

# **WESTSIDE DAY CAMP PARENT HANDBOOK**

## **Welcome**

Welcome to Westside Day Camps! We focus on providing fun, safe, and quality programming for all children. Please take the time to read through this manual as it will help your child have an enjoyable experience at camp. If you have specific questions about the camps, please contact Customer Service at 403.531.5875 Ext 0 and they will put you in contact with the appropriate supervisor.

## **Registration**

Participants must be the appropriate age by the program start date to register for camp.

Our goal is to provide a fun, enriching program for your child at an appropriate level for their age and ability. In order to be fair to everyone, Westside will strictly enforce age requirements.

Registrations for weekly camps end 5 days prior to the start of camp. For daily camps, registration closes 48 hours prior to the camp date, and on the Thursday prior for Monday camps. This allows us to schedule staff to maintain staff-to-child ratios.

Same day registrations are not available. Please refer to your Westside account schedule to ensure correct registration dates.

Waitlists are processed in order of signup. If a spot becomes available, you will receive an email and have 48 hours to register. If you do not register within the allotted time, the vacant spot will be offered to the next person on the list.

Registered program withdrawals/transfers may be made using your online Westside account, in person or by telephone at 403.531.5875 Ext 0.

Withdrawals are refunded to either the original form of payment or account credit, less the applicable fees.

*Six days or more prior to the program start date:*

Withdrawals/transfers are subject to a 10% withdrawal fee of the total price of the program.

*Five days or fewer prior to the program start date:*

Withdrawals are subject to a 100% withdrawal/transfer fee; no refund or account credit will be provided.

*Medical Withdrawals:*

Withdrawals due to medical reasons must be accompanied by a physician's letter; please contact Westside at 403.531.5875 Ext 310 to discuss your options

Westside Recreation Centre does not provide refunds/credits for minor illness/scheduling conflicts.

## **Program Forms and Waivers**

All required forms can be found at [www.westsiderec.com](http://www.westsiderec.com). To avoid a wait on the first day, please complete the forms ahead of time. Forms only need to be completed once per year unless otherwise noted and can be submitted electronically to [daycampforms@westsiderec.com](mailto:daycampforms@westsiderec.com) or dropped off in person.

If your child is participating in a camp that uses the Climbing Wall, a Climbing Wall Waiver is required.

You can access the waiver here: <https://waiver.smartwaiver.com/w/6168567c327f5/web/>. Climbing Wall Waivers are valid for one year and must be signed by a parent or legal guardian.



### **Parking at Westside**

Westside asks that all day camp participants park in designated parking stalls on the north side of the building (see map below). This allows all participants to have a safe route to their camps. Camp parking stalls are located [here](#).

Please check your course confirmation as your camp may have a special drop-off location. Children under the age of 12Y are required to be signed in by a chaperone, please accompany them to their program location. Sign-in for General Camps will be at the external doors of the Leisure Ice. Sports camps will be located through the main gates. Preschool camps will have the location of sign-in on your confirmation of registration form.

### **Medications at Camp**

A Medication Record Form must be completed in order for any required medication to be administered to your child during camp. The Medication Record Form and medication is to be given to the leader or supervisor and will be placed in a secure location.

If your child requires emergency medication such as an auto-injector or inhaler, it must be kept with the child in a portable labeled bag (ie: fanny pack) for the entire day. Participants can bring their own fanny pack, or one will be provided by Westside. For participants in preschool camps (3-6Y), a camp leader will wear the auto-injector/inhaler on their person for the entire camp day.

Prescription medications must be brought in the original container, indicating the participant's name, the dosage, directions for use and medication type. Non-prescription medication must be brought in the original container. Medication must not be expired, including auto-injectors and inhalers. Children must be able to administer the medication on their own.

### Emergency/Medical

If a child needs emergency medical attention, EMS will be contacted immediately. All efforts to notify the parent will also be made.

### **Health Policies**

In the best interest of your child as well as the other children and staff, please do not send your child to camp when he or she is ill. If your child should become ill while at camp, you will be notified to come pick up your child immediately.

