



CAMP TRICO CENTRE PARENT HANDBOOK

We are excited to welcome your family into a camp community built on **wellness, safety, partnership, community, and integrity**. Every child at Camp Trico is cared for with the same attention, responsibility, and respect that a prudent parent would provide. This philosophy guides every decision we make and every interaction we have with campers.

Please read through the Parent Handbook so both you and your child are set-up for success!

COMMUNICATION

If questions or concerns come up during the summer, our team is here to help. Below is a quick guide to who you can contact and how each role supports your child.

STAFF	ROLE	CONTACT FOR	CONTACT INFORMATION
Inclusion Facilitator	Supports campers who benefit from additional accommodation or individualized strategies	Accessibility needs, behaviour support plans, sensory or medical considerations, transitions, and social/emotional support.	DCinclusion@tricocentre.ca
Day camp Team Lead	Oversees day-to-day camp operations	Daily routines and schedules, general camp questions, minor incidents or updates, and staff communication.	DCteamlead@tricocentre.ca
LIT (Leaders-in-Training) Team Lead	Supports youth participating in the LIT program	LIT schedules and expectations, leadership training questions, performance evaluations, and check-ins.	DCtraining@tricocentre.ca
Child & Youth Programs Coordinator	Provides overall program oversight	Program policies, escalated concerns, registration, and administrative questions.	<i>Amy Urquhart</i> 403-225-5566 aurquhart@tricocentre.ca

FEEDBACK

We value your voice, whether you want to share a suggestion, highlight something that is working well, or give a shoutout to a staff member who made your child's day. We'd love to hear from you.

Quickly share your positive stories or staff recognition, program feedback, or ideas for improvement online: www.tricocentre.ca/share-feedback

REGISTRATION

Age Requirements

Participants must be the appropriate age by the program start date to register for camp. To ensure fairness and consistency for all families, Trico will strictly enforce age requirements for every camp.

Weekly Camps

Registration closes on Thursday morning each week for the following week of camp registration.

Daily Camps

- Pre-registration online is available and is highly recommended to ensure a space.
- Same-day registration may be available (space permitting).
- Same day registrations can be completed on-site at Guest Services.

Cancellation Policy

Program Transfer

Requests to transfer to another camp will be subject to availability (no fees apply). Transfers resulting in a higher fee must be paid at time of transfer. If a transfer results in a lower fee, a credit will be applied to your Trico Centre account.

Program Withdrawal

- Six days or more PRIOR to a camp start date: Withdrawal requests will be processed less a \$30.00 fee per activity with the program fee applied to your Trico Centre account. Refunds may be processed on request.
- Less than six days or after a camp start date: No credits or refunds will be permitted.
- Medical withdrawal: A credit will be applied to your Trico Centre account. A doctor's note must be provided within two weeks of request.

NOTE: Credits in your Trico Centre account may be used toward any service at Trico Centre and expire one year after issue date.

MEDICAL & ALLERGIES

Medication Procedures

- Medication form is required for all participants who require medication at camp.
- Medication form is available on the Parent Portal via the Camp Trico website.
- Printed copies are available at the Day Camp Check-in Desk
- To save time at check-in you can pre-fill out the Medication form and e-mail to: DCinclusion@tricocentre.ca

All campers requiring medication during camp hours must have a Medication Form completed.

- All medication (other than lifesaving medication) must be given to Support Staff upon arrival.
- Medication will be stored securely in the Medication Box until needed.
- The Inclusion Facilitator is responsible for administering non-emergency medication.

Auto-Injectors & Inhalers

- Lifesaving medication must always remain on the participant, carried in a fanny pack.
- Preschool aged participants (and those who have are not developmentally ready for the responsibility) will have the leader wear the fanny pack on their behalf.
- Fanny packs must be brought by the participants; Trico DOES NOT provide fanny packs.

Allergies

We strive to maintain a safe environment for all campers, including those with severe allergies.

- Camps operate as nut-free spaces. Please ensure all snacks and lunches are free of peanuts and tree nuts.
- All allergies must be listed during registration and communicated to staff on the first day of camp.
- Staff are trained to recognize signs of allergic reactions and follow emergency procedures when needed.
- **While camp spaces are kept nut-free, the larger facilities (Trico Centre & any off-site locations are not nut-free.**

Ambulance

In the event of a medical emergency, staff will follow established emergency protocols. If an ambulance is required, it will be called immediately to ensure the safety of the camper. Parents and/or emergency contacts will be notified at this time.

Emergency Contact

Families must provide at least one current emergency contact who is available during camp hours. If a medical situation arises, staff will contact the parent/guardian first, followed by emergency contact.

