

# WHAT TO KNOW ABOUT OUR DAY CAMPS

## Trico Centre Day Camp Handbook

Welcome to Trico Centre Day Camps! We are really excited and eager to meet your child and create the most memorable summer for them. Trico Centre is proud to continue providing a safe and high quality camp experience. Our goal is to provide families with quality programs that will provide children with a safe and fun summer experience. Your child may be with us for one day, one week, or for all weeks of the summer. We have some very important information for you to help create the best camp experience for your child.

Recreation is essential to the development of our children and youth:

- We learn motor skills through play and sports
- We learn creativity through play and arts/cultural activities
- We develop intellectual capacities and concepts through play
- We learn social skills through play and group activities

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## CHOOSING A CAMP FOR YOUR CHILD

We offer a number of different camp variations that include full-day and half-day options. Each camp has a specific age group so we can effectively plan activities that are developmentally and age appropriate. It is important that each child feels comfortable with the group they are in.

Trico Centre offers various themed and general activity camps. We recommend that you look through the options with your child to allow them choice in the camp they will be attending. We understand that as a parent you may like them to expand some skills (ie. sports, dance) however if your child does not have an interest they will not be able to fully enjoy their experience and may not want to participate. We do require all children to participate in all of the activities designed in each camp. Each camp will give your child the opportunity to expand and grow through different skills and social settings.

## FORMS & WAIVERS

When you register online or through Guest Services you will be asked a number of questions for every camp that you register for. We ask these questions so we may fully understand your child's interests, needs – and identify issues that may arise. Additionally, in the case of an accident, injury or emergency we require all of the information for the first aid attendants and other emergency medical personnel. We want to ensure your child is taken care of safely and immediately. Additional forms for specific activities may be required for participation in some of the themed camps. Incomplete forms may result in your child being unable to fully participate in their camp.

If your child has any medication requirements, a Medical Record must also be filled out indicating all instructions. The Medical Record is available at <https://tricocentre.ca/day-camps/summer-day-camps> and/or will be attached to the weekly email you will receive before camp start.

## CANCELLATIONS AND WITHDRAWALS

In the unlikely case your child's camp is cancelled we will work with you to transfer your child to another available camp or you will receive a credit or refund. If we need to cancel a camp you will be notified the week prior to the start date.

If you need to withdraw your child from a camp we require 6 days advance notice. All withdraws will incur a \$10.00 +GST withdraw fee and the balance will be applied to your Trico Account as a credit, refunds may be processed upon request.

There is no withdrawal fee for daily camp and extra supervision.

Less than 6 days' notice or after the start date, the \$10.00 withdraw fee will be applied and the balance will be on your Trico Centre account, no refunds are permitted.

Credits are valid for 1 year and may be used to any service at Trico Centre. In the event of a medical reason, there is no fee and a doctor's note must be provided.

Transfers are subject to availability, if there is a difference in the camp fee the balance is to be paid at the time of transfer or a credit will be applied.

## CHILD/STAFF RATIOS

To ensure the best experience and safety for your child our ratios are as follows: Preschool Camps (3-6yrs) 1:8, 16 children max in each camp. Youth Camps (6yrs+) 1:15, camp maximums are determined by camp activity and space. Each camp has 1-2 leaders and a trained volunteer. Our carefully selected, energetic leaders have practical and educational experience and go through a training program prior to the summer. All of our leaders are certified in First Aid/ CPR, High Five Training and have obtained Police Security Clearance. Trico Centre day camp leaders and volunteers strive to be a friend, mentor, and role model to all of our campers.

## WHAT TO BRING...

Please label **ALL** of your child's belongings and bring them in a backpack each day. Backpacks cannot be left at Trico Centre overnight. Please dress your child appropriately for the weather and be prepared for changes as in Calgary, the weather can change every 10 minutes!

- Comfortable and appropriate clothing that allows campers to enjoy recreational activities. We recommend shorts, t-shirts, long sleeve shirts, and pants. An extra pair of clothing is suggested for possible accidents, playing and getting wet or dirty through activities.
- Rain outerwear such as hat, jacket, sweater, and rain boots
- Sun protective clothing including a hat, sunscreen, bug spray (apply prior to camp).
- Appropriate footwear (sandals must be strapped around the heel); running shoes with socks. Children will not be permitted to be barefoot other than in the pool.
- Swimsuit, towel, and plastic bag for wet items; quarters for lockers; undergarments.
- Water bottle.
- Morning snack, bagged lunch, afternoon snack (**nut-free**).
- Equipment and camp-specific supplies (i.e. bikes, helmets, princess dress).  
Check your confirmation for any required equipment.



