



Parent & Guardian Handbook

Day Camp Programming

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HOURS OF OPERATION

The regular operation hours for the Municipality of West Perth Day Camp is 8am-5pm.

Our day camp runs on PA Days, March Break, Winter Break and for 9 weeks during summer vacation. During the summer and march break program, early-drop off is available from 7-8am for \$3.00 per participant and late-pick up is available from 5-6pm for \$3.00 per participant.

Our Day Camp is closed on all statutory holidays.

CHILD CARE SUBSIDY

Child Care subsidy for our programs is through the City of Stratford. To find out if you are eligible, please visit their website.

PROGRAM FEES

Day Camp Fees as of January 2024:

Single Day Price	Full Week Price (5 Days)
\$34.00 per participant	\$160.00 per participant

PAYMENTS

For single day camps such as PA Days, payment is to be made at the time of registration. Payments can be completed online or an e-transfer sent to finance@westperth.com. If sending an e-transfer ensure it has time to process and be updated before the due date.

For other camps, a minimum of \$34.00/per week is due at the time of registration. The remaining payments are to be made the Sunday before each week of camp. Payments must be made by the deadline for participants to attend camp.

There is a \$15 cancellation fee if you wish to cancel program days. Refunds within 7 days of the program will only be considered for family/medical emergencies.

REGISTRATION

Registration dates are always announced in advance on our westperthrecreation Instagram and Facebook pages. Online registration can be found online at www.westperth.com/youth.

DROP-OFF/PICK-UP

Parents/legal guardians are required to bring participants into the facility and sign them in on each scheduled day. Leaders will monitor the attendance as participants arrive for the program and will take full attendance within 20 minutes of the start of the program.

Children are not to be released into the care of any individual other than a parent/legal guardian unless expressed written consent is given from the parents/legal guardians or it stated on the registration form.

ATTENDANCE

Attendance is recorded twice per day for programs that are greater than ½ a day in duration. Camp attendance is taken within the first 20 minutes of the program and then at the half day mark. The whereabouts of all children at the program will be known at all times and periodic head counts will be done throughout the program time no less than 10 minutes apart to ensure everyone is accounted for. Head counts are completed prior to departing and after arriving at each different location.

ABSENCES

If a participant is to be absent, parents/guardians should email cbergsma@westperth.com or call 519-348-9311 (pa days, winter break) or 226-303-2660 (march break, summer months) before 9:00am on the day of the program. If a notice of absence is not given in advance, and the child whereabouts is unaccounted for, phone calls will take place in order of contacts listed on the registration form. These calls will occur until the location and attendance status of the child is found.

If the child has still not been accounted for, a process is in place for leaders to consult with a manager to determine the next steps to be taken to find the child's whereabouts.

AGES AND GROUPINGS

Our leader:child ratios meet or exceed minimum regulation standards. All programs are evaluated to determine the appropriate level of supervision that is required. Our evaluations consider the risks and complexities of the program/activity, the age and developmental stages of participants.

Ages of Children	Leader to Child Ratios
4-5 years old	1:5
6-7	1:10
8-12	1:10

Our leader:child ratios are changed as needed to reflect the risks and complexities of the program and its activities (swimming included).

SUPERVISION

Children are supervised by leaders at all times, while maintaining ratios. Children will be supervised or a buddy system will be organized when using transition areas such as hallways, change rooms and washroom facilities. Children will also be under supervision during arrival/departure.

Leaders and supervisors are responsible for ensuring supervision ratios are correct. When supervising in public places, children will not wear nametags.

HIGH FIVE (PHCD)

HIGH FIVE is Canada's only comprehensive quality standard developed for organizations that provide recreation and sport to children aged 6 to 12. Through a quality assurance process, HIGH FIVE supports the safety, well-being of children and represents a true commitment to healthy child development in recreation and sport.

HIGH FIVE® was founded by Parks and Recreation Ontario (PRO) in 2001 after years of research and development. The HIGH FIVE® standard provides a support system of specialized training, innovative tools and resources for leaders and parents to help organizations move toward the goal of quality assurance and optional Accreditation.

