



Welcome to

CHILDREN'S PROGRAMS: EARLY YEARS (0-5Y)

PARENT & GUARDIAN HANDBOOK



Maple Ridge



WELCOME

Thank you for choosing Children's Services day camps and programs for your child/ren! To make the most of your experience, we have put together this guide for you and your child/ren! Please take a read through this guide which will provide an in-depth introduction to the camps including philosophies, processes, and answers to frequently asked questions.

Our mission is to provide a safe and active environment where all children can have fun and build strong healthy relationships. Our vision is to strive to provide accessible programs that engage all children and help recognize their potential & our values are that we are fun, active, safe & inclusive.

CONTACT INFO

For all registration inquiries including cancellations:

- Email: registration@mapleridge.ca or call: 604-467-7422

If you or someone you know requires additional assistance to participate:

- Email: recsupport@mapleridge.ca

For all other program questions, feedback, and assistance, please email the Children's Team:

- Email: prcchildrensprogram@mapleridge.ca

PROGRAM WAIVER

Each participant will need to have a completed waiver prior to participating in programs.

Options for submitting your waiver:

- 1) Complete the fillable PDF form and email to: prcchildrensprogram@mapleridge.ca (**preferred**)
- 2) Drop off completed waiver at sign in.
- 3) Fill out a paper copy at sign in.

If waivers are sent after the due date outlined in your program information email, our staff will ask you to fill out a paper copy at drop off or you may bring your own paper copy.

Please do not send photos or screenshots of the forms as we will not be able to accept them.

We require a waiver per participant PER PROGRAM. For those that attend our programs frequently, we advise you to save a copy of your filled PDF form on your computer and re-submit it for each program.

WHAT TO BRING TO PROGRAM

- ✓ Water bottle
- ✓ 2 snacks and 1 lunch (nut/peanut free) (For full day camps)
- ✓ 1 snack (nut/peanut free) (Programs less than 4 hours)
- ✓ Extra change of clothes
- ✓ Sunscreen & Bug Spray (Seasonal)

We recommend that participants leave electronics, valuables, and personal toys/items at home. The City of Maple Ridge is not responsible for any lost, stolen, or damaged items.

LUNCH & SNACKS

We are a peanut/tree nut aware program. Upon sign in, staff will conduct a “lunch check” daily. Please provide your child with a nutritious peanut/tree nut free lunch & snacks, and plenty of water to drink for every day of program. Refrigeration is not available at programs, therefore we recommend insulated lunches bags or packing a frozen water bottle with your child’s lunch. As part of our attention to camper safety, we will have regular water breaks, so please pack a water bottle that can be refilled.

PROGRAM INFORMATION EMAIL

Approximately one week prior to the first day of program, registered parents/guardians will receive an email from prcchildrensprogram@mapleridge.ca outlining any program details including specialized programming, location changes, announcements etc. To ensure that you receive these emails, please add prcchildrensprogram@mapleridge.ca to your safe senders list and ensure your email is up to date in your PerfectMind/Xplor Recreation account.

CODE OF CONDUCT

PROGRAM CONDUCT & GOALS

We aim to provide enjoyable activities in a safe and positive environment. Participants are expected to be courteous and respectful to all participants and camp staff, use non-offensive language at all times, support and appreciate each other, solve problems in a fair and peaceful manner, include others in their activity and play without bullying and teasing others.

PLAY FAIR

The goal of our camps is to ensure that all participants have a rewarding, memorable, fun, safe, active, and inclusive experience. Providing a safe environment is a collaborative process. We ask that parent/guardians talk to their children about the following camp guidelines.

- Respect others, their property, and their space.
- Respect the environment.
- Stay with the group.
- Use appropriate language.
- Ask for help when needed.

PARTICIPANTS CODE OF BEHAVIOUR

The Children's Recreation Staff team strive to provide all participants the opportunity to grow, develop, share, and have fun in a group with their peers. Sometimes participants can become disruptive or disengaged with the program activities which affects all participants' enjoyment of the program. Further steps will be taken in the event of the following behaviors:

- Physical Aggression- e.g. hitting, kicking, etc.
- Verbal Aggression- e.g. shouting, swearing, threats, etc.
- Defiant or Uncooperative Behaviour- to the extent of program disruption
- Unusual/Unpredictable Behaviour e.g. running away from the group, tantrums, or constant emotional outbursts, etc.

The Children's Recreation Programmer reserves the right to cancel enrolment or send any child home after notification with a parent/guardian. Prior to cancelling a child's enrollment, the Children's Recreation Programmer may take any or all the following steps such as meeting with parent & child, creating a behavior contract, reducing the number of times and/or days the child is allowed to attend camp.

If City of Maple Ridge deems it necessary to withdraw any child(ren) from the Summer Day Camp or Summer programs, no refund will be provided.

HEALTH + SAFETY NUT AWARE CAMPS

Due to the number of nut related allergies of our participants and camp staff, peanut/nut butter, peanuts/tree nuts, nut milks and foods that contain nut by-products will not be allowed at camp.

Camp staff are trained in recognizing and responding to allergic reactions.

