

2023 Parent and Camper Handbook Package



TCAG Summer Day Camp...fun making friends for life.



www.thoroldgroup.org

Located at: 131 Richmond Street, Thorold, ON, L2V 3H3
Phone (905) 227-0545

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TCAG Summer Day Camp

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Who We Are **Profile**

The TCAG was founded in October 1981 as a membership and volunteer based community service organization, governed by a volunteer Board of Directors and managed by professional staff with support from volunteers and donors. The TCAG is dedicated to enhancing the quality of life for all Thorold and area residents by coordinating and delivering high quality recreational, cultural and educational programs and services.

Mission

The Thorold Community Activities Group is dedicated to enhancing the quality of life for all Thorold and area residents by coordinating and delivering high quality recreational, cultural and educational programs and community services through committed volunteers and staff serving their community with pride.

Vision

“...because every community deserves a safe place to play, engage and be inspired.”

Etiquette

“The TCAG is a shared experience for everyone to enjoy. Each of us can make it better for all by being considerate to others. TCAG members, participants, staff and volunteers all pledge to treat one another, our facilities and equipment with respect and dignity.”

Meet Our Camp Supervisors



Stephanie



Julia



Alex

CAMP OUTLINE

Week	Date		Weekly Theme
Week 1	Tuesday, July 4	to Friday, July 7	Fairy tales and Fantasies
Week 2	Monday, July 10	to Friday, July 14	TCAG Olympics
Week 3	Monday, July 17	to Friday, July 21	STEAM
Week 4	Monday, July 24	to Friday, July 28	Under the Big Top
Week 5	Monday, July 31	to Friday, August 4	Animal Kingdom
Week 6	Tuesday, August 8	to Friday, August 11	Campers Scouts
Week 7	Monday, August 14	to Friday, August 18	Seasons Greetings
Week 8	Monday, August 21	to Friday, August 25	FAME
Week 9	Monday, August 28	to Friday, September 1	Sailing the Seven Seas

IMPORTANT DATES

Canada Day Observed – **CLOSED** Monday, July 3
First Day of Camp Tuesday, July 4
Civic Holiday – **CLOSED** Monday, Aug. 7
Last Day of Camp Friday, September 1

CAMP HOURS

9:00am to 4:30pm – **Camp starts at 9am sharp!**
Extended hour care is available from 7:30am to 9:00am and 4:30pm to 5:30pm.

SUMMER OFFICE HOURS

Monday through Friday 8:30am to 5:30pm

CAMP REGISTRATION

The following information along with a **\$25 deposit** per child is required to reserve your spot:

- TCAG Online Registration Forms
- Payment or Payment Plan Information

Subsidy Approval Form: must be submitted by June 10th

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Camp registration is accepted on a **first come-first serve basis** and a camper is not registered until the TCAG has received the completed online registration package and deposit. Please note there are limited spots available each week.

PAYMENT OPTIONS

- Cash/Debit
- Credit Card
- Pre-authorized Payment Plan to a bank account or credit card

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PLEASE NOTE

- Camp Fees are due in advance by the prior Friday at 5pm
- Failure to pay will result in your child being denied into camp
- **Late Pick Up Charges (after 5:30pm)**
 - \$5.00 for the first 10 minutes
 - \$10.00 after 10 minutes & up to 20 minutes
 - \$15.00 after 20 minutes & up to 30 minutes

SUBSIDIZED FAMILIES

- Subsidy parent fees are due the 1st of each month
- Please note the number of absent days granted for summer camp as per your subsidy approval. Absent days over your approved allotment is subject to a daily camp fee of \$40.00. For assistance please contact your caseworker.

Refund Policy

- Requests for refunds may be made up to 10 business days prior to the start date of the registered week of camp.
- Refund requests can be made by contacting the front reception staff.
- Camp fees are non-refundable after the start date of the registered week of camp. Exceptions may be made for confirmed medical reasons with proper documentation.
- Refunds will not be given if a camper is sent home for misconduct or if they become ill.

