



GUIDE DES PARENTS



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.

PLANITOU

New! Ville de Gatineau day camps use the Planitou app in their day-to-day operations. This app facilitates and enhances communication between camp staff and parents.

The easy-to-use tool can also be used to transmit the Child Information Form directly to us.

Child information form

The Child Information Form **must** be submitted after June 1 and **no later than 11:59 p.m.** on June 23 through the Planitou app. If not submitted, your child will not be admitted to the day camp.

Questions should be put to the service centre for your sector.

Aylmer sector	infofoisirsaylmer@gatineau.ca	819 685-5007	181 rue Principale
Buckingham and Masson-Angers sector	infofoisirsbma@gatineau.ca	819 931-2902	181 rue Joseph
Gatineau sector	infofoisirsgatineau@gatineau.ca	819 243-4343	144 boulevard de l'Hôpital
Hull sector	infofoisirshull@gatineau.ca	819 595-7400	775 boulevard de la Carrière

Child/counsellor ratios

- Child care (morning, noon and evening):
All ages: 1 counsellor to 20 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 15 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

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. In the Child Information Form (submitted through Planitou), 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 any person who comes to get a child for **PHOTO ID** 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 you allow your child to go home on his/her own, you will have to indicate this on the Information Form in the Child's Arrival and Departure section. In this case, camp staff will record his/her time of departure in Planitou.

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

- Sunscreen (spray-on sunscreen is prohibited). Given that some sunscreens damage floors, these will always be applied outside.
- 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 water activities).
- Casual sandals or non-marking running shoes.

Please note that electronic gadgets, games and toys 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

Every week, the children will go on an outing by bus. The **departure** time is **9:15 a.m.** Children should be there by **9 a.m.** for the roll call, an explanation of the day's schedule and to ensure that they don't miss the bus. We generally get **back by around 3:30 p.m.** However, slight delays can happen. In such a case, you will be notified through Planitou.

At the start of the week, a poster or information sheet will provide all the details of the week's outing, which could include going to the beach, a pool, a park with a splash pad, or lac Philippe.

If your child requires a personal flotation device (PFD) to swim, you will have to provide one and properly identify it. To find out whether your child has to use a PFD, the day camp team will rely on the information you provided in the Child Information Form through Planitou. **Please note that floaties are prohibited.**

If any hazard arises during the outings, the team will take the children to a safe place. If necessary, the person in charge will bring them back to camp early. Outings and special activities will be cancelled in the event of weather forecasts that could compromise the safety of the children and day camp staff.

Lost and found items

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

Program and standard schedule

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 listen and follow the instructions and rules set by my counsellor 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.

[Lice | Gouvernement du Québec \(quebec.ca\)](http://quebec.ca)

Medication

If your child has to take medication while at camp or in day care, please fill out the form authorizing this in the Child Information Form. All medication is stored in a safe place accessible only to authorized personnel. Your child must be able to self-administer the medication, which our staff will hand over at the time indicated on the form. No medication is permitted in your child's personal effects.

Camp staff will not administer any medication, with the exception of epinephrine (adrenalin) if the child cannot do it himself/herself. Please note that children must have their autoinjector (EpiPen, Ana-Kit) on them at all times in a pouch strapped to their 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 food containing 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 Child 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 children must at all times have their epinephrine autoinjector (EpiPen, Ana-Kit) on them in a pouch strapped to their waist.



For children with severe allergies (food or other), who require urgent intervention (epinephrine auto-injector and transfer to the hospital), we ask you to fill out the [Severe Allergy Care Plan](#) in the Child Information Form (photo of your child 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) for easy and pleasant ways to get your child to be more active and 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 through the Planitou app or on their cell phones. You can get these cell 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.

Any important information will be communicated to you through the Planitou app.

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 [Programme DAFA](#)



Appendix 1

Notification Procedure for Late Pick-Up by Parents/Guardians

➤ 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 through the Planitou app.

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.

➤ 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 children 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.
- The parents are contacted.

Second warning

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

Third warning

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

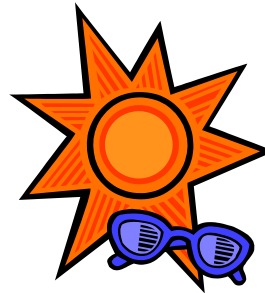
N. B. Please note that every situation will be assessed on its own merits, and depending on the its seriousness, it may not be necessary to go through every step.

Appendix 3

Refund and Cancellation Policy

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

- if 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!