



SUMMER DayCamp



Parent Handbook 2023



**YMCA of
Oakville**

Endless Summer Memories

YMCA Summer Day Camp is a chance for everyone to create endless summer memories: playing games, exploring the outdoors, learning new skills and making friends for life! With a fresh selection of traditional and specialty camps this summer there is something for everyone! We look forward to helping campers unplug from screen time and plug into rediscovering the outdoors, sports, trips, fun activities and more.

The YMCA's long history and expertise in supporting a holistic approach to health, growth, and development of children and youth is evident in our camp programs. At YMCA Day Camp, children can be physically active and enjoy just being kids.

We cannot wait to build lasting memories with your child this summer!

Camp Hours

All camp programs operate from 9:00 a.m. to 4:00 p.m. Campers can be dropped off between 8:30 and 9:00 a.m. and picked up between 4:00 and 4:30 p.m. Unless registered for Camp Care all campers must be picked up by 4:30 p.m. Families who arrive after 4:30 pm will be required to make payment directly to the staff on duty within 48 hours.

Our late fee is levied at a rate of \$15.00 for every 15-minute increment, starting at 1 minute past the program time. For example: 4:31 p.m. to 4:45 p.m. is a fee of \$15.00

Please note: We do not issue receipts for late payments. Should you be late, every effort will be made to reach you and your emergency contact person. If we have not been able to contact someone to pick up your child by 5:30 pm, a call may be placed to Halton Children's Aid Society for consultation.

Drop off & Pick up

The YMCA of Oakville is committed to providing a safe and secure environment for all campers. Campers will only be released into the care of their parent/guardian, or into the care of the individual designated by the parent/guardian. Everyone picking up must show government issued photo ID and must be 16 years old or older.

We must receive written authorization of an alternative pick up personnel prior to dismissal.

Campers who are 13 years old are allowed to sign themselves in and out of camp as long as we have previous written authorization from a parent/guardian. Though they are permitted to sign themselves in and out of camp they are NOT permitted to sign siblings or friends in and out of camp. No exceptions.

Camper Health & Wellbeing

When children show signs of illness, please keep them at home, this reduces the spread of illness at camp. A child may be sent home if coughing, sneezing, has a temperature, or any other contagious illness or infection.

A child who develops symptoms during the day, will be sent home. Children showing signs or illness must be picked up within one hour. Please ensure your emergency contact can be on site for pick up within that time frame.

Participants should not attend camp if they:

- Have any of the following new or worsening symptoms or signs (symptoms should not be chronic or related to other known cause or conditions)
- Fever or chills; difficulty breathing or shortness of breath; cough, sore throat, trouble swallowing; runny nose/stuffy nose or nasal congestion; decrease or loss of smell or taste; nausea, vomiting, diarrhea, abdominal pain; and/or not feeling well, extreme tiredness, sore muscles.
- Have been told by a doctor, health care provider, or public health unit that they should currently be isolating (staying home)
- Please check your child for lice before the start of camp, otherwise they may be sent home.

Medication at Camp

Our staff can administer prescription medication in the original container. The medication must be affixed with the original pharmacist's label and must include the following information: name of the child, medication prescribed, dosage, duration, expiry date. Over the counter medication will only be administered to your child when it is sealed in the original container and labelled with the following information: name of child, medication prescribed (i.e., children's Tylenol), dosage, duration, expiry date, reason for administering.

In each case, parents must complete a YMCA medication form that authorizes the administration of medication. Staff can only administer dosage that is on the label. If a different dosage is suggested, a doctor's note must be provided.

Medical Emergency

In the event of an accident, injury or illness involving the participant where medical attention is required, EMS will be called. The legal guardian will be notified.

Allergies/Anaphylaxis

Anaphylaxis is a serious allergic reaction that can be life-threatening. This allergy can include, but is not limited to, food, insect bites, medicine, and environmental conditions. We have many children in our care who have a life-threatening allergy and we take every measure to ensure their safety. Protecting children with life-threatening allergies is a shared responsibility. Parents who have children who have been diagnosed with an anaphylactic allergy must provide a detailed individual profile at the time of registration.

EpiPens & Inhalers

Any child bringing an EpiPen or Inhaler to camp must bring it in a separate fanny pack/case to be worn at all times.

Camper Groups

Camper group sizes are aligned with the Ministry of Health Day Camp Guidance and Halton Public Health recommendations. Our camper group ratio is 1:10 for 5- and 6-year-old campers and 1:13 for 6- to 13-year-old campers. Campers will remain with the same group for the duration of the camp.

Camper Code of Conduct

The safety and well-being of each camper is of the utmost importance. Campers must recognize a personal responsibility to learn and follow the safety rules established by the YMCA Staff. Should the behaviour of the participant places him/her/they, or others at risk, may result in the immediate dismissal from the program. Campers are also expected to treat each other, staff, and themselves with respect; solve problems collaboratively, include others in activities, and always use non-offensive language. We have zero-tolerance for bullying and discrimination; participation in either will result in communication with parents/caregivers and possible dismissal from the program. Campers may be re-integrated into a camp program following a discussion with camper parent/caregivers and senior camp staff.

Hiring and Training Camp Staff

YMCA Camp Staff go through a comprehensive interview and selection process. They are required to submit three employment references, plus a current police record check with vulnerable sector screening prior to starting with us. Our team of high school and university students is selected based on their maturity, enthusiasm, and passion for working with children and families, and their ability to role model YMCA values.

Parent/Guardian and Camper Concerns

The YMCA is committed to service excellence in the delivery of programs, services and supporting our charitable mandate. We recognize that from time to time, there may be concerns that may arise. Parent, guardian or camper concerns should be brought to the attention of the site director.