## ...AND WHAT TO LEAVE AT HOME

- Crocs, Heelies, Flip-flops.
- Trading items, such as cards, etc.
- Electronic gaming devices.
- Cell phones; **we are not responsible lost, stolen or damaged cell phones.**
- iPod, MP3 player, and any other music devices.
- Money.
- Nut products (they will be sent home unopened/uneaten).

**\*If these items are brought to camp it is at your own personal risk. Trico Centre will not be liable for damaged, lost or stolen belongings.**

## PRESCHOOL CAMPS

Enrolling your preschooler into camps at an early age allows us to assist in their development and social skills. Trico Centre does recommend preschoolers participate in a half-day camp only as our camps are very busy and rest time is only during the lunch hour or snack time. We do offer both morning and afternoon options. Here are some guidelines to introducing your child to day camps in a positive way.

**Potty Training:** All preschool campers **MUST** be fully potty-trained at the start of the camp and must be the age of three. No exceptions. Children in pull-ups or diapers will not be permitted in camp and Trico Centre reserves the right to withdraw a child from camp if not fully potty-trained. Our leaders will assist in toileting by assisting your child in dressing themselves. We do understand accidents happen however we are not equipped to assist in potty-training. If a serious toileting accident does occur you may be called to come to the aid of your child.

**Bathroom:** Preschool children will not be allowed in a washroom or any part of our facility by themselves at anytime. A leader will always take the children, both boys and girls, in to a single washroom, ensure proper re-dressing, washing of hands and return together back to their camp location.

**What They Get to Do in Camp:** You will receive your own camp parent plan that will identify what your child will be doing and participating in through the week. This also helps you plan their belongings as you will know what day they may need additional items from home (i.e. Superhero Day). If you have any questions on the activities please ask the leaders for more information.

**Participation:** If this is your child's first time at camp it may be overwhelming. Our leaders are chosen for their ability to remain calm while encouraging and comforting your child in their new environment. We expect that some children may want to observe for a while and they may cry when they are dropped off. We strongly recommend a quick drop-off as it is best for your child's emotions and we support the development of independence. We use encouraging and play strategies to overcome any sadness, fear and separation anxiety and find that within 10 minutes they are engaged with the other children. If we feel your child is experiencing a serious difficulty we will call to ask your suggestions on other strategies or ask you to pick up your child.

**Moving Through the Facility and Outdoor Activities:** All children will be paired with a buddy as they move through the facility in a group with one leader in front, one leader at the back, and their volunteer to aid in the middle. When outside, Preschool Camps will stay on Trico Centre property; playing on the playground will not be permitted. They will be away from roadways and in the field to the east of the facility only.

**Make It the Best for Your Child:** Here are some wonderful tips to help your child have a fun and successful experience at Trico Centre:

- 😊 Send your child with a Family Memento such as a little picture, extra keys, special item from home in their lunch bag. They may feel more comfortable on arrival and during the day.
- 😊 Drop-off and pick-up only...We understand you would like to see how and what your child is doing through their camp time. We are unable to accommodate parents remaining in the camp as this can upset other children and we want you to enjoy knowing your child can do it on their own. We do not permit parents peeking to view portions of the camp in the rooms. You may observe during outdoor time from the side. We find if your child sees you it can be difficult to re-integrate them into the remainder of the camp that day. We appreciate your cooperation.
- 😊 **Encourage and Excitement...**You can let them know about special activities to come, or crafts they will create that you can't wait to put on your fridge.

## WHAT WILL THE WEEK LOOK LIKE?

On the Friday before your camp starts you will receive an outline email with field trip details, swim times and special guests. We understand parents may like to have more detailed activities however these are subject to change throughout the week.

### FIRST DAY CHECK-IN

On the first day of camp arrive at the front entrance to see the camp drop-off and pick-up locations. Staff will be available at the front doors to assist in locating your child's camp, and to direct you to the appropriate location on the first day. The camp location board will be available all week. Check in with the leader to sign your child into their camp.

