



GUIDE DES PARENTS

2021



Hi,

We are delighted to welcome your child to the Ville de Gatineau day camp. Our day camps provide fully supervised and safe recreational activities, in French. In order to provide your child with a pleasant and safe summer, particularly during the current pandemic, we ask that you take the time to carefully read the following.

Day camp operations run in accordance with the Guide de relance des camps en contexte de COVID-19

We are adhering to the instructions issued by the Direction de la santé publique, so some of the measures listed below may change as we receive updates from the Government of Quebec.

We have adapted our program, operations and procedures based on the four factors established by the Direction générale de la santé publique:

1. **Physical distancing**

Ensure a one-metre distance between the participants and two metres between staff and participants, and organize the physical environment in a way that maintains this distance between individuals.

2. **Outdoor activities**

Run as many activities as possible outdoors, and limit the use of indoor facilities to inclement weather, making sure to restrict the number of participants so that physical distancing can be maintained.

3. **Limited physical contact**

Keep direct and indirect contact between individuals to a minimum by programming activities and games that limit the sharing of non-disinfected equipment between participants (e.g. balls, crayons, paint brushes, scissors, caps, costumes, bows and arrows).

4. **Hygiene measures**

Apply and strictly enforce hygiene measures such as cleaning and disinfecting the facilities and equipment, furnishings and washrooms, as well as individual hygiene for participants and staff, such as washing hands.

Protective measures related to COVID-19

A. Exclusion of individuals showing symptoms

1. Parents/guardians and participants will be screened at the entrance to the site.
2. Any participant showing symptoms associated with COVID-19 (fever, cough, breathing difficulties or other symptoms listed on the [Government of Quebec Web site](#)) will be refused access to the day camp site. Use the [COVID-19 Symptoms Self-Assessment Tool](#) to get a recommendation on the next steps to follow.
3. Any participant whose parent or guardian—or who is living in the same dwelling as another person who—is showing those symptoms or is in isolation due to COVID-19 (case or contact) will also be refused access to the day camp site.
4. If any symptoms associated with COVID-19 (fever, cough, breathing difficulties or other symptoms listed on the [Government of Quebec Web site](#)) appear at the camp:
 - a. The participant showing those symptoms will be isolated in a room set up for that purpose and will have to wear a proper mask. A staff member will look after him/her until a parent/guardian picks him/her up.
 - b. The participant's personal effects will be placed in a bag and handed to the parent/guardian.
 - c. The parent/guardian of a child showing symptoms is required to call 1- 877-644-4545 for instructions.

- ### **B. To protect the safety of the children and staff, we have introduced measures that comply with the instructions issued by Santé publique. Please read this section with your child to ensure that he/she is well prepared for his/her first day at day camp.**

1. Use of face coverings

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- a. Children must wear a face covering provided by the parent/guardian based on the child's age and colour rating

Colour Code Zone	Face Covering Requirement	Participants to Whom the Measures Apply
Red	Face covering required indoors at all times	Every participant who has completed at least grade one (kindergarten students are exempted)
Orange		
Yellow	Face covering required indoors at all times	Every participant who has completed at least grade 5.
Green	No face covering required	

2. Proper respiratory etiquette:

- a. when you cough or sneeze, cover your mouth and nose using a tissue or the crook of your elbow;
- b. do not reuse tissues;
- c. immediately toss used tissues in the trash;
- d. wash your hands frequently; and
- e. do not touch your mouth or eyes with your hands, regardless of whether or not you are wearing gloves.

3. Proper [hand washing](#) techniques (20 seconds) as recommended:

- a. upon arrival at the camp;
- b. at the start of each activity;
- c. before and immediately after using the bathroom; and
- d. before eating snacks or meals.

4. One-metre physical distance between participants, and two metres between participants and staff:

- a. gatherings are prohibited;
- b. activities will be mostly outdoors, and groups will be kept separate in delimited areas;
- c. individual and group activities will be designed to keep participants at a safe distance from each other and to avoid sharing equipment;
- d. in case of inclement weather, each group will have a separate space or room in the day camp site;
- e. the facilities and furnishings will be arranged so as to maintain the one-metre distance between participants and the two-metre distance between participants and staff; and
- f. each child will have a designated spot to store their personal effects throughout the week.