HEALTH POLICY

Illness

The health and wellbeing of our campers and staff is a top priority, and children must stay home when they are unwell. Families are responsible for arranging alternate childcare when symptoms of illness appear.

When Children Must Stay Home

Campers may not attend camp if they have any of the following:

- A temperature of 101°F (38.4°C) or higher
- A fever that has not been gone for at least 24 hours without medication
- Vomiting at camp or within the last 24 hours
- Diarrhea (loose, watery stools that are more frequent than usual)
- An unidentified or worsening rash
- A severe cold with fever, heavy nasal drainage, or symptoms that affect their ability to participate.

If your child becomes ill during camp hours, a parent or guardian will be contacted immediately to pick them up. Until then, they will remain supervised by support staff.

Children must be well enough to participate in all daily activities before returning to camp. A doctor's note may be requested prior to readmission.

SWIMMING SCHEDULES & EXPECTATIONS

Swim Schedule

- All weekly camps swim once per week, except Aqua Adventures, which swim daily as part of their specialty programming.
- Daily Drop-In camps swim daily.
- Preschool camps (ages 4–5) do not participate in swimming.
- Weekly camps are assigned a specific swim day. Swim day information can be found on the camp descriptor, receipt notes and on the parent portal section of the Trico Centre website.

Pool Safety and Supervision

- Staff and campers wear identifying pinnies in the pool area so groups can stay together and be easily located.
- Staff actively participate in the pool with campers and work alongside lifeguards to maintain a safe environment.
- Campers ages 7 and under must wear a life jacket and remain in the shallow end.
- Campers ages 8 and older may attempt a swim test to access the deep end.

Swim Test Requirements

To swim in the deep end, campers must be able to:

1. Jump into the pool at the black line.
2. Tread water for 1 minute.
3. Swim 20 meters (wall to wall) using front crawl with their face in the water, without stopping or touching the bottom

Lifeguards make the final decision regarding deep-end access and lifejacket use. Lifeguards reserve the right to put a life jacket on any participant at any time due to safety concerns.

OUTDOOR SAFETY

Each camp will spend time outdoors daily as per our programming philosophy.

Sun Safety

We take sun protection seriously and encourage families to help prepare their child for outdoor activities.

- Campers must arrive at camp wearing sunscreen each day.

- Campers must bring their own labelled sunscreen each day. No sharing of sunscreen is permitted.
- Sunscreen is reapplied as needed throughout the day. Participants are encouraged to complete this independently. Preschool participants will receive support in sunscreen applications.

Outdoor Attire and Preparedness

Campers should arrive dressed for the weather and ready for active outdoor play.

- Clothing should be comfortable, weather appropriate, and suitable for running, climbing, and outdoor games.
- Closed toe shoes are required for safety.
- On hot days, lightweight clothing, hats, and refillable water bottles are essential.
- On cooler or unpredictable days, layers are recommended.
- Campers should bring a swimsuit and towel every day, as outdoor water play and pool schedules may change.
- Campers will go outdoors in the rain or shine, please ensure your camper is dressed appropriately.
- See the appendix for printable 'Camper Checklist.'

Smoke and Air Quality

We monitor outdoor conditions closely to ensure camper safety.

- Camp follows Environment Canada's recommendations and uses the Air Quality Health Index (AQHI) to guide decisions about outdoor activities.
- Outdoor programming may be modified or moved indoors during periods of extreme heat, poor air quality, or severe weather.

Off-site Field Trips

Camps may participate in offsite activities depending on their program.

- Preschool camps (4–5Y): Always remain onsite at Trico Centre and do not go offsite.
- Weekly camps (6-12Y): Participate in minimum one off-site field trip each week.
- Weekly camps (6-14Y): May go off-site to sites that are walking distance (Playgrounds, Calgary Public Library.) No schedule is provided to parents for walkable off-site activities.
- Weekly camps (11-14Y): Include 3-4 days of off-site activities and will travel via Calgary Transit and/or Trico Centre bus as part of the camp programming.
- Specialty Camps (Hit the Gym & Aqua Adventures): Camps remain on-site for specialized programming.
- Field trip transportation is provided by our Trico Centre bus.
- **Field trip day(s) can be found on the camp descriptor, receipt notes and on the parent portal section of the Trico Centre website.**

INCLUSION, BEHAVIOUR, AND CAMPER SUPPORT

Neurodiversity and Diverse Needs

Campers with diverse needs are welcome, and our Inclusion Facilitator works closely with families to understand each child's strengths, needs, and support strategies.