### Contagious Illness

To keep our children and staff happy and healthy, Westside Recreation has a contagious illness policy. Staff and children who have experienced symptoms of a contagious illness in the days prior to the start of programs are asked to remain at home until no longer contagious. Children who reveal symptoms of contagious illness upon arrival of programs, or who develop these symptoms while in a program, will be isolated from other children and parents will be asked to take them home.

Contagious illness can include, but not limited to influenza, respiratory illnesses, chicken pox, strep throat, pink eye, measles, hand foot and mouth disease.

### Summer/Spring Break Camps

Campers go outside on a daily basis so please have your child bring their own sunscreen, hat, insect repellent, and a water bottle. Our leaders will assist your child in applying sunscreen when appropriate. Campers will only use their own products; sharing will not be permitted. **Please note that summer day camps operate primarily outdoors regardless of weather conditions and will proceed rain or shine. Participants should come prepared for weather conditions each day to ensure a safe and enjoyable experience.**

### Winter Camps

At Westside, we encourage outdoor play when weather permits. Please send suitable clothing with your child to participate in outdoor winter activities. Appropriate clothing includes: winter jacket, snow pants, outdoor boots, toque, mitts/gloves, and scarf.

### All Abilities

Westside is happy to welcome children with all abilities. For us to help your child have an enjoyable experience at camp, we ask that you complete the medical conditions portion of your registration or contact the Behavior Support Supervisor, Daycamps; contact Customer Service for contact information. If your child requires an aide at camp, let us know and we will be happy to discuss this with you. Westside cannot provide an aide directly for the child but we would be more than happy to supply accredited resources and services at the discretion of the parent.

### **Preschool Camps**

All camps are unparented. If your child requires your attention, you will be notified via telephone. For 3Y-6Y camps, participants must be fully toilet trained.

### **Belongings**

Each child should bring a backpack or bag big enough to fit all belongings inside. All belongings must be labeled.

### Camper Checklist for Camp

- Clothing for outside (weather appropriate)
- Socks and appropriate shoes for active games
- Hat
- Sunscreen/insect repellent (spring/summer only)
- Indoor/Outdoor running shoes
- Water bottle
- Snacks and/or bagged lunch (full day camp – one lunch, two snacks / half day camp - one snack)
- Swimsuit and towel (if applicable, in a small, labelled plastic bag that can be removed from larger backpack)
- Medication for camper - inhaler, auto injector or prescription medication required while at camp
- Check your registration confirmation for any specialized equipment required for your camp

### Items not to bring to camp

- Electronics (cell phone, iPod, portable game devices)
- Money
- Items of value (such as trading cards, toys)

### **Lost and Found**

Summer Camps - All camp lost and found will be located inside the Child Development Centre near the facility entrance.

Winter/Spring Camps - All camp lost and found will be located at the sign in/out location.

Speak with your camp leader if you have lost an item. Lost and found articles will be brought to Customer Service on Friday each week. Items are stored for up to two weeks. If your child's item is labeled, we do our best to contact you. Westside is not responsible for lost items.

### **Pre-Care/ Post Care**

For an additional fee, Pre and Post Care is a service provided by Westside that ties into your day camp experience. Pre-Care runs from 7:30-9:00 AM and Post Care runs from 3:00-5:30 PM. Pre and Post Care are only available for full-day camps. Lunch supervision is not offered between half-day camps. If you need Pre or Post Care on short notice, contact the Customer Service to inquire about available spots. Please note that spots may not always be available.



### **Sign In and Out Policy**

Sign In locations are indicated on your registration confirmation sheet. All camps meeting in the Leisure Ice arena will enter using the west-facing external doors to the Leisure Ice area, located north of the main entrance. Camps meeting in locations past the Customer Service gates are required to show their course confirmation or membership card for gate access. Sign In begins at 8:45 AM for full-day camps and 10 minutes prior to start time for half-day camps (8:50 AM for morning camps and 12:50 PM for afternoon camps).