The TCAG has a firm policy to receive payment in full prior to delivery of any program or service. Our limited resources are needed to provide safe, high quality programming. **A \$25 fee will be charged for NSF payments.**

PICK UP & DROP OFF

Our Summer Camp will be run out of **Richmond Street Public School**, located at 153 Richmond Street. All pick ups and drop offs will be at the school.

ARRIVAL & DEPARTURE

- Please use the main entrance door for drop off and pick up at **Richmond Street Public School**.
- Staff will greet and assist you upon arrival.
- At drop-off the following is required:
 - Name of parent/guardian picking up.
- At pick-up the following is required:
 - Should you arrive prior to 4:00pm please call ahead to notify staff
 - At pick-up you may be required to show identification until a relationship is established with the TCAG staff.
 - Late pick-up (after 5:30pm) is subject to a late fee, see page six of the handbook.

RELEASE OF CAMPER

Unless otherwise arranged, campers will not be released to any person other than those specified in the child's file and with permission from the parent. Even if a person is on the authorization list the parent is still responsible to call the centre and inform the staff who will be picking up if it will not be a parent. Where applicable, separation of single parents must be kept on file, with clear instructions for releasing the camper. Only legal documentation is acceptable with the original embossed seal.

No person under the age of 13 is allowed to pick up a camper from the TCAG.

TCAG counsellors will make all attempts to deny access to any person, including a parent/guardian, to pick up a camper, if that person appears to be impaired by alcohol or drugs. TCAG counsellors will not put him/her or others in danger by refusing to release the camper. The counsellor may assist by calling a taxi, or someone to drive. If the person resists or opts to drive home, the counsellor will get the license number and call the police. If they are on foot, the TCAG counsellor will call Family & Children Services.

Pick Up Due to Accident/Incident

You may be required to pick up your camper in the middle of the day due to an accident, sick or a behavioural incident. Please make sure to list back up/emergency contacts in the case that you are not able to pick up your camper. It is necessary to have a plan in place for the best interest and safety of your camper. Attempts will be made to reach all contacts, failure to pick up your camper could result in future suspension of programming.

WHAT TO BRING TO CAMP

Your camper's belongings should be well packed in a backpack that is comfortable and not too heavy to carry. It is recommended that campers wear close-toed shoes or sandal each day for comfort and safety reasons. We also suggest labeling your campers items in case lost.

- **NUT FREE** Lunch (including morning & afternoon snacks)
- Water Bottle labelled with name.
- Running Shoes or Close-toed Sandals - **FLIP FLOPS ARE NOT PERMITTED**
- Hat
- Sunscreen SPF60 or higher (Choose sunscreen that will be easy for your child to reapply themselves) *Each camper requires their own sunscreen labelled with their name.*
- Bathing Suit, Towel & Life Jacket (For daily swim and water activities.)
- Dress appropriately for the weather

ALL PERSONAL ITEMS ARE PROHIBITED AT CAMP WITH THE EXCEPTION OF THE ABOVE LIST

The TCAG is not responsible for any personal/valuable items brought to camp that may end up lost or broken.

LOST AND FOUND

Lost and found items will be collected and stored in a bin each week. Unclaimed items are given to charity on the last day of camp.

A TYPICAL DAY OF CAMP

7:30 – 9:00am	Morning Extended Care
9:00 – 9:15am	Group Opening Circle
9:15 – 10:00am	Program 1
10:00 – 10:30am	Morning Snack
10:30 – 11:15am	Program 2
11:15 – 12:00pm	Program 3
12:00 – 12:45pm	Lunch
1:00 – 2:00pm	Swim
2:30 – 3:00pm	Afternoon Snack
3:00 – 3:45pm	Program 4
3:45 – 4:00pm	Group Closing Circle
4:00 – 4:30pm	Free Time Play
4:30 – 5:30pm	Afternoon Extended Care

Each Friday an information email will be sent to parents regarding the upcoming week of camp. This email will include details about the weekly theme, weekly trip and Fun Friday. Please make sure your email address is updated on your account to receive the weekly information email!