Aides, Support Persons, and Caregivers

Any participant who requires an aide in a school setting will also require an aide or support person at Camp Trico. For preschool aged participants, the Inclusion Facilitator will connect with families if additional support is needed. If a designated support person is not available, parents may function as the child's aide.

Aides are considered part of the camper's support team and work in partnership with camp staff.

To maintain safety and clarity of roles:

- Aides support only the camper they are assigned to, not other children.
- Aides must be prepared to participate fully in all camp activities, including outdoor play and swim time.
- Trico Centre does not provide aides; however, our Inclusion Facilitator can help families connect with community resources and support options.

Our goal is to ensure every camper has the support they need to feel successful, included, and confident throughout their time at camp.

BEHAVIOURS OF CONCERN

We use the Traffic Light Model to guide behaviour expectations in a developmentally appropriate and consistent way.

Green Light Behaviours

Positive, expected behaviours such as:

Caring, sharing, participating, being inclusive, respectful, honest, responsible, and using kind language.

Yellow Light Behaviours

Behaviours that require redirection or a warning, including:

Not listening, disrespect, unsafe play, hurtful words, dishonesty, excluding others, damaging property, or age dependent running away.

Red Light Behaviours

Unsafe or unacceptable behaviours that require immediate intervention, such as:

Bullying, harassment, physical aggression, fighting, racism, verbal aggression, biting, possession of inappropriate items, repeated Yellow Light behaviours, or intentional harm to others.

Our approach is proactive, supportive, and focused on teaching skills—not punishment. Staff use a variety of strategies to help campers regulate and make positive choices, including:

- Redirection
- Positive reinforcement

- Calm down spaces
- Think sheets or reflection time
- Behaviour contracts
- Check in chats
- Parent communication and collaboration

Suspensions and Expulsions

While we strive to support every child's success, there are rare situations where a camper's behaviour may compromise the safety or wellbeing of our facility, other participants, or our staff.

Suspension or removal from camp may occur when:

- A camper repeatedly engages in unsafe or harmful behaviour.
- Red Light behaviours persist despite support strategies.
- A camper's actions place themselves, other campers, or staff at risk.
- The level of support required exceeds what the program can safely provide.

Decisions regarding suspension or expulsion are made in consultation with families, staff, and the Child & Youth Programs Coordinator & Director. Our priority is always the safety and wellbeing of all participants. **Please note:** that there will be no refunds or credits issued due to suspension and expulsion from Camp Trico.

Separation Anxiety

It is normal for some children to feel nervous or upset during drop-off, especially at the start of camp.

To support a smooth transition:

- Families are encouraged to keep goodbyes brief and reassuring.
- Staff will contact families if a child remains distressed beyond a reasonable period.
- Comfort items (if appropriate) may be used to ease the transition.

DROP OFF & PICK UP PROCEDURES

Sign-In and Sign-Out

All campers must be signed in and out each day by an authorized adult.

- On Mondays, families begin at the Day Camps Check In Desk, located on the upper pool viewing area in front of the Seniors Room.
- A photo will be taken of all day camp participants at sign-in. This photo is for internal use only in the event of an emergency.
- After checking in, families proceed to their child's designated camp room.
- Tuesday through Friday, families will proceed to their child's designated camp room and sign in with day camp leaders.
- A signature is required at both drop off and pick up.
- Photo identification is required at pick up every day.

Campers will only be released to individuals listed as authorized pickups on their account. If custody arrangements apply, documentation must be provided so we can meet all legal requirements.

Self-Signers

Day camp participants who are 9 years or older may sign themselves in and out if they have been granted permission by parent/guardian. Parents/guardians **MUST** accurately answer the Self-Signer question upon registration to enable this option. Without written authorization, campers may not leave independently.

Early & Late Care

Early and Late care is included in all day camps. Early & Late Care provides supervised time before and after the regular camp day for families who need extended hours.

What to Expect

- In most cases, Early & Late Care takes place in each camp's assigned camp room.
- This period is less structured than the regular camp day. Campers will have access to quiet, lowkey activities such as puzzles, coloring, board games, and simple crafts.

Hours

- Early Care is available before the camp starting at 7:30am and Late Care runs until 5:30 pm.
- Campers must be picked up no later than 5:30 pm. Fees apply for any late pickups after 5:30pm.

Drop Off Locations

Each camp has a designated drop-off room or area- these locations are listed on your registration receipt notes. Locations will also be posted at the Day camp Check- in desk.

If you arrive and no staff are present at your usual drop-off location, please visit Guest Services. They will contact the Camp Supervisor to help you locate your children's group.