### DROP-OFF

At drop-off there will be required a signature to sign your child into the camp. Please arrive on time as some camps leave their designated room by 9:15 AM including off site departures. We are unable to delay any field trips due to late arrivals. Late or absent participants will NOT be called to see if they will be participating that day, and refunds or credits will not be provided.

**Drop-off for camp takes place at 9:00 AM.** If you require additional supervision we offer Early Care. Early Care hours are 7:30-9:00 AM in the Gymnasium at a rate of \$5.00 per day per child. You may opt to register at the weekly rate of \$20.00.

### PICK-UP

Each camper will only be allowed to leave with the parent/guardian or other contacts listed on your camp registration. Matching signature from drop off or photo Identification and signature is required when picking up your child each day they are in camp. Please advise any approved individuals who may be picking your child up to provide their photo identification. Please ensure everyone who picks up your child is aware of these requirements. If the individual picking up your child will be late please contact **Guest Services at 403-278-7542**

**Camps end at 4:00pm and our pick-up location will be outside in our field.** Each camp will have a designated location for the week and will also have a visible sign with the camp name so you can easily find your child. During intermittent weather, the pick-up location will move to our gymnasium and use the same format. **Preschool Camps:** Pick up will be in their allocated room inside the facility.

If you require additional care we offer Late Care. If you have not picked up your child by 4:15pm and have not registered in Late Care, we will provide the service with the fee to be paid at pick up. Late Care hours are 4:00-5:30pm and you will pick-up your child in the gymnasium at a rate of \$5.00 per day per child. You may opt to register for the weekly rate of \$20.00.

A pick-up beyond Late Care hours will result in a \$15.00 charge. This fee is requested to be paid at the time of pickup and if not paid will be added onto your Trico Centre account.

### Self-Sign-out Privileges

Children under 9 years old must have a guardian over the age of 16 pick them up unless otherwise approved by the Day Camp Coordinator. Children ages 9 and up are permitted to sign themselves out of camp upon authorization by their parent or guardian. We ask you designate a pick up place. Once they have signed out of Trico Centre our staff will no longer be responsible for your child.

## LUNCH AND SNACKS

All full day camps will eat lunch with their fellow campers and leaders each day. If your child is registered in a half-day camp, please register them in lunch supervision if they will be joining us during that time. Preschool camp leaders will bring children to lunch supervision and the afternoon leader will pick them up from lunch supervision. Please provide a bagged, nut-free lunch. Any nut products will be sent home unopened/uneaten. We cannot accommodate children buying their lunch nor do we offer a lunch program. Children will enjoy their lunch with their camp and leaders. We recommend sending your child with extra snacks as snack times are incorporated into camps.

## WASHROOMS

All campers 6 –8 years of age will be permitted to go to the washroom with a buddy and accompanied by a volunteer who will wait outside the bathroom for them. Campers age 9 and up are permitted to go to the washroom with a buddy upon checking in with the leader to leave the room. When camps are outdoors, a leader will accompany children to the washroom in the facility.

## LOST & FOUND

Please ensure your child takes home all of their belongings each day. Any lost items found each day will be stored in a bin and available in the hallway between MP Room 7&8. Any items not claimed will be donated the first week of September. Please check the lost & found each week your child attends camp. Trico Centre is not responsible for any lost or damaged items.

## PHOTOS

At times our Marketing Department may take photos of daycamp activities for promotional purposes. Some camps also will take photos to be used solely during camp activities and crafts. Permission is requested when filling out child's personal information upon registration. If permission is not given, no photos of your child will be taken. Any outside media stories or publications will require a separate form to be signed by parents and will be sent home if this should occur. For the safety and security of all our patrons please refrain from taking photos in our facility.

## SPECIAL NEEDS

We welcome all children to our camps. We ask if your child requires an aide through their daily and school life that you provide the aide during day camps. Aides will be required to participate in all activities including swimming. It is the parent's responsibility to provide an aide. We have a trained and experienced Recreation Inclusion Facilitator on staff during the summer to assist with any child needs and/or children behaviour scenarios that may arise. If you have any special requests or requirements please do speak to our Day Camp Coordinator so we may assist in providing a successful and enjoyable summer for your child.

