

Town of Canmore Big Fun Day Camp Handbook



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Welcome!

This handbook will outline the policies, procedures and any other information that is important to share with parents and participants about Big Fun Day Camps. Please read through this package prior to your participation in the program. If you have any questions or concerns, please do not hesitate to contact us at 403-679-5006.

The Town of Canmore is pleased to provide quality day camps for children and youth in our community.

Our commitment is to ensure your child has a safe, rewarding and memorable day camp experience. Through carefully planned itineraries, we will provide meaningful and age-appropriate activities that take into consideration Canmore and our local resources.

Contact Information:

Oliver Morgan (he/him) **Day Camp Team Leader**

(403) 996 0025 **on site cell**

Call/Text for:

- Questions about location of pick up and drop off
- An absence in Big Fun day camps
- Permission to pick up from another individual
- Feedback

Oliver.morgan@canmore.ca

Adrienne Martel (she/her)

Child & Youth Coordinator

(403) 679 5006

Call only for:

- Relaying camper info such as medication needs, or special circumstances
- If your child has an aide that comes to camp with them
- Feedback

adrienne.martel@canmore.ca

Jesse Renwick (He/Him)

Acting Recreation Supervisor

(403) 678 8949

jesse.renwick@canmore.ca

Customer Experience Elevation Place

(403) 678 8920 ext 0

- Registration and withdrawals
- Refunds

Customer Experience Canmore Recreation Centre

(403) 678 1878

Our day camp counsellors will have radios with them to communicate between groups and supervisors. At no time will they give out personal cell phone numbers to the public.

OUR MISSION:

- Ensure a safe environment is provided at all times.
- Ensure the overall development of children and youth through well balanced programming.
- Foster an appreciation of diversity amongst others and their differences.
- Promote respect towards the environment and our community.
- Provide excellent customer service above and beyond expectation.
- Implement physical activity into daily programming

The Town of Canmore is located within Treaty 7 region of Southern Alberta. In the spirit of respect, reciprocity and truth, we honour and acknowledge the Canmore area, known as “Chuwapchipchiyan Kudi Bi” (translated in Stoney Nakoda as “shooting at the willows”) and the traditional Treaty 7 territory and oral practices of the Îyârhe Nakoda (Stoney Nakoda) – comprised of the Bearspaw First Nation, Chiniki First Nation, and Goodstoney First Nation – as well as the Tsuut’ina First Nation and the Blackfoot Confederacy comprised of the Siksika, Piikani, Kainai. We acknowledge that this territory is home to the Métis Nation of Alberta, Region 3, within the historical Northwest Métis homeland. We acknowledge all Nations who live, work, and play and help us steward this land and honour and celebrate this territory. We commit to working to live in right relations and to advance Truth and Reconciliation.

DAY CAMP ADMINISTRATION

Our Staff

Our day camp counsellors know how to create fun in an environment that is safe, and fosters learning and growth! We understand the importance of building positive relationships between staff and participants. Each day camp counsellor has an RCMP Security Clearance, current first aid certification and takes part in pre-camp training sessions.

Hour of Operation

Camp runs 9 a.m. – 5 p.m. Pre-care begins at 8:30 a.m. and post-care runs until 5:30 p.m. We appreciate timely drop-offs and pick-ups.

Waitlist

If a program is full, you may place your name on a waitlist (current contact information is required). There is no charge for this service. If space becomes available, you will be contacted immediately. If your plans have changed and you decline, then the next person on the list will be contacted.

Cancelled Programs

If a program is cancelled due to insufficient registration, a Customer Experience agent will contact you by phone to notify you that the class has been cancelled. At that time, patrons have the choice of a full refund or to leave the credit on the account to use towards future programs or courses.

Cancellation Policy

Once a program has begun, no refunds or credits will be given unless it's for medical reasons and the request is accompanied by a medical note. Refund requests prior to **one week** of the program start date are fully refundable. There are no refunds, transfers, or credits if you cancel within one week of the program start date.

Ratios

Unless otherwise stated, counsellor to participant ratios at Big Fun are as follows:

Chipmunks	5-6 years old	1:8
Ravens	7-8 years old	1:10
Grizzlies	9-12 years old	1:12

Photo Release Consent

As per the Town of Canmore's photo release consent policy, day camp staff are not to release children's full names when photos are taken by the media. If photographers want full names, they will have to get consent from parents.

Parents willing to have pictures taken of their children will sign a photo release form.

Camper Attendance

In the event that a camper does not show up within 30 minutes of the camp start time or by a departure time, and we have not been told that they will be absent, a call home will be made.

Camper Information

The Town of Canmore will collect important information on each camp camper (allergies, medical concerns, contact info, etc). This information will be shared with day camp counsellors. The day camp counsellors will review and be made aware of any special considerations that apply to their campers. This information is confidential. If you have any concerns, please bring them to the attention of a supervisor.

