

# Parent and Camper Handbook Package



**TCAG PD Day Camp...fun making friends for life.**



[www.thoroldgroup.org](http://www.thoroldgroup.org)

Located at: 131 Richmond Street, Thorold, ON, L2V 3H3  
Phone (905) 227-0545 x21





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## **Who We Are**

At TCAG Day Camp, we provide a healthy, safe, and secure environment for all participants. The TCAG 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 they will carry with them their whole lives.

The TCAG 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.

## **Mission**

We provide a welcoming place for the community to interact, learn and grow through healthy activities.

## **Vision**

“...every community member has 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.”*



## ABOUT OUR CAMP

Our PD Day Camps are offered to children ages 5-11 years old. All campers must have the ability to cope in a busy, highly populated, stimulating environment, and follow directions provided by counsellors.

### **PD DAY CAMP UPCOMING DATES**

<b>PD Day</b>	<b>Cost</b>
Jan.16	\$50
Feb.13	\$50
Jun.5	\$50
Jun.26	\$50

### **CAMP HOURS**

- 9:00am - 4:30pm
- Morning extended care hours 7:30 – 9:00am (no extra charge)
- Afternoon extended care hours 4:30 – 5:30pm (no extra charge)



## **CAMP REGISTRATION**

Please note there are limited spots available each PD Day. Camp registration is accepted on a **first come-first served basis** and a camper is not registered until the TCAG has received the following:

- TCAG Online Registration Forms
- Payment in full at time of registration
- A Pre-Authorized form of payment via credit card or bank account

## **PAYMENT POLICY**

- PD Day Camp Fees are due at time of registration.
- Failure to pay will result in your child being denied into camp until paid in full including a \$25 NSF.

## **SUBSIDIZED FAMILIES**

***Subsidy Approval Form: must be submitted a minimum of two weeks prior to the PD Day Camp.***

- Please note the number of absent days granted as per your subsidy approval. Absent days over your approved allotment is subject to a daily camp fee of \$50.00. For assistance, please contact your caseworker.
- Subsidy approval **IS NOT** your camp registration; you must register through the TCAG automated system and pay the registration fee. Once our office receives your subsidy approval the adjustment is made and a refund will be processed.

## **REFUND POLICY - NEW**

- Withdraw/Refund requests can be made by emailing [tcagcamp@gmail.com](mailto:tcagcamp@gmail.com) or by contacting the front reception staff.
- Requests to withdraw and receive a refund may be made up to 10 business days prior to the start date of the registered PD Day Camp. Requests to withdraw less than 10 business days prior to the start date forfeit a refund as the fees become non-refundable.
- Camp fees are non-refundable after the start date of the 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.



## **DROP OFF & PICK UP**

Our PD Day Camp will be run out of our facility, **Thorold Community Activities Group** located at 131 Richmond Street.

- Please use the **rear childcare entrance** door for drop off and pick up at the **TCAG**.
- At drop-off the following is required:
  - Name of parent/guardian picking up.
- At pick-up, the following is required:
  - You will be required to show identification until a relationship is established with the TCAG camp staff.
  - Should you need to pick-up prior to 4:00pm please call ahead to notify staff
  - Late pick-up (after 5:30pm) is subject to a late fee
    - *\$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*

## **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 the person identified in the morning.

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



## **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. We also ask that you label your campers items in case lost.

- Water bottle, lunch including morning and afternoon snacks (**NUT FREE**)
- Indoor Running Shoes
- Outdoor clothing (appropriate for the season)

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 the lost and found bin at front reception. Unclaimed items are given to charity after a period of time.



## **HEALTH & SAFETY**

### **ALLERGIES**

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 at registration to help keep your child safe. Please also list if an epi-pen is required.***

### **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.

### **ILLNESS/INJURY/INCIDENT**

In the case where your camper is sick, they **must** stay home. If your camper will be absent, please notify our office at 905-227-0545 ext. 21.