5. Proper hygiene with frequently touched materials, equipment and surfaces:

- a. housekeeping has been adapted to the recommendations issued by Santé publique; and
- b. day camp staff have been trained in proper cleaning and disinfection of frequently used equipment.

Sources:

[Association des camps du Québec, *Guide des mesures COVID-19 pour les camps*](#)

[CNESST Guide de normes sanitaires en milieu de travail pour les camps de jour – COVID-19](#)

Participant information form

The participant information form must be submitted online **no later than 11:59 p.m. on June 25** or your child will not be allowed to attend the day camp.

To access the form, click on the [hyperlink](#) or go through gatineau.ca. Questions should be submitted by e-mail or to the service centre for your sector.

Aylmer service centre	Buckingham service centre	Gatineau service centre	Hull service centre	Masson-Angers service centre
115 rue Principale Mailing address: PO BOX 1970, Hull STN Gatineau QC J8X 3Y9	181 rue Joseph Mailing address: PO BOX 1970, Hull STN Gatineau QC J8X 3Y9	144 boulevard de l'Hôpital Mailing address: PO BOX 1970, Hull STN Gatineau QC J8X 3Y9	775 boulevard de la Carrière Mailing address: PO BOX 1970, Hull STN Gatineau QC J8X 3Y9	57 chemin de Montréal Est Mailing address: PO BOX 1970, Hull STN Gatineau QC J8X 3Y9
Telephone: 819-685-5007	Telephone: 819-931-2902	Telephone: 819-243-4343	Telephone: 819-595-7400	Telephone: 819-931-2902
E-mail: infofoisirsaylmer@gatineau.ca	E-mail: infofoisirsbma@gatineau.ca	E-mail: infofoisirsgatineau@gatineau.ca	E-mail: infofoisirshull@gatineau.ca	E-mail: infofoisirsbma@gatineau.ca

Child/counsellor ratios

- Child care (morning, noon and evening):
All ages: 1 counsellor to 10 children
- Day camp:
5 to 6 years: 1 counsellor to 10 children
7 to 8 years: 1 counsellor to 12 children
9 to 12 years: 1 counsellor to 12 children
- Swimming outings:
Additional counsellors and lifeguards will be provided for swimming outings in accordance with the Lifesaving Society's standards.

Day camp arrival and departure procedures

Given the current pandemic, you may not enter the school or community centre at the day camp site. You will be met outside the site, and we ask that you maintain a two-metre distance if there is a lineup when you arrive.

At the start and end of each day, day camp staff will be posted at the entrance to record your child's arrival and departure times. On the Participant Information Form, you will have indicated one or more people in addition to a parent or guardian who are authorized to pick up your child. We will ask for **ID** from any person who comes to get a child to ensure that person is on the list. ***Please pass on this message to those people.*** We will only release your child to you or to one of those authorized individuals. On the first day of camp, we will confirm with you the names of the persons authorized to pick up your child, as well as the emergency contacts and their telephone numbers. If your child starts showing any symptoms related to COVID-19, we will call you (or another emergency contact) and ask that you immediately come and pick up your child.

If you allow your child to go home on his/her own, you will have to indicate this on the Information Form in the Participant's Arrival and Departure section. In this case, camp staff will record his/her time of departure on the attendance sheet.

Hours of operation

Children who are not registered for the child care program will not be able to enter the day camp site before **9 a.m.** and will have to leave by **4 p.m.**

Children who are registered for the child care program will not be able to enter the site before **7 a.m.** and will have to leave by **5:30 p.m.**

Failure to comply with the arrival and departure times will be penalized as per the established procedure.



(see Appendix 1)

Everyday contents of your child's backpack

- **Two face coverings (refer to the “Use of face coverings” section to determine whether your child has to wear one based on the colour code zone).** Sun screen (spray-on sun screen is prohibited). Certain sun screens damage floors beyond repair, so sun screen may only be applied outdoors.
- A hat.
- A reusable water bottle filled with water (for hydration).
- A cold lunch and two snacks (no refrigerator or microwave is available at the sites).
- An apron, coveralls or an old shirt.
- A bathing suit and towel (for activities involving water).
- Casual sandals or non marking running shoes.

In order to avoid sharing equipment during COVID-19, we suggest (optional) that you include your child's pencil case (coloured crayons, scissors, glue, pencil sharpener) in your child's backpack. That way, your child will be able to use his/her own supplies for drawing activities. Please note that the sharing of personal effects will not be permitted. The children will have a designated spot where they can leave their personal effects throughout the week.