If a satisfactory resolution is not reached, the following are the steps for escalation:

- All issues and concerns raised by parents or guardians are taken seriously by the YMCA and will receive follow up. Every effort will be made to address and resolve any concerns to the satisfaction of all parties and as quickly as possible.
- Issues and concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The YMCA protects the privacy and confidentiality of all parties concerned. For this reason, if the concern involves a dispute between two parties, steps taken with each party may not be disclosed.
- An initial response to a concern will be provided to parents/guardians as soon as practically possible. The person who raised the issue/concern will be kept informed throughout the resolution process. YMCA staff and supervisors will respond to all concerns during their operating hours, and may not have access to emails or work tools at night or over weekends. We ask parents/guardians to respect a reasonable response time which is aligned with business hours.
- YMCA staff will apply a three step process to understand and resolve a concern. Staff will listen and seek to understand all sides of a situation. Staff will relay concerns and expectations for conduct and staff will explain implications for future interactions. The YMCA reserves the right to suspend the attendance of campers while a serious concern is being investigated and there is a risk of safety.
- Each concern will be treated confidentially, and every effort will be made to protect the privacy of parents/guardians, children, staff, students, and volunteers, except when information must be disclosed for legal reasons (e.g., *Children's Aid Society or a law enforcement agency*).
- Our organization maintains high standards for positive interactions, communication, and role-modeling for children. Harassment and discrimination will not be tolerated from any party. If at any point a parent/guardian or YMCA staff member feels uncomfortable, threatened, abused, or belittled, they may immediately end the conversation and report the situation to the supervisor.

Electronic Devices

Camp is a time to learn new things, make new friends and disconnect from screen time. We discourage campers from bringing electronic devices such as cell phones, ipads/tablets, handheld gaming devices etc. while at camp, the YMCA of Oakville will not be held responsible for lost or damaged devices.

Photography

For safety, security and privacy concerns camp participants are not authorized to take photographs. Camp group photos are taken weekly and sent home via photo frames outlining highlights of camp, from time-to-time professional photographers will be contracted to take pictures for promotion, social media etc. Families are provided with consent forms upon registration confirming their permission to take photos for these mentioned purposes. Employees and campers may not post, publish, or release any information or photographs that is considered confidential or not public or engage in any social media networks that threaten or become antagonistic or may have a detrimental effect on the image or reputation of the association or the safety, privacy and security of others.

YMCA Financial Assistance

A financial obstacle should never stop a child from reaching their full potential. The YMCA Fill the Bus Campaign ensures every child has the opportunity to learn and grow at the Y.

To apply for financial assistance, please complete the Subsidy and Financial Assistance Form.

- YMCA Financial Assistance applicants are required to produce a Notice of Assessment
- A member of staff will reach out to you to confirm registration and payment information
- Families seeking Subsidy and Financial Assistance are only able to register for two weeks of the following specialty camps.
 - Adventure Tours Jr. and Adventure Tours Sr. at the YMCA location
 - Digital Art, Theatre Performance Camp, Art Mosaic Camp, Improv with Oakville Improve Theatre and Bricks 4 Kidz at St. Andrew's School
 - Horseback Riding at Valens
 - Golf at Bronte

Regional Subsidy Registration – Halton Region

The YMCA of Oakville holds a Purchase of Service Agreement with Halton Region. This partnership allows us to meet the needs of families in our community who are unable to pay the full cost of Summer Camp. To learn more about how you can apply for fee subsidy, please contact Halton Region at (905) 825-6000.

Once you have received approval from Halton Region for Fee Subsidy for YMCA Summer Day Camp, please:

- Complete the camp registration form
- Email your registration and a copy of a current CSF30.
- A camp administrator will receive your registration entry and will be in touch regarding payment and parental contributions.

Camp Fees

Registration Information

- Summer day camp registration is available online
- There is a **\$25 non-refundable deposit fee** to secure your spot for every camp session you register for.
- Camp fees will be set up to be paid in full according to the payment schedule
- Registration remains open until the camp is full, or until one week before camp begins.
- Limited spaces are available and are assigned on a first-come-first-served basis. If the camp is full, please add your child(ren) to the waiting list, we will contact you if a space becomes available.
- NSF payments or declined credit cards will be subject to a \$19.99 service charge. This will be applied to all NSF pre-authorized debits and declined credit cards. Failure to make full payment of camp fees one week prior to the start of the program will automatically result in withdrawal.

Payment Methods

We accept Mastercard, Visa and American Express credit cards as well as Interac, Visa & Master Card debit cards

Please note:

- A **\$19.99 service charge will be applied to all NSF pre-authorized debits and declined credit cards.**
- Disputed transactions must be addressed within 30 days from the registration date.
- Failure to make full payment of camp fee one week prior to the start of the program will automatically result in withdrawal. Please refer to the payment schedule below.

Payment Schedule

Week	Session Dates	Bank Withdrawal	Cancel by Date
1	July 3-7	June 19	June 19
2	July 10-14	June 26	June 26
3	July 17-21	July 3	July 3
4	July 24-28	July 10	July 10
5 (short week)	August 1-4	July 17	July 17
6	August 8-11	July 24	July 24
7	August 14-18	July 31	July 31
8	August 21-25	August 7	August 7
9	August 28-September 1	August 14	August 14

Cancellation/ Refund Policy

- Full refunds will be issued if Day Camp is not able to operate as a result of Government or Public Health directives.
- All refund requests must be in writing cancellation form (please submit one form per camper).
- For requests made at least 14 days prior to camp date, refunds will be issued less \$25 per session.
- Requests made within 14 days of the first day of camp fees are non-refundable.
 - Exceptions may be considered for confirmed medical reasons with proper documentation (*doctor's note required*).
- No refunds are issued if a camper is sent home due to their code of conduct, illness or directed to isolate/stay home.