If a camper becomes ill throughout the day at camp, is injured, or is involved in a serious behavioural incident you will be notified by phone to pick up your camper immediately.

### **EMERGENCY CONTACTS**

Please make sure to list emergency contacts in the case that you are not available to pick up your camper. **An emergency contact is someone other than the primary caregivers, such as parents/legal guardians.** Attempts will be made to reach all contacts. Failure to pick up your camper may result in suspension from future programming. In the case that we are unable to reach anyone, Family & Child Services may be contacted.



## **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 policies established by the TCAG, at all times. Parents/Guardians agree that any behaviour of the registrant and their parents/guardians that place themselves or others at risk may result in 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 of the registrant and parents/guardians 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 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.

All Campers/Parents/Guardians agree to:

- Refrain from words, actions, and behaviour that demonstrate disrespect for other members, volunteers, employees, or the family members of such individuals
- Uphold TCAG's reputation and integrity by ensuring that their conduct whether in person, online, or otherwise brings honour and dignity to the TCAG
- 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 value diversity and seek to include others

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



## INCLUSION AT THE TCAG

While we strive to be a fully accessible facility, we currently do not have the staffing to support campers on a 1:1 basis.

For this reason, and to help ensure a successful camp experience for each and every participant, it is important that all campers are able to cope in a busy, highly populated, stimulating environment and are able to follow directions.

Some independence is required for campers to be successful in our camp environment. In addition, for safety reasons, any camper that displays consistent difficulty following the rules of camp, the direction of camp counsellors, or refuses to participate will be required to be picked up by a parent/guardian.

We believe in the importance of camp for all kids – if you'd like further information about our partner organizations and finding a camp that might be a better fit for your child, please give us a call at 905-227-0545 ext. 21.

## MORE INFORMATION

### CONTACT US

Camp Director      905-227-0545 ext.21 [tcagcamp@gmail.com](mailto:tcagcamp@gmail.com)

Front Reception      905-227-0545 ext.21 [tcagreception@outlook.com](mailto:tcagreception@outlook.com)



## FREQUENTLY ASKED QUESTIONS

### **What happens if there is a cold weather warning or it is snowing?**

During the event of a cold weather warning, campers will be directed indoors to complete activities. Our staff will work hard to modify camp activities for the day and provide alternative programs for our campers to stay safe in the winter weather. Please remember to dress your camper appropriately for the weather! Should we require to close due to weather, an email will be sent to all parents, and notice will be posted on social media, our website, and our local storm desk.

### **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?**

An email will be sent to parents/guardians to provide general information on the planned activities for the upcoming day camp. Please ensure you provide your current 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. In some circumstances we may be able to accommodate however there is no guarantee due to the demand for the program and the number of requests we receive. Please contact the Camp Director if you would like to request a special arrangement.



### **Can I drop my child off late or pick them up early?**

If you need to drop your child off late or pick them up early, please contact the Camp Director. 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 experience 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 extensive pre-camp training sessions where we focus on creating a healthy, safe, and fun experience for all campers!

### **What kind of activities are planned for campers?**

Our camp staff plan a variety of activities based on the season. Campers will have the opportunity to create crafts, participate in science experiments, group games and activities, and enjoy the outdoor playground. From group activities to camp wide activities, and special events, our camp program offers something for everyone! We encourage our campers to get creative and explore new interests!



### What is the schedule during a typical day of camp?

Time	Activity
7:30am - 9:00am	Morning Extended Care
9:00am - 9:15am	Group Opening Circle
9:15am - 10:00am	Program 1
10:00am - 10:30am	Morning Snack
10:30am - 11:15am	Program 2
11:15am - 12:00pm	Program 3
12:00pm - 1:00pm	Lunch/Free Time
1:00pm - 1:45pm	Program 4
1:45pm - 2:30pm	Program 5
2:30pm - 3:00pm	Afternoon Snack
3:00pm - 3:45pm	Program 6
3:45pm - 4:30pm	Group Closing Circle/Free Time
4:30pm - 5:30pm	Afternoon Extended Care