



DAY CAMP HANDBOOK

PREPARATIONS FOR HAPPY CAMPERS!






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QUESTIONS
604-925-7270





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Locations

**West Vancouver
Community Centre**
2121 Marine Drive,
West Vancouver

Ambleside Park
1150 Marine Drive,
West Vancouver

Dundarave Preschool
2478 Bellevue Ave,
West Vancouver

**Gleneagles Community
Centre**
6262 Marine Drive,
West Vancouver

Ambleside Par 3 Golf Course
900 Par 3 Road,
West Vancouver

Sentinel High School
Tennis Courts
1250 Chartwell Drive,
West Vancouver

Lighthouse Park
4902 Beacon Lane,
West Vancouver

Gleneagles Golf Clubhouse
6190 Marine Drive,
West Vancouver



Packing List

Camps run rain or shine! Please label all belongings and send the following each day:

- Refillable water bottle**
- Comfortable running shoes**
- Hat**
- Sunglasses**
- Raincoat (just in case)**
- Bathing suit***
- Towel***
- Healthy, nut-free lunch, and at least two (2) snacks**

Proper nutrition is important to child development, please stick to healthy options. Please avoid packing any food with nuts (due to common allergies) including peanuts, peanut butter, and all tree nuts (almonds, cashews, Nutella etc.).

- Sunscreen**
Campers should arrive at day camp with sunscreen already applied, and with extra sunscreen. Camp Leaders will ensure sunscreen is reapplied, however, due to potential allergic reactions, sunscreen will not be provided. Please ensure campers know how to apply sunscreen to their bodies. Young campers will be supported to ensure they have not missed any important spots.

**Parents and caregivers will be notified if swimsuits and towels will be needed prior to the first day of camp.*

Sign In & Sign Out

A guardian (16+ years) must sign in and sign out campers each day. Only authorized parents, guardians and those listed as approved for pick-up on the registration form may sign out a camper. **Staff will ask for identification during this process.** Your patience is appreciated.

Campers 12+ years may sign themselves in and out of camp with written consent from a parent/guardian indicated on the camp forms. Additional copies of this form will be available at each camp location.

Refund Policy

To receive a refund you must withdraw online, in-person, or by phone more than seven (7) days before the first day of the program. The deadline also applies to camp transfers.

Medical refunds will be given if campers are sick or unable to attend the remainder of a program or camp for medical reasons. Please contact customer service before the start of the class so another person can take your place and a pro-rated refund can be issued. No refunds will be given for individual missed classes.

Cancellation refunds will be given for any programs cancelled by Community Services. If a class is cancelled due to inclement weather or for any other reason, you will be contacted prior to the class and a refund (full or pro-rated) will be issued. Please ensure that your account has a phone number you can be reached at or contact customer service to update your contact information.



Program Hours

Camp hours will vary depending on the individual camp. Please aim to arrive no earlier than 5 minutes before the start of the camp and pick up no later than 5 minutes after the end of the camp.

Late arrivals can be disruptive and distracting to staff and campers. Early drop-off or late pick-up on more than one occasion may result in a fee. Please notify staff if you will be late. Exceptions may be made in the case of emergency.

Access

Our camps run on a philosophy of inclusion, so all children can have fun with their peers and participate to the best of their ability in summer camp activities.

Family-provided Support

Families are welcome and encouraged to bring their own support person to any program (if required). A participant in a camp is not considered support for another camper. If your child will be attending with their own support person, please let us know when you have registered by emailing accessibility@westvancouver.ca. This will help us plan for the extra person (e.g. for admissions and bus transportation).

District-provided Support

If your family is not providing your own support person, we are offering support to children aged 5 – 15, based on availability and funding. Your child must be able to use the washroom as well as change and transfer independently. Your child's safety, the safety of other participants, and the safety of District of West Vancouver staff are our primary considerations.

If your child receives full or part-time support of an Education Assistant (EA) during the school year, or if your child requires support to participate in recreation, please fill out a **Summer Camp Inclusion Program (SCIP) application**. Let us know when you have registered or are waitlisted by emailing accessibility@westvancouver.ca. The SCIP application is also available at any recreation facility front desk.

Children may receive a maximum of 1 – 2 weeks of support during the summer. This support would come from a one-to-one support staff or trained volunteer (university-age students who provide one-to-one support to children who, as a rule, receive one-to-one support in their schools. This program is partially funded by a grant from Canada Summer Jobs.).