All camp communications will come from the following email address:

tcagcamp@gmail.com

For any questions or concerns please use this email address.

HEALTH & SAFETY

MINOR INCIDENCES/ACCIDENTS/EMERGENCIES

- **Minor, self-inflicted incident/accidents** (e.g. a child falls & bumps his knee) the parent shall be notified at time of pick up. An accident report will be completed including the time of day, where it happened and the treatment. The parent must sign the original and will receive a copy of the report if they wish.
- **More serious injuries** require an accident report to be completed by the counsellor, signed by the parent and the Director of Rec & Leisure. A phone call may also be placed to the parent notifying them of the accident prior to time of pick up. The original report will be placed in the camper's file and a copy made available for the parent.
- **Serious Occurrences requiring medical attention** - if your camper receives an injury that requires medical attention, you will be contacted immediately. If we are not successful in contacting someone and immediate medical attention is required, we will call 911 for ambulance assistance. Any expenses incurred will be the responsibility of the parent.

All TCAG counsellors and staff are certified in First Aid/CPR, Anaphylaxis (Epi-Pen Use), Concussion Protocol, High Five and the Ministry of Labour Health & Safety.

PERSONAL ACCIDENTS

For campers to be successful at camp and enjoy a positive experience they must be able to use the washroom facilities independently. We understand that accidents happen however regular/frequent accidents could result in dismissal from the camp program.

MEDICATION

Whenever possible the parent/guardian should administer medication to the camper. For example, a medication that is prescribed 3 times a day the camp supervisor will administer the mid-day dosage only.

Only medication prescribed by a legally qualified Medical Practitioner will be administered by the camp supervisor or designate.

A medication authorization form must be completed and signed by the parent/guardian. The medication must be in its' original container and labelled with the following:

- The name of the medication & Camper
- The exact dosage
- The frequency that the medication is to be given
- The name of the prescribing physician
- The pharmacy's name, address and phone number

- Stale dated medication will not be administered
- All medication is kept in the Director's office/Staff fridge

NON-PRESCRIPTION MEDICATION

Over the counter medications should be administered by the parent/guardian before attending camp. Camp staff are prohibited from administering over the counter medications without documentation/instructions from a doctor.

ALLERGIES

Anaphylaxis is a serious allergic reaction that can be life threatening. It requires appropriate avoidance strategies and immediate response in the event of an emergency. All staff and volunteers have been instructed on the use of any allergy medication prior to the beginning of their employment.

With written permission, campers ages 6 and up may carry their epi-pen in a pouch around their waist. For campers under the age of 6, staff is required to carry the epi-pen and pouch at all times.

PLEASE REMEMBER TO NOTE ALL ALLERGIES ON THE REGISTRATION FORMS ALSO LISTING IF AN EPI-PEN IS REQUIRED AND WILL BE CARRIED BY THE CAMPER.

SUNSCREEN & WATER

Sun and heat stroke are both very serious conditions, please apply sunscreen (SPF60 or higher) before dropping off your camper and always pack an additional bottle of sunscreen to be re-applied throughout the day, as necessary. Campers should also have a hat to wear for outside activities. *Each camper requires their own sunscreen and water bottle labelled with their name.*

The TCAG is equipped with a water bottle refill station, hydration is important during the hot weather to avoid heat stroke.

ILLNESS

In the case where your camper is sick or showing COVID-19 symptoms they **MUST** stay home. If your camper will be absent, please notify our office at 905-227-0545 ext.21 and leave a message if before 9:00am.

If a camper becomes ill throughout the day at camp you will be notified by phone to pick up your camper immediately.

