC OFFICE HOURS ARE POSTED ON THE CONTACT US PAGE OF OUR WEB SITE AND WILL BE UPDATED AS THEY CHANGE - 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