Camper Sign In/Out

Children will be dismissed only to those adults indicated on their program registration form. If another person is to pick up your child, please contact staff prior to the start of program that day. Staff may ask this person for ID if they are unknown to the staff.

Children who leave the program independently must have this indicated on their registration form.

Parents, other designated adults, or the child themselves (if leaving independently) are required and responsible for physically signing the child out on the attendance sheet on site.

PROGRAM SAFETY

In order to ensure all campers and day camp counsellors have the best possible experience with us, **it is essential that all programs operate in a safe manner.**

Emergency Procedures

Fire drill procedures will be discussed and practiced with the participants on a regular basis. A complete first aid kit is on the premises at all times and a portable kit is taken on all excursions.

Health Standards

For health reasons, sick children are not permitted in the program. Whenever possible, please do not send a sick child to our programs. If a child becomes sick while in care, parents will be notified and asked to remove the child from the program immediately. This ensures all participants and staff remain healthy.

Incidents of Lice

If a child is identified as having lice, they will immediately be requested to be removed from the program. The child is welcome to return to the program only once successful lice treatment has occurred.

Accident/Incident Reporting

All incidents and accidents are reported in written format and are reviewed by administration. Parents are notified of the details regarding all incidents.

Camper Medication

We do not administer medication to campers. Parents must advise day camp counsellors if their children need medication during camp hours. A child may be old enough to take their own medication, or the parent must come and administer it themselves.

Allergies / Medical Conditions

Parents should advise us of any allergies or medical conditions on their child's "Camper Information" details. It is the responsibility of counsellors to review this information, and know which campers have allergies or medical conditions.

Peanut butter, nuts, almond milk, and all foods containing nut by-products are not permitted at camp.

Make sure campers who use auto-injectors or other medications have them with them at all times.

Most children with severe conditions will have a small pack or kit, which they may or may not always carry. We may flag the child's backpack with something obvious (or separate from the main group) so it's easily identified when it's not being worn.

Pool Safety

In order to keep your child safe in the pool, all participants will receive an orientation prior to entering the pool. Children 6yrs and up will be invited to try the swim test allowing them to swim without a life jacket. These tests are at the discretion of the lifeguards on duty. Children under 6yrs will be required to wear a life jacket regardless of swimming ability. All counselors are required to keep active supervision of campers while in the pool and on deck.

Camper Disclosure

We play a significant and important role in the lives of our campers. The well-being of children and youth is of the utmost importance to the recreation team.

As per staff training facilitation from Family and Community Support Services, if we are suspicious of some form of child abuse and/or a camper discloses some form of abuse to us, **we must report to either the Child & Youth Coordinator or the Recreation Supervisor, and may be reported to Alberta Child Intervention.**

Child Illness

Guidelines

As of June 2022, all Town of Canmore staff are fully vaccinated against COVID-19. Town of Canmore staff will follow all current guidelines: municipal, provincial and federal. All vaccinations status' and all individuals are welcome at Big Fun day camps.

Face coverings are not required during camp (unless otherwise posted). Individuals who choose to wear a face covering will be supported; it is recommended mask-users bring multiple masks to camp.

Cleaning

Regular handwashing is part of the daily routine while at camp. Hard surfaces used by the camp will be sanitized daily. Regular facilities cleaning of bathrooms and other highly used areas.

WHAT TO BRING TO CAMP

Lunch & Snacks

Campers are asked to bring a well-balanced lunch, water bottle, and snack(s) for full day programs. We provide lunch supervision as part of the overall program. **Peanut butter, nuts and all foods containing nut by-products are not permitted at camp. Any additional allergy concerns will be posted at camp.**

Clothing for changing weather conditions, appropriate footwear, swimsuit and towel (on swim days), and a backpack. All items should be personally labeled. Camp guidelines do not permit bare feet at any time while outdoors, waterproof or extra shoes are recommended for wet activities outside. Suitable waterproof shoes include heel-strapped sandals such as Tevas or Chacos.

Swimming

Campers should bring their bathing suit, towel, and goggles if used. Lifejackets are provided for those who need them.

Climbing

Clean indoor runners are required for climbing days. Campers are welcome to bring their own shoes or harness if they like. If they do not have proper footwear, shoes will be provided at a cost of \$6 (GST included) per pair.

Lost and Found Items

We do not encourage campers to bring personal items such as money, toys or electronics to camp. The. If items are lost in camp locations (CRC, EP, or Scout Hall) the items will stay there until the end of the summer, at which point they will be put in the lost and found bin at EP or CRC.

The Town of Canmore does not accept responsibility for articles brought to camp that are lost, stolen, or damaged

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