Sign Out begins 10 minutes before your camp end-time at the meeting location indicated on your course confirmation sheet. Parents/Guardians must sign out their children. If you need to make alternate arrangements for pickup, please complete the Authorized Pick Up Form for children to be signed out by someone other than a parent.

*Please note:* Westside staff reserves the right to request identification from any person picking up a child from Westside camps.

Self-Sign Out - Children 10 years and older have the option to sign themselves in and out of day camps. An Authorized Pick Up Form must be completed and submitted in advance. If you have given authorization for your child to sign themselves out, please ensure a safe route home for your child. Also, understand this means you are releasing your child from Westside's care.

Children who are not picked up from a full day camp within 10 minutes of end-time will be transferred to Post Care. Post Care fees will apply.

### **Late dropoff / Early pickup**

As our camps are full of activity and conducted in various locations on site; it may take time to connect with your child's camp.

If you arrive late for camp and there is no one at your regular dropoff location, please go to Customer Service. They will contact the Camp Supervisor to assist you in finding your child's camp.

If you need to pick up your child early from camp, inform your leader at dropoff and they will let you know the location they will be in at that time. Please note that it is the responsibility of the parent to go to the identified location and sign out their child. If during swim time, the parent is responsible for collecting their child from the pool and changing them.

### **Staff**

Westside staff are qualified and trained in working with children. All staff have completed Intermediate First Aid/CPR, and day camp training.

### **Camp Ratios**

Preschool Programs (3-6Y)	1:8
Children's Programs (6-17Y)	1:12

**\*\*Specialty programming such as climbing, swimming and hockey may have smaller ratios\*\***

### **Snacks and Lunch**

If your child is registered in a half day camp, they need to bring one snack and a water bottle. If your child is registered in a full day camp, they will need to bring two snacks, one lunch and a water bottle.

Westside is an allergen-safe facility. No foods/snacks are prohibited at Westside but, rather, avoidance strategies are used to prevent allergic reactions. An avoidance strategy does not imply a guarantee that there is zero risk. Avoidance strategies strive to create "allergy-safe" rather than "allergy-free" environments.

Westside uses the following safe eating procedures:

- Participants are not allowed to share or sample food with other campers at any time
- All children are required to wash their hands before and after eating
- A safe eating area is provided in camps where children with anaphylaxis are identified
- All tables and eating surfaces are washed after eating using approved Westside cleaners

Vending machines are off limits to all campers during camp hours. Campers do not have access to microwaves or refrigerators.

### **Activities**

Campers are required to participate in all camp activities throughout the day. If a child is unable to participate, they must be picked up and supervised during that time by a parent or guardian. This includes swimming.

Your child's camp may have special forms and/or equipment requirements; details can be found on your registration confirmation.

### **Swimming**

Westside follows the Lifesaving Society's recommendations for the safety of day camp participants. The following lifejacket rules apply:

- Campers 7 years and under are required to wear a lifejacket during swim activities
- Campers 8-12 years are required to wear a life jacket during swim activities and/or complete a swim admission test; swim admission tests will be conducted at camp.

\*Swim Admission tests can be done during public swim or during Unparented Access Orientations. If participants have passed a test in these scenarios, they will not need to complete another test. If you would like your child to wear a lifejacket in camp, regardless of if they have already passed the Swim Admission test, please let us know.

Rash guards are recommended for children required to wear a lifejacket or who get cold in the pool.

Westside reserves the right to require the use of life jackets for any swimming activities during programs. Life jackets are provided to all campers who require them.

### Swimming Ratios

Preschool Camps (3Y-6Y)	1:4
Children's Camps (6Y-9Y)	1:6
Children's Camps (10Y-12Y)	1:12

### **Behavioral Expectations**

Campers and parents are expected to conduct themselves in a mature, respectful and cooperative manner while attending camps.