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BEHAVIOUR MANAGEMENT

CODE OF CONDUCT

The safety of each individual in the camp program is of the utmost importance to the TCAG. Each registrant and their parents/guardians must recognize a personal responsibility to learn and follow at all times the safety and other policies established by the TCAG. Parents/Guardians agree that any behaviour of the registrant and their parents/guardians that place themselves or others at risk may result in the registrant's and parents/guardians immediate dismissal from the camp program. Further, if dismissed from the camp program, the parents/guardians agree to cover any expense(s) arising from such dismissal. Parents/Guardians acknowledge and agree that no refund will be granted for the dismissal or removal of the registrant and parents/guardians at his/her request before the end of the camp program session. In order to ensure the safety and well-being of all individuals participating in the camp program, including parents/guardians the TCAG reserves the right to alter the program at any time without notice or compensation to the registrant.

BEHAVIOUR GUIDELINES

All Campers/Parents/Guardians:

- Are responsible for their actions, choices and words
- Will respect each other, their environment and actions towards staff
- Should be honest and true to their word
- Will care for themselves and those around them
- Will make healthy and safe choices; and
- Will value diversity and seek to include others

CAMP RULES & EXPECTATIONS

Recognize the rules and instructions for all games and activities.

Encourage others and show good sportsmanship.

Stay hands-free.

Participate and have a positive attitude.

Ensure a safe and clean environment.

Care and be kind to one another.

Take turns and play fair.

All campers are expected to follow the TCAG behaviour guidelines and to interact in a positive and appropriate manner with their fellow campers, counsellors and other staff. Behaviour (including but not limited to: harassment; verbal threats; physical behaviour;

bullying, etc.) that negatively impacts others physically or emotionally will result in immediate dismissal or removal from camp at the discretion of the TCAG.

BULLYING

Bullying is when one or more people exclude, tease, taunt, gossip, hit or put down another camper with the intent to hurt. At the TCAG we have a firm policy against all types of bullying. Every camper is accepted and we work together to ensure that campers gain self-confidence, make new friends and return home with great memories.

*****The TCAG does not tolerate bullying, physical and aggressive behaviour. All are grounds for immediate dismissal.*****

Please review the camp rules and expectations with your child before their first day of camp.

METHODS OF MANAGING MISBEHAVIOUR

Where misbehaviour is attention seeking, it will be ignored unless it poses a potential danger. Campers who are unable to comply with the limits of the play area or routine will be redirected to another activity (2 or 3 alternative activities to be given). Where discipline is deemed necessary, staff will use the least restrictive alternate. Removing the camper from the activity for a brief time and then allow the child to return with appropriate behaviour.

*****A behavioural incident report may be required*****

ON-GOING BEHAVIOUR CONCERNS

The counsellors work very hard to ensure the safety of each camper at the TCAG. On-going behaviour concerns will be recorded in incident reports and brought to the attention of the parent/guardian and the Director. Together we will work to try to reduce/eliminate the concerns. We must have cooperation from all in order to keep the camper enrolled in the camp program and to help the situation. If the behaviours continue it may result in a suspension and/or possible termination from the camp program.

AGGRESSIVE BEHAVIOUR

In extreme situations where the safety of any participant (camper, staff, volunteer) is in question, the parent/guardian may be asked to pick up their camper immediately. Aggressive behaviour will result in an automatic suspension from the camp program and may result in a permanent dismissal from the entire camp program.

It is crucial that all campers have the ability to cope in a busy, high populated environment and are able to follow direction. Any camper that displays consistent struggle following the rules of the day camp and direction of their counsellor will be required to be picked up immediately. This behaviour, when escalated, may also result in the dismissal from the day camp program.

In the case that you are not available you MUST list back-up/emergency contacts on your registration form who are available. In the case that we are unable to reach anyone Family & Child Services will be contacted.

TCAG SUMMER DAY CAMP

At summer day camp, we provide a healthy, safe, and secure environment for all participants. The TCAG summer day camp provides opportunities for our campers to learn and grow. Through a combination of direct instruction and discovery learning techniques, campers will develop greater self reliance and self confidence that will carry with them their whole lives.

