



Parent's guide
2018



Hi,

We are delighted to welcome your child to the Ville de Gatineau day camp. In order to ensure that he/she has a pleasant and safe summer with us, we ask you to take the time to read the following.

Our day camps provide fully supervised and safe recreational activities, entirely in French.

Participant Information Form

You must fill out this form, and hand it in at the reception desk to the individual in charge on your child's first day at camp.

Without this information, your child will not be allowed to attend the day camp.

The Participant Information Form contains confidential information, and must remain at the site until the camp closes on Friday evening. It may not be transferred to another site, which is why you must hand in a new form on Monday morning for each different site attended during the summer.

The form is available through the municipal Web site at www.gatineau.ca and at the Service de loisirs, des sports et du développement des communautés desk in your sector.

The phone numbers for the recreation departments in the different sectors are as follows:

Aylmer:	819-685-5007
Buckingham, Masson-Angers:	819-931-2902
Gatineau:	819-243-4343
Hull:	819-595-7400



Child/worker ratios

- Child care (morning, noon and evening):
All ages: 1 worker to 20 children
- Day camp:
5 to 6 years: 1 worker to 12 children
7 to 9 years: 1 worker to 14 children
10 to 12 years: 1 worker to 16 children
- Swimming outings:
Additional workers and lifeguards in accordance with the Lifesaving Society's standards.

Everyday contents of your child's backpack

- Sun screen
Please note that certain sun screens damage floors. Therefore, all sun screens will be applied outside. Spray-on lotion is prohibited.
- A hat
- A bottle of water (for hydration)
- One cold lunch and two snacks (no refrigerators or microwaves are available at the sites)
- An apron, coveralls or an old shirt
- A bathing suit and towel
- Casual sandals or non-marking running shoes

Please note that electronic toys and devices are prohibited 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 get to go on at least one outing outside the camp. The **departure** time is **9:15 a.m.** Your child should arrive by **9 a.m.** for attendance, a review of the day, and to make sure that he/she does not miss the bus. We are generally **back** at the day camp around **3:30 p.m.** Unfortunately we sometimes encounter delays.

At the start of the week, you will be notified of the outing for that week through a poster or a sheet listing all the details. These outings may include the following:

Public beach, museum, indoor playground, bowling, movies or aquatic park.

If your child needs a personal flotation device (PFD) for swimming outings, you are responsible for providing and properly identifying it. Please note that floaties are not permitted.

When on outings, if a hazardous situation arises, the workers are careful to keep the children protected and safe. If necessary, the individual in charge may leave early to ensure their safe return to the camp, or may cancel any outing or special activity if weather conditions might compromise the safety of the children or day camp staff. Every child will undergo a swimming test to determine whether they need a PFD.

Lost and found items

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

Group living and standard schedule

The day camp is meant to be a group living experience that follows a schedule along the following lines:

7 to 9 a.m.	Child care (supervised free time)
9 a.m.	Gathering
9:15 a.m. to noon	Organized group activities (workshops, games, group game, outings, snacks)
Noon to 1 p.m.	Lunch
1 p.m.	Gathering
1:15 to 4 p.m.	Organized group activities (workshops, games, group game, outings, snacks)
4 to 5:30 p.m.	Child care (supervised free time)

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. The child will be able to return to camp the day after he/she has undergone the treatment.

<http://sante.gouv.qc.ca/en/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 carry his/her epinephrine auto-injector (EpiPen or Ana-Kit) at all times in a pouch around 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 food allergies at the day camp (e.g., kiwis, strawberries) you must be sure not to include them in your child's lunch box.

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 workers 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 adrenalin dispenser (EpiPen, Ana-Kit) on him/her in a pouch attached to his/her waist.



For children with serious allergies (food or other) who require urgent intervention (epinephrine auto-injector and transfer), we ask you to fill out the Severe Allergy Care Plan, copies of which are available from the individual in charge of the site (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 www.treplinsante.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



Créativ'été: The summer cultural activities program

The Service des arts, de la culture et des lettres arranges summer cultural activity programs for day camps.

Communications with parents

The staff wants to keep the lines of communication open with parents. We prefer using lunch boxes for the exchange of any non-urgent information that does not require a meeting between the individual in charge and the parents. For instance, if items are missing from your child's backpack, the staff will insert a note in the lunch box. Please keep an eye out for these messages.

While the camps are running, you can reach those in charge of the sites or their assistants on their cell phones, at the numbers listed at the sites.

Attention: For sites located in schools, do not call the school secretariats because nobody there will be able to help you. The day camp is organized by Ville de Gatineau.

Please note that violence (verbal or physical) and discriminatory comments are not tolerated at the sites. 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.

Client satisfaction

While the day camps are underway, you can provide your feedback about the services provided in a confidential manner by filling out the satisfaction survey. The link to that survey is in the Day Camp section of our Web site (gatineau.ca).

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...

- Some of our sites take children with special needs. These children are integrated into the regular groups and receive assistance from a specialized companion (ENFEX camps).
- The Service de sécurité incendie organizes evacuation exercises at every day camp site.
- All workers have received first aid training and a DAFA (diplôme d'aptitude à la fonction d'animateur) camp counsellor training, which is recognized throughout Quebec. For additional information, check: www.programmedafa.com.



Day camp arrival and departure procedures

We ask that you sign the attendance sheet at the start and at the end of each day, and indicate your child's arrival and departure times. **This is a matter of security, so please don't forget!** On the participant information form, you can enter the names of other people who may pick up your child besides you. Every person who picks up a child will be asked for **ID** to ensure that he/she truly is authorized to do so. ***Please pass on this message to the individuals in question.*** We will only release your child to you or to one of the authorized individuals.

If you want to give your child permission to leave on his/her own, you will have to indicate this on the information form under "walker". Children authorized to leave on their own will have to sign 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.



Appendixes / ...

Appendix 1

Notification Procedure for Late Pick-Up by Parents/Guardians

- For children signed up for the day camp and child care programs:

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

First late pick-up: parent receives a verbal warning, and is required to sign the late pick-up form.

Second late pick-up: the child is expelled from the child-care program for a day and the parent is required to sign the late pick-up form.

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

- For children signed up only for the day camp program:

Parents who expect to arrive after 4:00 p.m. must notify the individual in charge or the workers as soon as possible.

After three warnings recorded on the late pick-up form by staff and signed by the parent, 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 individual in charge of the site.

Appendix 2

Notification Procedure for Inappropriate Behaviour by Child

We would like to inform you of the notification procedure that has been set in place by the Ville de Gatineau day-care team to notify parents of any inappropriate behaviour on the part of their child. The purpose is to clearly identify the boundaries that have to be respected in the group. The consequences will be decided by the individual in charge and the supervisors. The procedure is as follows:

First warning

- 1.1 The child is warned by the individual in charge of the site, and asked to sign a contract.
- 1.2 The parents are contacted.

Second warning

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

Third warning

- 3.1 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 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. The refund will be based on the number of days used. Proof of the move must be 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. A medical certificate must be provided.

Wishing you a great summer!