Please note that electronic toys and devices are not permitted at the day camp.

Clothing

It is recommended that your child wear sports clothes (shorts, T-shirt, running shoes, etc.). Dresses, skirts and Crocs-style shoes are not recommended. Heely's style roller shoes are prohibited. Long hair should be tied back.

Outings and swimming

There will not be any outings due to the measures imposed and the limits on the number of passengers per bus.

As aquatic facilities reopen and depending on their proximity to certain day camp sites, your child may get to take part in a swimming activity. If that happens, the lifeguards will do an assessment to determine whether your child has to wear a personal flotation device (PFD). If he/she does, then you will have to provide a properly labelled PFD for your child. Please note that “floaties” are prohibited.

Lost and found items

Any lost and found items must be claimed by the last day of camp.

Program and standard schedule

Our daily and weekly activities program has been adjusted to comply with the public health measures. During the COVID-19 pandemic, this is how we expect the days to go this summer:

- Games and activities in small groups to maintain physical distancing and limit the sharing of equipment.
- Outdoor activities as much as possible.
- Whenever possible, the children will be assigned to a given group for the week to limit contacts.
- A supervised child care service in small groups.
- No outings due to the measures imposed and the limits on the number of passengers per bus.
- No large group gatherings.

The standard schedule for a day at camp will be as follows:

7 to 9 a.m.	Child care (supervised free time)
9 a.m. to noon	Organized group activities
Noon to 1 p.m.	Lunch
1 to 4 p.m.	Organized group activities
4 to 5:30 p.m.	Child care (supervised free time)

Life code (for the children)

Now that I am registered for day camp and I want to have fun in a healthy and safe environment, it is understood that:

- I will wear a face covering indoors (according to the colour code zoning and my age)
- I will practice proper respiratory etiquette;
- I will wash my hands for 20 seconds in accordance with the routine set by my counsellor;
- I will maintain a one-metre distance from the other children and a two-metre distance from my counsellors;
- I will follow the cleaning instructions set by my counsellors;
- I will not share my things;
- I will listen and follow the instructions and rules set by my counsellors and the day camp;
- I will take part in the activities;
- I will be kind and watch my language when speaking to people;
- I will be careful with the day camp's equipment and facilities;
- I will pick up my trash and place it in the trash bin;
- I will stay with my counsellors and my group;
- I will dress appropriately for the activities;
- I will speak calmly and try to find non-violent solutions; and
- I will be polite with the counsellors and the other children at the day camp.

That means I will not:

- swear or use inappropriate language;
- hit anyone or fight;
- run away;
- call people names;
- throw things;
- be rude to counsellors;
- break equipment; or
- vandalize the site or buildings.

Head lice

If we find lice, we will ask you to come and get your child as soon as possible in order to avoid having it spread. Your child will be able to return to camp the day after he/she has undergone the treatment.

sante.gouv.qc.ca/problemes-de-sante/poux/

Medication

Please note that the staff will not administer medication, except for epinephrine if the child can't do it alone. The child must at all times have his/her epinephrine autoinjector (EpiPen, Ana-Kit) on him/her in a pouch attached to his/her waist.

Allergies

In order to prevent any complications due to food allergies and food poisoning, **peanuts, nuts and all derivative products are strictly prohibited at the day camp.** Naturally, the same applies to homemade foods cooked with those products.

If you are notified of any other severe food allergies at the day camp (e.g., kiwis, strawberries) you must be sure not to include them in your child's lunchbox.

If your child is intolerant or allergic to certain foods, it is important to include this information on the Participant Information Form and to meet with the individual in charge of the site in order to explain the severity of the allergy, any possible reactions, and the best form of treatment. Please note that all counsellors have taken a first aid course and are aware of the required steps in such situations.

Please note that the child must at all times have his/her epinephrine autoinjector (EpiPen, Ana-Kit) on him/her in a pouch attached to his/her waist.



For children with severe allergies (food or other) who require urgent intervention (epinephrine auto-injector and transfer), we ask you to fill out the Severe Allergy Care Plan, available in the Participant Information Form (photo required for quick identification).

Lunches

Please remember that **there are no** microwaves or refrigerators available at the day camps (use a lunch box that keeps food fresh).