Applications are processed on a first-come basis.

Absences

Please report all absences by 8:30 a.m. if a camper is ill or unable to attend camp (unless this has been discussed with the Camp Leader ahead of time).

Call the West Vancouver Community Centre on 604 925 7270 and provide the following information:

- Date you are calling
- Campers first and last name
- Program name
- Program location
- Reason for the absence



Illness

Do not send children to camp unwell. If a camper is not able to fully participate in the program due to health reasons (i.e. fever, diarrhea, stomach ache, headache), or is exhibiting any symptoms of a cold, flu, or COVID-19 (with any coughing or sneezing) please do not send them to camp as they will not be permitted to attend. If a contagious condition is suspected or confirmed, please consult a doctor before returning camp.

Medical refunds will be given if you are sick or unable to attend the remainder of a program or camp for medical reasons. Please contact customer service before the start of the class so another person can take your place and a pro-rated refund can be issued. No refunds will be given for individual missed classes.

Daily Activities

Camp Leaders plan a variety of activities for campers to fill the duration of the program. These activities may include:

- Art
- Games
- Free play
- Sports
- Walking trips to local parks
- Swimming

Camp Leaders will make adaptations when necessary to ensure all campers can participate and are included. For example, some campers may opt out of an activity like swimming. While Camp Leaders will always encourage participation, they will also respect comfort levels and have alternative activities for all campers.

Safety

Safety is taken seriously with:

- **Safe leader to camper ratios**
Indoor programs are 1:8 and outdoor programs are 1:6. Additional staff are added if the number of campers is increased. This is below the industry standard which is a 1:10 ratio.
- **Safety Supervision**
All Camp Leaders are trained to do regular head counts and to keep their eyes on campers at all times.
- **E-PACT**
Medical forms are required to be completed before a child attends a camp. E-pact conveniently stores this information digitally and will apply to all camps in the 2024 year. Paper copies will also be available, but a new copy must be filled out for each camp in the 2024 year.
- **First Aid training**
All staff have been trained and certified in emergency first aid and will apply basic first aid when the need arises. In the event of serious injury, staff will activate necessary emergency services. Guardians or emergency contacts will be informed in the event a camper is injured.
- **Medications**
Campers requiring medication must bring it to camp. Camp Leaders do not administer medication. Please ensure that medication is in the original container and is carried by the camper. Medications such as asthma puffers will be carried by the camper in a backpack if authorized by the guardian. Please keep the staff up-to-date should anything change regarding a camper's medication.



Behaviour Guidelines

Camp is a positive and safe space. There is zero tolerance for bullying. The following behaviour guidelines are expected:

- Speak nicely and appropriately to one another
- Touch only what belongs to us
- Keep hands and feet to ourselves
- Listen to our leaders
- Stay within the designated boundaries

If a camper does not follow the behaviour guidelines the following steps will be taken:

1. Start directing the camper to a more appropriate behavior
2. The camper is reminded of the behavior guidelines and rules. A discussion will take place to identify why this behavior may be happening and how support can be offered to the camper so they understand the behavior guidelines
3. If the behavior persists, the guardian will be notified of the problem
4. Staff will document this situation to include, what the behavior problem is, what provoked the problem, and the corrective action taken
5. Staff notifies the Program Coordinator
6. Staff schedules a progress check or a follow-up conference with the participant and guardian to identify an action plan
7. If the problem persists and a camper continues to disrupt the program, the District of West Vancouver reserves the right to suspend campers from the program. Expulsion from the program will be considered in extreme situations

The following behaviour is not acceptable and may result in immediate removal from the program that day or the rest of the week of camp:

- Endangering the health and safety of campers, staff, members, or volunteers
- Stealing or damaging the District of West Vancouver or personal property
- Leaving the program without permission
- Refusing to follow the behaviour guidelines or rules
- Using profanity, vulgarity, or obscenity frequently
- Acting in a lewd manner

Questions

Questions regarding the day camp program, campers' activities, concerns, etc. can be directed to Camp Leaders. Assistant Programs Coordinators or Program Coordinators are also available should the Camp Leader not be able to address questions or concerns.

If you have any questions before the start of camps, please call 604-925-7270 and our customer service staff will connect you with the Program Coordinator.