## SUNSCREEN AND BUG SPRAY

Please apply sunscreen and bug spray before camp each morning and send both containers to camp labelled with your child's name. Our leaders will assist your child in re-applying when necessary. They will only use the child's products and no sharing will be permitted. Any children without sunscreen may be kept inside or in the shade and may be unable to participate in certain activities. We take your child's protection and safety seriously and do not want to see any children with sunburns.

## MEDICAL AND FIRST AID

**Allergies:** If your child has an allergy we will provide them with a coloured wristband so our leaders can quickly identify the type of allergy and the seriousness of the reaction to respond effectively and appropriately. Colours are **RED** (Epi-pen, anaphylactic, or other serious reactions/conditions), **YELLOW** (asthmatic, respiratory conditions), and **GREEN** (other non life threatening conditions or allergies).

Any medication requirements must be indicated on the child's Medical Record Form, with specifics including type of medication, dosage, administration and other necessary information. Medication must be brought daily in their original container and labelled.

Our day camp staff take measures to create a safe environment during camps, however accidents may occur. If an accident occurs our leaders are trained in First Aid/CPR and they will call for additional first aid support from our Day Camp Coordinator and Duty Manager who is our first responder. Our staff will assess all minor and major accidents and a medical report will be completed for parents to sign.

If an emergency occurs your child's emergency contact will be notified immediately to come to the facility and appropriate action will be taken by our staff, including contacting EMS if necessary.

If your child has contracted a communicable disease or head lice please immediately contact our daycamp coordinator. Children will be required to stay home until ready to return to camp. Refunds will only be processed with a doctor's note. If your child becomes ill we will contact you or your emergency contact to take them home (immediate pick-up is appreciated).

## FIELD TRIPS AND OUTDOOR PLAY

Some camps will go off site on a fieldtrip to visit areas and attractions within Calgary. These camps will have fieldtrip listed in the description and the welcome email that will be send out the Friday before camp starts, this will have more info on the day and time of the field trip. If authorization has not been approved at registration time, your child will not be permitted to accompany the camp and will be placed with another group. While on the field trip leaders have access to a first aid kit and a cell phone to keep in communication with Trico Centre. All transportation will be on the Trico Centre bus and driven by our bus driver who provides transportation throughout the year for our licensed Out of School Care Program.

When camps are off-site, the leaders are equipped with a radio or cell phone, and first aid kit to keep in communication with Trico Centre. Some camps (6 to 12years) will utilize the school playground at St. Williams School, or walk to a destination where crosswalks and appropriate crossing rules apply. There will be one leader at the front of the group, one leader at the back, and a volunteer aid in the middle as the group walks. In addition, a leader will carry a cell phone at all times to maintain communication with Trico Centre.

Some camps may include outside water play including a sprinkler or other water toys.

## SWIMMING

Many of our day camps will swim as a part of the day camp program. Swim days will be listed on your welcome email that you will receive the Friday before your camps starts. Please send swimsuit (or send your child wearing their swimsuit), any undergarments/socks and towel with your child on these days. A good rule of thumb is if your child swims in a camp to send their swimsuit everyday just in case of a schedule change.

### Deep End/Life Jackets

- Children 8 years and up will be required to demonstrate swimming skills as per a Trico Centre approved swim test. Each child will be asked to jump in, tread water for 30 seconds and swim two widths of the pool, face in.
- Children may pass and be permitted to swim in the deep end without a lifejacket; If they struggle during the wave swim a lifeguard may ask they wear a lifejacket and/or stay in the shallow end during the waves
- Children may pass and be permitted to swim in the deep end with a lifejacket and are permitted to use the Tarzan rope
- Children may not pass and will be required to stay on the shallow side of the black line
- Children may take this test more than once if not successful the first time. Safety is our number one priority and we will not make any exceptions to this.
- Children 7 years or under must wear a life jacket regardless of their swimming abilities or levels. NO EXCEPTIONS

### Water Slide

- When using the slide, only one child can go down at a time. Staff must remain in the pool and cannot go on the slide with children.
- Life jackets are permitted to be worn on the slide.
- Children must adhere to the height restriction for the slide (minimum 48 inches tall).