The TCAG Summer Day Camp is committed to maintaining the highest standard of quality to ensure a fun, safe and memorable camp experience for all. Our goal is for each camper to have an amazing experience that positively influences their development.

Each week of camp is planned around a theme with a variety of different activities both outdoors and indoors. Each day campers will enjoy the refreshing pool and splash pad and on Wednesdays they will travel offsite for an adventure.

“Summer Day Camp.....fun making friends for life!”

OFFICE CONTACTS

Camp Supervisors Stephanie, Julia & Alex 905-227-0545 ext.21 tcagcamp@gmail.com
Front Reception Charlene McMillan 905-227-0545 ext.21 tcagreception@outlook.com
Camp Director Jennifer Douthwaite 905-227-0545 ext.26 tcagrecandleisure@outlook.com
Executive Director Megan Gilchrist 905-227-0545 ext.24 megan@thoroldgroup.org

If you have any questions or concerns about our summer camp program, please share with us at your earliest convenience.

FREQUENTLY ASKED QUESTIONS

What happens if it rains or it is humid outside?

Camp runs rain or shine! During the event of rain, campers will be directed indoors to complete activities. As our summer is filled with many humid and hot days, campers will be outside for majority of the day. In extreme cases our staff will work hard to modify camp activities for the day and provide alternative programs for our campers to engage in. Please remember to dress your camper appropriately for the weather!

Can my child bring toys or electronics to camp?

We do not allow campers to bring any toys or electronics to camp. These items are a distraction to our busy day and can result in lost or damaged belongings, so please have your child leave them at home.

How can I stay up to date with what activities my child does everyday?

Each Friday, newsletters will be emailed to parents/guardians to provide an update on the planned activities for the upcoming week. Please ensure you provide your email in the registration package to receive this important weekly newsletter!

Follow us on Instagram and Facebook for daily updates and photos of what your camper is up to!



@ thoroldgroup



@ Thorold Community
Activities Group

Can I request that my child be put in the same group as their sibling or friend?

Due to limited available spots we cannot guarantee that siblings or friends will be put in the same group. Our groups are arranged with age appropriate programs and safety as our key factors, but in certain circumstances we may be able to accommodate. Please speak with reception upon dropping off your registration package if you would like to request a special arrangement.

Can my camper bring money with them on field trip days?

Please do not send your camper with money as we do not allow campers to buy anything while off site. We promote a fair and inclusive day camp, where all campers are equal so we do not permit them to bring money while attending.

Does my child have to attend pool time everyday?

Yes, all children are required to attend the outdoor Thorold pool everyday from 1-2:00pm. As physical wellness is a crucial component of healthy child development all campers should expect to spend at minimum, 30 minutes in the pool and/or splash pad.

Where do I drop off and pick my camper up? Can I drop them off late or pick them up early?

Please use the main door entrance at Richmond Street Public School for drop off and pick up. If you need to pick your child up early, please let camp staff know at the beginning of the day. It is important that your child attend our regular scheduled camp day, 9am-4:30pm in order to maintain routine and create a positive camp experience! For more information about drop off/pick up, see pg. 7.

Do you offer half days for campers to attend?

No, we do not offer half days for campers as this takes away from a positive camp experience. In order to promote your camper's success at day camp we recommend a full day, 9am-4:30pm, so your camper can build rapport with their group and maintain our daily routine.

What qualifications do your camp staff have?

Our camp staff are chosen for their ability to role model TCAG values and our mission! Our staff are all post-secondary students or have graduated from post-secondary education and have a passion for working with children. Our staff understands the importance of a safe environment while promoting a positive and fun camp experience! All staff are Standard First Aid & CPR certified, and hold certifications in High Five Healthy Child Development, Anaphylactic training, concussion protocol, and hold a current Criminal Reference Check. All staff participate in our pre-camp training sessions where we focus on creating a healthy, safe, and fun summer for all campers!