Parking

For safety reasons:

- Families may not park or drop off in the roundabout at the main entrance as this area is reserved for emergency vehicles and individuals requiring additional assistance.

Late Drop Offs & Early Pick Ups

If you arrive late and your child's group has already left their room:

- Visit Guest Services and staff will contact the Camp Supervisor to help you locate the group.
- Please note that it may take time to connect with your child's camp, as groups move throughout the facility.

If you need to pick up your child early:

- Inform staff in the morning at drop off.
- Staff will let you know where the group will be at the requested time.
- Parents are responsible for going to the identified location to sign out their child.
- If pickup occurs during swim time, parents must collect their child from the pool and assist with changing.

CAMPER BELONGINGS CHECKLIST

All belongings should be packed in a labelled backpack (first and last name) that your child is able to carry independently.

What to Bring Each Day

- Weather appropriate clothing: Dress your camper for the day's forecast, including layers when needed.
- Sunscreen: Must be applied before drop off. Staff will reapply throughout the day.
- Hat
- Extra clothing: A full change of clothes in case of spills, water play, or accidents.
- Lunch, snacks, and refillable water bottle
 - Camp does not provide food.
 - Please pack enough nut-free food for the entire day.
 - A refillable water bottle is required.
- Bathing suit and swim gear: Most camps swim once per week, but swim schedules may change.
 - Pack a swimsuit and towel every day.
- Comfortable, closed toe shoes
- Any required medication

What to Leave at Home

To maintain a safe, inclusive, and distraction free environment, please keep the following items at home:

- Stuffed animals or blankets (exceptions may be made for participants who need more support to separate from parents)
- Personal toys of any kind
- Electronics (cell phones, tablets, handheld gaming devices, smartwatches used for communication)
- Nut products of any kind
- Pokémon cards or other trading cards

Trico Centre is not responsible for any lost or stolen items.

Lost and Found

A Lost and Found table is located near the Day Camps Check in Desk.

- Families are encouraged to check the table daily.
- Labelling belongings with your camper's first and last name increases the chance of items being returned.
- Items not claimed by Friday each week will be donated.

STAFF

All staff receive comprehensive training before the start of camp to ensure they are confident, prepared, and equipped to care for children responsibly.

Required Training and Certifications

Before working with campers, all Camp Trico staff must complete the following training:

- First Aid and CPR
- Emergency Procedures
- Pool Safety
- Camp Trico Policies and Procedures
- Police Clearance

Lifeguard Training

Our lifeguards complete all required training and certifications prior to supervising any aquatic activities. They are prepared to maintain a safe, structured, and positive environment for all swimmers.

Camper-to-Staff Ratios

To ensure proper supervision and high-quality care, Camp Trico follows age-appropriate camper to staff ratios:

- Preschool (4–5 years): 1 staff for every 8 campers
- Ages 6–14 years: 1 staff for every 15 campers

WASHROOM & CHILD PROTECTION PROCEDURES

Clear washroom and child protection procedures help ensure privacy, dignity, and safety while promoting independence appropriate to each age group.

General Washroom Expectations

- Campers must be fully toilet trained and able to use the washroom independently (no diapers or training pants permitted).
- Staff will remind campers of proper washroom etiquette and help keep facilities clean.
- No staff member or volunteer will ever be alone with a camper inside a closed cubicle or change room.

Duty to Report

As a child serving organization, Camp Trico has a legal and ethical responsibility to protect the wellbeing of every camper.

- If staff suspect that a child is being abused or neglected, they are required to contact the local child welfare agency.

PARTICIPATION EXPECTATIONS

Campers are required to take part in all scheduled camp activities, including swimming, outdoor games, group challenges, and specialty programming.

If a camper is unable to participate in an activity for any reason, they must be picked up by a parent or guardian and supervised for the duration of that activity. Camp staff cannot provide one-on-one supervision or remove a camper from the group for extended periods.

Special Requirements

Some camps may have specific forms, equipment needs, or preparation requirements. These details can be found in your receipt notes and additional information is available through the Parent Portal. Families are encouraged to review these resources before camp begins to ensure their child arrives prepared and ready to participate.

PARENT PORTAL

The Parent Portal is your go-to resource for staying informed and prepared throughout your child's time at Camp Trico. It is accessible through our website.

The Parent Portal includes:

- Weekly camp schedules
- Camp specific updates and reminders
- Equipment or preparation notes
- A scannable QR code for feedback and communication

Schedule Flexibility

All schedules are subject to change. Field trips, swim times, and other activities may shift based on weather, facility availability, transportation, or other operational needs. Because swim times can change with little notice, swim gear should be packed every day to ensure your camper is always prepared.