All of our policies and practices are fair, inclusive, and supportive of the HIGH FIVE Principles of A Caring Adult, Friends, Play, Mastery and Participation, and that they are age appropriate and respectful and supportive of the uniqueness and diversity of each child.

All leaders are trained in HIGH FIVE and have an understanding of the importance of the HIGH FIVE Principles of healthy child development:

- A Caring Adult
- Opportunity to Play
- Make Friends
- Master skills
- Participate

Our leaders are also aware of the design guidelines that programs must:

- Be welcoming of Diversity and Uniqueness
- Ensure the physical and emotional Safety of children
- Be Developmentally Appropriate for the ages and stages of the children involved

OUR PROGRAM

Program planning is an important process that includes other leaders, and where applicable children and staff. Involving a variety of people is important to assess needs, share stories and consider observations and experiences. Throughout the delivery of children's programs that are longer than one day in length, a periodic discussion with children will occur to determine if the program is meeting their needs and expectations. A variety of questions will be asked and recorded.

The facilitating and implementing of program plans and activities is monitored during the program by the Child and Youth Program Lead to ensure ongoing quality program delivery. Participants will enjoy a variety of activities each day at camp. Every day will include passive, active and creative activities, generally based on a specific theme. Program plans/themes are shared with parents/legal guardians on our website and a daily schedule is posted within the facility.

Transitions from one activity to another, or one location to another are always planned and consider the High Five Principles. Participants typically walk to other locations, during each camp day which are sent out ahead of time. In the summer program, participants walk each day to the West Perth Community Centre and Lions Park.

OUR STAFF

All camp staff are certified in First Aid CPR C and High Five (PHCD). All staff have also completed training in WHMIS, AODA and Worker Health and Safety.

Police Vulnerable Sector checks are completed for all staff 18 years of age and older. Reference checks are completed when deemed necessary.

Leaders have received diversity, access and equity training. Activities are planned to accommodate diversity and are considerate of participants having access and being treated with equity. This policy supports our organization's commitment to each child and formalizes the use of supportive strategies to ensure that all children feel welcome, included and valued while involved in all programs.

Leaders are qualified with the appropriate technical skills, instructional skills and philosophical position on child development to design and lead developmentally appropriate progressive skill development. Leaders measure the child's success by helping each child reach their developmentally appropriate skill level – not by pushing a child beyond their ability. Leaders understand that Mastery happens at many stages throughout the learning process.

The Child and Youth program Lead monitors the leaders to ensure that skills and qualifications are kept current and that their leadership provides a quality experience for each child.

OUTDOOR PLAY

Participants will have daily opportunities to participate in outdoor activities.

SPRING, FALL AND WINTER

Participants will need to pack appropriate clothing for outdoor activities in these seasons. These may include splash pants, snow pants, winter coat, spring coat, rubber boots, winter boots, hat, and mittens.

SUMMER

For summer months, ensure participants are dressed appropriately for the weather. Participants will need to bring a bathing suit and towel, along with a hat, sunglasses and sunscreen.

WEATHER

Staff are trained on weather definitions and to monitor weather conditions and forecasts for all areas where children's programs are held. In any cases of extreme temperatures, high UV ratings, smog alerts or other potentially harmful conditions, program activities are adjusted to keep participants safe.

SUNSCREEN AND INSECT REPELLENT

The use of sunscreen and insect repellent will be monitored by leaders while at the program. Parents should send these (as required) in their children's backpacks each day. All products should be labeled and stored in a safe manner. Leaders will assist as needed to mitigate the risks of overexposure to harmful ultraviolet rays from the sun and irritants caused by mosquitoes and other stinging insects. Leaders will also ensure that all children are utilizing these products appropriately and that they are stored properly either in the backpacks of the children or in a safe storage area at the facility.

Parents/legal guardians/caregivers are encouraged to apply a minimum SPF 15 sunscreen on their children prior to arrival at the program. Sunscreen will be applied prior to going outside daily and at appropriate intervals as directed during the day. A limited supply of Banana Boat Daily Protect Fragrance Free SPF 50+ Lightweight &

Non-greasy Sunscreen is kept on site. For ingredients and information please ask leaders on site or visit www.bananaboat.ca/info.