### Hot Tub

Campers are NOT permitted to use the hot tub at anytime

### Supervision and Pool Policies

- One camp leader will be with the children in the shallow end and one camp leader will be in the deep end with the children who have successfully passed the swim test.
- A day camp leader will go through the change room with children. If no male/female staff are available, a lifeguard will go in their place.
- All participants must have a head-to-toe shower with soap, including hair, prior to entering the pool deck.
- All children and leaders are to adhere to the Pool policies or information within this document.
- Preschool children will stay in the shallow and kiddie area of the pool and leaders will be within arm's length.

### Pool Closure

- Please be aware that at times there may be some circumstances that may prevent a camp from swimming which are out of the control of Trico Centre such as contamination, safety hazards or equipment malfunction.
- We understand closure of the pool is disappointing and access will be allowed as soon as it is safe for patrons. This may hinder campers from swimming during their camp that day at all and they will engage in other activities.

**Swimmers should refrain from using the pool when ill, or if they have experienced diarrhea in the past week.**

**You must provide a written note to exclude your child from swimming if it is included in the camp. Please speak to your day camp leader about any special circumstances or concerns you have in regards to swimming.**

## CHILD DISCIPLINE AND BEHAVIOUR MANAGEMENT

We strive for every child to have an enjoyable experience at Trico Centre Day Camps. In the case that a child is in need of guidance toward appropriate behaviour, the following methods will be used to guide the child towards acceptable behaviour.

1. Redirection, where a child is directed from an unacceptable activity to one that is more appropriate.
2. Use of logical outcomes – with the chance to try again: The program involves encouraging children to take ownership for their behaviour. If the child participates in the selection of their outcome they are more likely to abide by the decision and also feel that it is fair.
3. Any action taken will be within reason according to circumstances.
4. We have a Recreation Inclusion Facilitator who is responsible for assisting camps and children on a daily basis. This person will be available through the day every day.
5. No child will be threatened or denied basic necessities, nor will physical punishment, verbal degradation, or emotional deprivation be used as a form of discipline. In no case shall a child be abused or allowed to abuse other children or staff.
6. A supervisor will be brought in to speak with your child to determine other solutions and work with your child. At pick-up time the leader will have a conversation with the parent or guardian about the events and results of the behaviour management performed.
7. If we feel your child is a danger to him or herself or other children, you as the parent or guardian will be called in to discuss the actions and asked to take your child home for the day and to try again the following day.

The program does not tolerate any form of physical punishment, mental, verbal or emotional abuse. The Trico Centre Day Camp Program reserves the right to discontinue services to those children who pose an immediate threat to the safety and well-being of others. The behaviour policies that are put into place involve the staff, children and parents in development and implementation so that everyone who is involved with the child will all be working towards the same goal. The overall goal of the program's behaviour policy is to foster the child's self-esteem and help to promote a sense of independence for the child.



## **INCLMENT WEATHER/ENVIRONMENTAL CONDITIONS**

The safety and security of our Day Camp participants is our highest priority. Please note that in the event of adverse weather conditions/poor air quality, Trico Centre for Family Wellness may be required to make sudden scheduling changes and/or cancel specific outdoor activities resulting from high winds, lightening, hail, poor air quality (i.e. smoke advisories) etc. Our Trico team will do our utmost to ensure the safety of all participants during Day Camp programs. We endeavour to follow Environment Canadas guidelines regarding outdoor activities.

## **PARTICIPANT RISK ACKNOWLEDGEMENT AND INFORMATION**

As a condition of participation in this program, the participant does so at his/her own risk and neither the Trico Centre or its employees, nor its volunteers will be liable for any loss, damage or injury whatsoever that may occur during any part of his/her participation. The participant or parent/guardian of the participant agrees to pay for any ambulance services required and authorizes the Trico Centre to send participant directly to the hospital by ambulance at their discretion. All participants with a disability, allergy and/or medical condition which may affect their participation in the program must inform our staff at time of registration.

## **QUESTIONS**

If you have any additional questions about your child's camp please contact our Day Camp Coordinator (Heather G) at [programs@tricocentre.ca](mailto:programs@tricocentre.ca) or 403-225-5566.

**We are excited to have a wonderful summer with your children and are happy to receive any feedback, questions, suggestions and concerns at any time. Thank you for including Trico Centre into your child's summer!**