At sign in, staff will conduct a “lunch check” where all participants/parents/guardians will be asked if there is any nut products in their lunch.

SUN SAFETY

For warm weather days, please ensure you send sunscreen, bug spray, sunglasses, and a hat with your children. Prior to going outside, staff will check to ensure everyone is wearing their sun protection. For extended periods of time outside, staff will ensure there are shaded area and remind participants to reapply.

It is a good idea to practice how to apply sunscreen with your child prior to camp. Please send your child with sunscreen already applied in the morning.

MEDICATION

Participants requiring any type of medication during camp hours must have a signed Permission to Dispense Medication release form on file. (This form can be found on www.mapleridge.ca/1468) **Medication cannot be distributed without the fully completed release form.**

A child can self-administer under supervision of a leader with permission from the parent/guardian.

All prescription medications require written instructions from a physician. All medication must be in the original labeled container and have a valid expiration date. Prescription medication must have the pharmacy label containing the child’s name, dosage, and times to be administered.

All medication must be given to camp staff at drop-off. All medication will be kept in a safe and acceptable place.

ILLNESS

1. If a child shows symptoms of general illness, the following protocol will occur:
2. The parent/guardian will be contacted to come pick the child up right away.
3. The child will be brought to the designated self-isolation space to wait for their parent/guardian. They will be supervised the entire time.

OTHER PROGRAM INFO

OUR CAMP STAFF

A caring leader is an essential component in ensuring a positive day camp experience for your child. Our camp staff are fun, knowledgeable, energetic, and personally invested in ensuring a successful camp experience. All our staff have been through a thorough screening process including a criminal screening check. All staff are certified in Standard First Aid with CPR-C/AED and receive specific training on running camps and recreation programs.

Our staff are trained on topics such as program planning, understanding child behavior & development, problem solving, emergency procedures, as well as practical experience such as leading cooperative games, crafts etc.

SIGN IN & PICK UP

Parent/Guardian will drop off and pick-up at the designated drop-off/pick-up zone at each location. This will be identified with signage and/or staff direction. All participants must be dropped off with a parent/guardian and signed into the program by the parent/guardian.

Sign-in for camp occurs in the first 20 minutes for full day programming, and first 10 minutes for programming less than 4 hours. We kindly ask for families to drop off during drop off during the sign in time. If you are running late, our camp staff will give you a call to confirm your attendance.

If you are running late, families may be asked to drop off their child/ren to the location that the program will be at during that time (for example: if they are at the library for an activity, drop off must be to the Library).

Only parents/guardians and authorized pick-ups listed on the participant form will be permitted to pick up children. Please indicate on the child's waiver authorized adults to pick up your child/ren. Those on the list may be asked to show ID upon pick up.

AGE REQUIREMENTS

To register for programs, participants must meet the minimum age requirement at the start of the camp. Any age exception requests will be reviewed by the Children's Recreation Programmer prior to registration.

RATIOS

Our staff/child ratios reflect our commitment to safety and high-quality program supervision.

- Early Years Programs: 1 Staff per 8 participants.
- School Aged Programs: 1 Staff per 12 participants.

INCLEMENT WEATHER

We follow all Provincial/Local Air quality and Heat advisory warnings. Cancellations of camp due to weather advisories will be made the morning of by Children's Programmers.

TOILETTING & CHANGING

Children must be fully toilet trained to attend all programs not requiring parent/guardian participation. Camp staff are unable to help with personal care (including changing diapers, wiping, and removing/putting on clothing). Children must know how to dress themselves (should they need to change) including tying shoes and putting jackets on. If an accident occurs, and a child is unable to change themselves, the parent/guardian will be called to aide in changing. These policies are to maintain the safety of staff and program participants.

COMFORT & SEPARATION ANXIETY

Whether this is your child's first time away from parents/guardians or their 100th, staff are aware that being left with strangers can be a scary experience for young children. Staff will do their best to create a safe and comfortable space, and integrate your child into the program with crafts, games, activities, fun and more. However, if a child is experiencing increased separation anxiety and staff are unable to comfort and soothe/console the child, parents/guardians will be called for early pick up for the day.

REFUND & CANCELLATION POLICY

NEED TO CANCEL? Please email registration@mapleridge.ca with at least 24 hours notice to receive your refund and free your space up to those who are waitlisted. While you may call 604-467-7422 to cancel your registration, we do experience a high volume of calls and you may be placed on hold while we work through the queue.

IF WE CANCEL A PROGRAM: A full refund will be processed or full credit will be applied to your Customer Account.

CUSTOMER REFUND REQUESTS: Refunds will be issued prior to the start date of the second class and will be pro-rated. Non-attendance without notification is not accepted as a refund request. Single day programs must give 24 hours notice or no refund will be issued.

MEDICAL REFUND REQUESTS: Requests must be accompanied with a medical certificate and received prior to the end of the program. Some exceptions apply.

CLASS TRANSFER POLICY: A class transfer may be possible based on availability, prior to the start of the second class. If there is no space available in another class choice a refund will be processed in accordance with the Refund Policy.