



Grey Roots KidsCamp Parent Handbook

Dear Camper Parents and Guardians:

It is a pleasure to welcome you and your family to Grey Roots KidsCamp. In their time here at Grey Roots, KidsCampers will enjoy exploration time in our exhibits and Moreston Heritage Village, while taking part in educational, hands-on activities.

KidsCamp at Grey Roots is an educational program and should not be compared to general daycare. We offer programming that will enrich KidsCampers on non-school days. We strive to offer interactive and fun learning opportunities that integrate many different subjects and skills. Please ensure your child(ren) know that they will be learning so that they can decide if this is the right program for them.

The policies and procedures that are outlined in this handbook are designed to provide you with all relevant information about the way our camp operates. Your cooperation in following these guidelines is appreciated. Please keep this handbook as a reference.

Registration Information

Registration is accepted on a first come, first serve basis. During our March Break and Summer KidsCamp preference is given to full-week registrations. For single day registration please check the Grey Roots website to confirm the opening date for single day registration.

All forms must be filled out and then submitted to Grey Roots. If your registration has been accepted all registration fees must be paid promptly to guarantee the space. Forms cannot be completed over the phone.

All registrations and payment must be completed by 5:00 pm on the Wednesday before a PA Day or by 5:00 pm on the Thursday preceding the Summer KidsCamp week or March Break KidsCamp. This is to allow staff a reasonable amount of time to prepare for the KidsCampers. No exceptions will be made.

Accepted payment options are cash, debit or credit card. We do not accept cheques.

Credit card payments can be processed over the phone. If we do not receive the payment within seven days after sending the notice of acceptance, the space will no longer be held.

Verbal or email registrations are not accepted and spaces cannot be reserved. However, forms may be submitted by email to kidscamp@greyroots.com or faxed Attn: KidsCamp, 519 376 4654.

Please double check your form before submitting it to ensure all the information has been included. Please print neatly. You will receive a confirmation by email of your successful registration.

Registration Process

1. Read the Grey Roots KidsCamp Parents' Handbook
2. Complete the registration form and submit to kidscamp@greyroots.com or fax Attn: KidsCamp, 519 376 4654
3. Grey Roots will contact you regarding your payment if the registration is accepted. Please ensure all contact information is up to date and accurate

Camp Staffing

All of our KidsCamp Leaders are trained to work with children through Grey Roots' year-round public and education programs and have all had police record checks. Our Summer KidsCamp staff is comprised of specially selected post-secondary students. Additional KidsCamp assistance is provided by volunteers that have been screened by the Volunteer Coordinator.

Arrival Policy

All KidsCampers should be brought inside Grey Roots, each morning by 9:00 am and must be signed in each day by their parent/legal guardian or a person approved by their parent/legal guardian.

Extended supervision is available beginning at 8:00 am each morning of camp for a \$2.00 additional charge. This **must** be arranged and paid for prior to the day or week. Drop-off may occur at the main museum entrance located at the centre of the museum, or on the west side of the museum. Please watch for a communication from staff directing you to the correct location.

Programming begins promptly at 9:00 am. If you arrive after this time, please ask Grey Roots personnel to contact camp staff. Staff will assist where possible but you will be required to accompany your child to the program location.

Departure Policy

Camp concludes each day at 4:30 pm.

Extended supervision is available from 4:30 pm to 5:00 pm each day of camp at no additional charge. There is a late pick up fee after 5:00 pm of \$10 plus HST for the first 15 minutes and \$5 plus HST for every 10 minutes or part thereafter.

All KidsCampers must be signed out by a parent or a person approved by the parent.

If you have different pickup instructions for any day, please send a note to a camp staff member that morning stating the change of time or person.

Refund Policy

Withdrawals must be received in writing no less than **two weeks prior** to the start date for a refund of 80%. After this time, any such request will be processed only if accompanied by a medical certificate and written note received prior to the end of the relevant camp week or day. At that time Grey Roots would be happy to offer a refund of 80% or a complimentary transfer to another available week or day. Medical certificates received and/or withdrawal requests made after the week will not receive a refund or transfer.

Transfer Policy

A fee of \$10 plus HST will automatically be charged to transfer from one week or day to another in addition to any adjustments if transferring between differently priced weeks.

Toys, Sports Equipment

Please do not allow your KidsCampers to bring their own toys, electronic games, electronic readers, iPods, etc. to camp. Grey Roots is not responsible for lost or stolen items. If the staff request a specific item for an activity, a note will be sent home and the equipment will be kept in a safe place until needed.

If your child requires a device for medical or behavioral reasons please speak with KidsCamp staff upon registration to clarify the device and its proper use.

Accommodations will be made on a case by case basis. Staff must be notified in advance of the program.

Money

Please do not send money with your child. If they would like make a purchase at the Grey Roots museum store that can be done after camp is over for the day but not during. Purchases are not allowed on field trips. Grey Roots is not responsible for money that may be lost, stolen or misplaced.

Lost and Found

Lost and Found items for Grey Roots KidsCamp will be displayed by the sign in/out sheets every day.

Communication

If you need to get a message to your child or the KidsCamp staff during the day, call the Visitor Services desk from 9:15 am to 5:00 pm at 519 376 3690. The front desk staff will relay the message to the proper staff person. Please do not leave the message on voice mail. The use of cell phones by KidsCampers during camp is not permitted.