All campers:

- Are responsible for their own actions
- Will follow the rules and safety measures implemented by Westside staff

Inappropriate behavior includes

- Preventing or interfering with another camper's positive experience
- Threats, bullying, harassment, intimidation, abuse or fighting
- Vandalizing or abusing camp equipment
- Disrespectful behavior towards staff members or volunteers

**Child Guidance Policy**

Our goal for guiding children’s behavior is to ensure day camps are a place where participants and staff feel safe and included at all times. This policy has been created to ensure fun, safety and inclusion in all Westside day camps.

Our guiding principal in terms of Child Guidance is to reduce the likelihood of the undesired behavior occurring. This is done by having a Proactive versus Reactive approach.

Staff will be proactive by creating an environment that is supportive, inviting and engaging, enhancing skills and abilities to navigate the social emotional environment, and engaging campers in developmentally appropriate activities to encourage positive (green light) choices.

Traffic Light Model

The Traffic Light model provides the framework for clear participant expectations and ensures that challenging behaviors are dealt with in a developmentally appropriate and consistent way. This model ensures that all staff will react appropriately and consistently if/when difficult behavior occurs during day camps.

Day camp staff and our Behavior Support team will use positive reinforcement/guidance, re-direction, calming corners, behavior contracts, think sheets, check-in chats and parent meetings to help teach participants to make positive choices and regulate their behavior and emotions.

Our approach is to consistently lay out boundaries and expectations (using age appropriate language), validate camper’s feelings, teach skills (such as social and emotional regulation), and offer choices when possible.

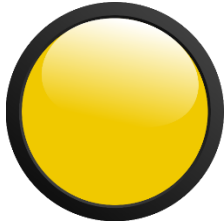
All yellow and red light behavior will be formally documented daily. Repeated Yellow light behavior can result in a Red Light Behavior.

Suspensions and expulsions will be decided on by the Behavior Support Supervisor and Children & Youth Manager on a case-by-case basis. Suspensions and expulsions due to red & yellow light behavior will not be pro-rated or refunded.



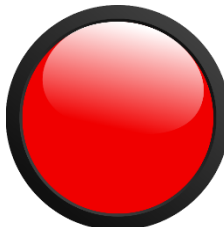
<b>Green Light Behaviors</b>
Caring
Sharing
Participating
Respect
Inclusive
Honest
Kind
Responsible
Using appropriate and kind language
Following instructions

“Green Light” behavior shown by participants will be met with positivity, encouragement and enthusiasm. Participants will be offered stickers/prizes, positive re-enforcement, options to choose games/activities and chances to be a leader or helper within the day camp.



<b>Yellow Light (WARNING) Behaviors</b>
Disrespectful
Not listening to leaders or other participants
Running away (age dependent) or engaging in unsafe activities
Not following the rules and expectations of the camp/staff
Play fighting or rough play
Dishonest
Hurtful words or actions
Exclusive
Intentionally damaging property, supplies or equipment

“Yellow Light” or warning behavior shown by participants will result in using the calming down corner/space (a safe and quiet space for participants to calm their minds and bodies), Check-in Chats with day camp staff and/or Behavior Support team, Think Sheets (age appropriate: pictures or words), logical consequences (example: refusal to wear a coat outdoors will result in being cold), incident reports on file and notifying parents of undesired behaviors.



<b>Red Light (Unsafe and Unacceptable) Behaviors</b>
Bullying & Harassment
Fighting
Physical Aggression
Possession of inappropriate items (weapons, drugs, alcohol)
Repeat “Yellow Light” behavior
Sexualized Behavior
Racism
Verbal Aggression
Biting
Any intentional actions that hurt (physically or emotionally) other participants or staff

Behavior that falls into the “Red Light” category will be reported to Day Camp Supervisors and the Behavior Support team. This type of unsafe behavior will result in Parent Meetings, suspension and possible expulsion from day camps. The opportunity to return to camp will depend on the severity of the incident, circumstances of the incident, any previous yellow/red light behavior and willingness of the participant and parent to correct the behavior.

*We look forward to a fun-filled summer with your children!*