CONNECTIONS TO HOME

EMAIL COMMUNICATION

Emails will be sent out to parents/guardians each week before camp to notify you of all important information for that specific day/week.

LEADER COMMUNICATION

Leaders will exchange information regarding experience and participation with parents/legal guardians as frequently as required. If information needs to be shared with parents/guardians, leaders will typically engage in conversation at pick-up time. Our leaders are Caring Adults and care for the safety, and participation of each child. During the program, leaders will attempt to speak with each parent at least once and more frequently as needed.

Parents/guardians are invited to speak with the leaders about topics relating to their child(ren). Any concerns or questions can be directed to cbergmsa@westperth.com.

CONFIDENTIAL INFORMATION

The personal privacy of the children and families involved in programs is protected and valued. All confidential information pertaining to children and their families will be kept secure at all times. Personal and contact information is collected and on file so it is accessible as needed by leaders and staff. Information is always disposed of in a legal and appropriate manner.

Staff sign a confidentiality agreement and are required not to share or discuss personal information or matters with anyone not directly involved in the program. To respect the privacy of each child/family, attempt will be made to discuss issues of a sensitive nature outside of the hearing range of other parents/legal guardians or children. If required, leaders will discuss any controversial issues with a supervisor prior to meeting with parents/legal guardians.

Access to a child's file may be given to medical personnel or the police without prior parental consent.

CHILD PHOTOGRAPHY

Photography of children is not permitted except when consent has been stated by parents/ legal guardians in the registration form.

Leaders are not permitted to post online any reference to, or photographs of, children who are participants where they are employed. The Child and Youth Program Lead is permitted to use taken photos in print media, social media, the newspaper, and in other means of advertising, marketing, or promotion. Leaders are not permitted to take, use, copy or share photographs of child participants for personal use.

SOCIAL MEDIA AND DEVICES

Leaders are not permitted to use social networking sites during work time and are not to use their cell phones for personal reasons. Ear buds and gaming devices are also not permitted. Leaders are prohibited from using e-mail or web-based technology to contact program participants.

The social networking sites of leaders should not be shared with children or be viewed at times when the leaders are supposed to be engaging children in activities. Leaders are to be fully available to supervise children at all times and must not be distracted from this responsibility.

Children are discouraged from bringing hand-held electronic entertainment devices to the program.

DRUGS, ALCOHOL, SMOKING AND VAPING

Leaders are prohibited from being under the influence of drugs, alcohol or any other chemicals, substances or products that may impair cognitive ability while at work.

Smoking and vaping is prohibited and staff must not handle or smoke tobacco products while on program property or within sight of program participants.

LEADER / STAFF BEHAVIOUR

Any staff associated with the program are required to adhere to the High Five Commitment to Children Policy. Staff must:

- Treat children with respect, acceptance, and honesty
- Interact with children in a patient, interested, understanding and caring manner
- Promote feelings of competency and self-esteem
- Make children feel physically and emotionally safe and secure
- Encourage responsible, safe and mutually-respectful behaviour through positive methods such as role-modeling, setting reasonable limits, providing choices and recognizing appropriate behaviour
- Guide inappropriate conduct by using positive child-guidance and behaviour management practices
- Accommodate individual differences and make all children feel equally welcome regardless of gender, race, culture, economic status or ability. Any deviation from this policy will result in a full documentation of the situation, an investigation if necessary and interventions, such as re-training and disciplinary action.

The following behaviours are unacceptable:

- Corporal punishment, physically aggressive or harmful treatment of children
- Sexual abuse and sexual harassment of children
- Threatening behaviour, harassment, abuse and stalking using the internet and other forms of online and computer communications
- Leaving children unattended
- Depriving children of nurturing care and not meeting their basic, human needs
- Any form of prejudicial behaviour or derogatory comments directed at children due to their race, ethnicity, religion, gender, ability, socio-economic status, personal characteristics or life circumstances
- Mocking, ridiculing, embarrassing, threatening, intimidating, evoking fear or any other form of verbal, emotional or psychological abuse of children
- Swearing at or in front of children

Any leader that is suspected of these behaviours may be removed immediately from having any contact with children and an investigation will be conducted.