Parents should contact Grey Roots Museum and Archives* when:

- Information on your registration form has changed
- Someone other than those listed on the registration form is dropping off or picking up KidsCampers
- A KidsCamper will be arriving late to camp or will not be attending camp (due to illness, etc.)
 - We request that if your child is not attending due to illness, to notify Grey Roots staff regarding the nature of the illness. For example, if chicken pox is detected staff will sanitize all KidsCamp materials and spaces as well as notify other parents to observe their own children for symptoms.
- A change occurs in your child's life that alters his/her attitude, behaviour, or causes emotional upset
- If you have any concerns or questions about our programming or a situation brought to your attention by your child.

*Please contact your KidsCamp Leader directly. An email can be sent to kidscamp@greyroots.com to be received by all KidsCamp staff.

Parents will be contacted immediately if:

- Your child has received an injury that may require immediate medical attention
- Your child exhibits a medical condition that may be contagious or threatening to others
- Your child is ill and unable to participate in the daily activities

- Your child exhibits a pattern of disruptive or aggressive behaviour that interferes with the program or other children

The child in question **must be picked up within 30 minutes** of the telephone notification. Staff will attempt contact using the phone numbers provided on the registration form. Please ensure all numbers are up to date.

If you, or your designate cannot pick up the child within the time period please advise Grey Roots of your alternate plans to ensure the KidsCamper is picked up in time.

Parents will be notified at pickup if:

- Your child has a minor injury that did not require a medical professional
- Your child complained of non-emergency condition or symptom
- Your child exhibited unusual or unacceptable behaviour that was corrected
- Grey Roots wants to share your child's accomplishments with you

Packed Lunches

KidsCampers must bring their own **peanut-free** and **nut-free** lunches and snacks that require no refrigeration or heating. Please ensure that each KidsCamper has enough food and drink for two nutrition breaks and an afternoon snack. To remain environmentally friendly please pack lunches that create little to no waste.

Photos and Videos

Grey Roots may take photographs and video images of KidsCampers throughout the KidsCamp session to be used in presentations, on our website, the newspaper and in publicity pieces produced for Grey Roots. If you do not wish to have photographs or video taken by Grey Roots, its agents, or any local media please make a note on your registration form.

Clothing and Camp Supplies

Please ensure each KidsCamper is wearing appropriate attire, comfortable shoes; **open-toed shoes and flip flops or sandals are not acceptable for safety reasons.** Your child is welcome to bring a refillable water bottle that will be refilled as needed. A change of clothes, including socks or mitts (weather dependent), may help KidsCampers remain dry throughout programming and a messy shirt or apron that can get dirty would also be a good item to include every day of camp.

Please label as many items as possible with your child's name. Camp Leaders will make every effort to be sure KidsCampers do not lose items; however, Grey Roots does not assume responsibility for anything lost or stolen.

Illness and Injury

If your child is ill, please do not send him/her to camp. Grey Roots does not provide nursing care, other than immediate First Aid. Should a child come to camp and become ill, parents will be notified and asked to pick up their child within 30 minutes.

In case of emergency, Grey Roots will call an ambulance to transport your child to the nearest hospital for treatment.

If your child shows signs of contagious disease, such as chicken pox, measles, etc., please notify Camp Staff immediately. Please also notify if lice is suspected or is being treated at your child's school or classroom. All parents will be notified as soon as possible and arrangements will be made to sanitize the KidsCamp location and materials.

Medications and Special Needs

Camp staff must be made aware, in writing, of any special needs or limitations KidsCampers may have. We will make accommodations when possible but need advance information. With limited staffing we are not able to provide one-to-one support for KidsCampers.

You must notify Grey Roots if your child receives educational assistance at school we ask that it is disclosed to KidsCamp staff prior to camp. We strongly suggest and happily welcome staff from outside agencies to assist those with high needs. This would need to be arranged in advance and paid for by the parent.

If your child takes medicine during camp hours or has any allergies, the **Medical Assistance and Allergy Information Form** must be filled out at the time of registration. This form is available online and at our front desk. Medication must be in the original bottle with the KidsCamper's name on it and given to staff upon arrival. KidsCampers may not keep any prescription or over the counter medication in his or her personal belongings. All allergies must also be listed on the KidsCamp registration form.

Behaviour

Grey Roots offers a safe environment for its KidsCampers. Therefore a zero tolerance policy for violence is in effect, including bullying and inappropriate language. A *KidsCamper Behaviour Report* will be completed for any disruptive behaviour and parents will be notified at the end of the day or during the day based on the nature of the incident.

Every day leaders explain the KidsCamp rules to the KidsCampers. Grey Roots reserves the right to send anyone home or dismiss anyone from camp whose behaviour becomes unmanageable, disruptive or endangers the safety and welfare of others.

If the information provided through the registration process does not clearly outline your child's behaviour or health status Grey Roots reserves the right to ask for the immediate removal of your child from KidsCamp programming. Parents/guardians once contacted will have 30 minutes to pick up their child from Grey Roots or wherever programming is taking place.

Please ensure your child is aware of Grey Roots' behaviour expectations.

Four basic rules for camp

1. Listen to and do not interrupt any speakers.
2. Use appropriate voice levels and words.
3. Raise your hand if you have a question.
4. Hands are for helping, not for hurting.

Suspected Abuse or Neglect

In accordance with Ontario's Child and Family Services Act, any Grey Roots personnel having reasonable cause to believe that a child known to them in their professional capacity may be abused or neglected shall immediately report the matter to their supervisor. Children and Family Services may be notified.

Questions or concerns?

Please contact us if you have any questions or concerns about any of the contents of this handbook.

kidscamp@greyroots.com, phone: 519 376 3690

A submission of a completed registration form for a PA Day, March Break or Summer KidsCamp is a sign of compliance of all policies and procedures within this handbook.