Health-conscious day camps

The day camp program encourages healthy living. In the summer, we encourage children to eat healthy and to be physically active while having fun. You will find several ideas (including healthy lunch suggestions) on easy and pleasant ways for your kids to be more active and to eat better at tremplinsante.ca.

OUR CAMP IS A SPRINGBOARD TO HEALTHY HABITS

You too can explore an array of ideas and tips to be active and eat better.

www.goshapeup.ca



Communications with parents

While the day camps are running, you can reach the individuals in charge on their cell phones. You can get these numbers at the sites.

Please note that for the sites located in schools, you must not call the school secretariat, because they will not be able to help you. The day camp is run by Ville de Gatineau.

Any form of violence (verbal or physical) and discriminatory comments will not be tolerated at the sites.

The psychosocial resource

The psychosocial resource is someone who supports teams, as necessary, in interventions in response to inappropriate behaviour. That resource is called upon in sensitive, urgent and problem situations, and provides useful information to concerned parents.

ENFEX program

Some of our sites also have children with special needs. Those children are placed in regular groups, and are supervised by a worker (ENFEX camps).

Extraordinary situations

In case of a storm or disaster, the staff will ensure the safety of the children by keeping them at the camp as long as necessary, even after normal hours.

Did you know that...

- Our security procedures include fire evacuation drills at the start of the season at every day camp site.
- Delivering quality activities in a safe environment is one of the priorities of Gatineau's day camp program. Our counsellors are required to take several hours of training.
- The coordinators on the team take training in risk management and human resource management.
- All employees are trained in first aid.
- The counsellors take the DAFA (diplôme d'aptitude à la fonction d'animateur) camp counsellor training, which is recognized throughout Quebec. Why DAFA?
 - superior standard of quality and safety,
 - certification recognized across Quebec,
 - recognition of the function of camp counsellor, and
 - accessible and complete training content developed by experts in the field (techniques for organizing activities, workplace safety, ethics, hands-on practice, etc.).
- For additional information, go to programmedafa.com.



Appendix 1

Notification Procedure for Late Pick-Up by Parents/Guardians

- For children signed up for the day camp and child care programs, the times are between **7 a.m. and 5:30 p.m.**

Parents who expect to arrive after 5:30 p.m. must notify the individual in charge as soon as possible.

First late pick-up: parent receives a verbal warning, and the person in charge will fill out the late pick-up form.

Second late pick-up: the child is expelled from the child care program for a day and the person in charge will fill out the late pick-up form.

Third late pick-up: child is expelled from the child care program for the rest of the summer.

- For children signed up for the day camp program only, the hours are from **9 a.m. to 4 p.m.** After three warnings recorded by the person in charge on the late pick-up form, the day care program is billed for the week of the last warning.

The time used by staff is that indicated on the cell phone of the person in charge of the site.

Appendix 2

Notification Procedure for Inappropriate Behaviour by a Child

In order to ensure smooth operations and the safety of participants and staff, it is important that your child follow the day camp life code (see p. 10). In order to ensure follow-up on your child's behaviour, we would like to inform you of the notification procedure that has been set in place by the Ville de Gatineau day camp team. The aim is to clearly identify the boundaries that must be respected in a group. The consequences will be decided by the person in charge and the supervisors. The procedure is as follows:

First warning

- The child is warned by the person in charge of the site, and a contract is prepared with the child.
- Communication with the parents.

Second warning

- The parents are contacted a second time.
- The psychosocial resource gets involved.
- The contract is revised and discussed with the child.

Third warning

- The child is expelled or suspended from the day camp.

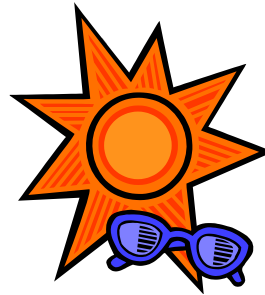
N. B. Please note that every situation will be assessed on its own merits, and depending on the its seriousness, it may not be necessary to go through every step.

Appendix 3

Refund and Cancellation Policy

Registration fees are **not refundable**, except:

- when Ville de Gatineau fails to fulfill its obligations;
- if the child who is registered moves away from Gatineau before the end of camp, in which case the refund will be based on the number of days used as long as proof of the move is provided; or
- if the child cannot take part in the camp for health reasons (sickness or injury), the refund will be based on the number of days used, as long as a medical certificate is provided.



Wishing you a great summer!