ZERO TOLERANCE POLICY

The Municipality of West Perth is committed to zero tolerance for all forms of bullying, racism, sexual harassment, substance abuse, disrespectful behaviour and online cyber bullying by child participants towards others. All children who participate in programs and facilities are expected to treat others in a respectful manner. Leader training focuses on the HIGH FIVE® Principles to model and support the creation of a positive and respectful climate as a preventative measure against unwanted behaviours. Leaders are also instructed on appropriate and effective intervention techniques as well as how to recognize circumstances wherein non-compliant participants may need to be removed from a program or facility for the safety of others.

PARENTS/GUARDIANS

Leaders will monitor the behaviour of individuals who are dropping off and/or picking up children to and from programs to check for any behavioral concerns such as impairment, violence towards the child or signs of abuse and, when deemed necessary, report the situation to their supervisor and the appropriate child protection agency. Leaders will also take steps to delay or prevent the release of the child to any individual whose behaviour is questionable while help is sought.

VISITORS/SPECTATORS

Visitor/spectator behavioural regulations are in place to protect the well-being of all program participants. Bullying and abusive spectator behaviour will not be tolerated.

ILLNESSES AND HEALTH CONDITIONS

To keep all of our campers and staff safe and healthy, please keep your participant home if they have symptoms which many include but is not limited to; fever, nausea, stomach pain, and sore throat. Our staff will follow the same procedures.

When a child shows symptoms of illness while participating in a program, leaders follow procedures to care for the child and to protect the other children in case of contagion. These steps include: supervising and monitoring the child's condition in a designated sick room or quiet rest area; contacting the parents/legal guardians to advise of the child's condition and to arrange for the child to be picked up if necessary, and/or contacting emergency medical services (911) if the illness is serious.

A child may be restricted from a program or facility if he/she has contracted a contagious illness or condition that could affect the health and safety of others, or if his/her continued participation in an activity or program could have negative implications for his/her own health and safety. Guidelines are developed by referring to the public health website(E.g. *chicken pox, head lice, ring worm, pink eye*) are followed. Parents/guardians will be made aware if a health conditions symptoms are present during the program. The signs and symptoms to watch and the actions to take will also be highlighted.

ALLERGIES

Leaders and other key staff are aware of all allergies and other medical conditions pertaining to program participants.

Our facility is "Nut Aware". This policy is to make every effort to prevent the inclusion of nuts or nut products in any form, in any meals or snack items that are sent to the program in order to protect all children who are, or may be, in attendance. Protective steps will also be taken to protect participants who have other types of known food allergies. All staff are aware of this policy and are trained in protocols for isolating any area where nut or other prohibited food products are found so that proper cleaning can be done and children with allergies can avoid the area. Any nut products that are found are confiscated with all containers removed from the program area. The tables/area are immediately wiped and disinfected. Any child with a known allergy will be immediately removed from the area and supervised elsewhere while the cleaning is completed.

Staff will be alert to watch for any allergic reactions. The parent/legal guardian will be made aware of the exposure and the action taken. The policy will be reinforced with the parent/guardian of the child who brought the product.

Parents/guardians are discouraged from sending home-baked goods to the program due to the risk of cross-contamination in an uncontrolled home environment even if nut products are not part of the planned ingredients.

There is a “no sharing” protocol in place during meal and snack breaks to reduce the chances of a child innocently sharing food.

Individual “Allergic Reaction Emergency Plan” are created and kept on file for each child who has severe allergies. All program staff are aware of any child with a life-threatening nut/food allergy in the program as well as where to find the emergency plans for each child.

MEDICATION

An Authorization for the Administration of Medication Form has been distributed and must be completed for all required children prior to beginning the program. All medication must be in its original packaging, be cross referenced with the Medication Authorization Form, have a dispensed date and expiry date, have a pharmaceutical sticker and have directions for administration and storage. All medication (unless self administered) is stored in a medication lock box. Staff follow all proper procedures when administering medication.

The Authorization for the Administration of Medication Form is still to be completed when children have medication that is self-administered. When children use the medication, leaders follow procedures. When EpiPens® are administered, immediate medical attention is required. Any time that an EpiPens® is used, the parent/legal guardian and 911 must be called.

EMERGENCIES AND DRILLS

CRISIS MANAGEMENT

Crisis management systems exist and staff are trained on their roles and responsibilities for:

- Setting up an Incident Command Centre
- Containing the crisis
- 911 calls
- Emergency medical procedures
- Transportation of children in ambulances
- Evacuation procedures/drill for all settings
- Access to phone numbers
- Communication to both internal and external parties

FIRE, TORNADO AND LOCK DOWN DRILLS

Systems are in place to describe the methods and procedures for fire and tornado drills. Fire drills and tornado drills will be conducted regularly to educate leaders, staff and children about survival strategies and procedures to reduce risk when faced with these dangerous conditions.

Lock-down procedures are in place to protect the physical and emotional well-being of children in cases when necessary. Staff are aware of steps to be taken in 'Lock-Down' and 'Secure and Hold' instances.

Drill processes are extremely important and are preventative measures designed to keep children safe in the event of a real life event. An email will be sent out advising that the drill will be held. No access to the facility from outside during the time of the drill will be allowed. Parents/guardians are not to attempt to call the facility office or a child's cell phone during a drill process or real life event as this can alert the intruder to the location of individuals within a facility. If there was a real situation, parents/guardians should tune in to local news media and keep cell and home phones available for incoming calls to advise them about the situation. Roads will be blocked off in the vicinity of the facility and access will be restricted. In the event of a real life situation a family information and reunification centre would be established and parents/guardians would be informed at the time.

MISSING CHILDREN

Staff are aware of the system in place to respond when a child, who was in attendance, goes missing from a program. If a child is not located after a search of the immediate area and a check-in with the parent/legal guardian to determine that the child is not at home, 911 must be called and police informed. Once the child has been found, a full evaluation of the situation will be done to identify future implications for program supervision.

PANDEMICS

In the event of a pandemic (eg: covid 19) considerations for children's programs will be reviewed and proper communication to parents/guardians will take place.

HAND WASHING, SANITIZATION AND GERM SPREADING

Leaders will be vigilant to ensure that children wash their hands after using the toilet facilities and prior to eating meals or snacks. Both leaders and children are to wash their hands regularly and when appropriate during each day. In locations where facilities are not available to wash hands, alternative arrangements are planned such as the availability of hand sanitizer.

Safe and appropriate sanitation processes are implemented in all aspects of the program. Sanitation procedures including disinfecting toys and equipment and cleaning all areas of the program space, are followed for all elements of programs. Staff are to discourage sharing of beverages or food and encourage children to check for their name on containers to prevent the spreading of germs.

EVALUATIONS

Group discussion will take place between children and leaders to get feedback. All results will be received, and changes made accordingly. Child ideas are included in the planning of future activities where possible.

Parents/legal guardians/caregivers are encouraged to complete the HIGH FIVE® Reviewing Programs Together package. These will be available for parents at the program site or to fill out online at www.westperth.com/youth.

Our programs are regularly evaluated using the HIGH FIVE QUEST 2 Tool to ensure programs meet the high five standards and promote healthy child development. Completed HIGH FIVE evaluations will be filed and reviewed.

Staff are evaluated on their ability to provide children with a quality recreation experience that reflects the HIGH FIVE principles. Evaluations are also based on adherence to job descriptions, compliance with policies and procedures, and feedback from children and parents.

CONCLUSION

Thank you for taking the time to read our Parent & Guardian Handbook. We believe it is very important for parents/guardians to have information available for them to access when they have questions or need clarification. If you have any concerns, or questions, please reach out to Caitlyn Bergsma, Child and Youth Program Lead at cbergsma@westperth.com.