

YMCA Day Camps Family Handbook

Lower Mainland & Fraser Valley

2024



Friendships start here.





Welcome to YMCA Day Camps

Friendships. Self-exploration. Leadership. It all starts here. At YMCA camps, there are no classrooms or cliques, no homework or tests. Instead, there are opportunities for self-discovery, growth and skill building. At the Y, kids don't need cell phones to find each other or screens to keep them engaged. Friend requests happen in real time.

The YMCA has been providing camps for more than 100 years to help children and youth build confidence, leadership skills and environmental awareness. Kids who are aged 6 to 12 can choose from a wide range of camps offered across the Lower Mainland and Fraser Valley during the summer months and school breaks.

Day camps keep kids active, enable them to make new friends and acquire valuable skills, all the while staying close to home. Regardless of which camp you choose, at the Y, we'll help your kids learn new skills, make lasting memories and be active in a safe, fun and nurturing environment.



YMCA Day Camp Staff

All staff are trained leaders committed to the well-being of children, and have completed the following before camp starts:

- A criminal record check, three reference checks and personal interview
- First Aid and CPR-C certification
- A minimum of 21 hours of training, which includes topics such as child protection, child guidance, risk management and supervision.
- Bronze Cross or National Lifeguard certification (lifeguards only)

Health & Safety

YMCA BC remains committed to providing your child with a safe, healthy and memorable day camp experience. Our summer day camps follow the current protocols mandated by the Provincial Health Officer.

To read our complete Health and Safety Plan, [CLICK HERE](#).

Accessibility at Camp

The YMCA welcomes kids of all abilities to our programs. YMCA staff are able to assist campers with basic physical and cognitive disabilities. However, please contact us prior to registration in order to discuss your child's additional support needs.

What Should I Pack Each Day?

- A morning and afternoon snack, and a healthy bagged lunch. (An afternoon snack is provided at our YMCA Kids Club locations.)
- A water bottle. It's important to stay hydrated throughout the day.
- Weather appropriate clothing. We go outside in all weather conditions — rain or shine!
- Sunscreen.

Deposit

Fees may be paid in full and a non-refundable deposit of \$25 per week will be collected at the time of registration. Deposits will be applied to the overall cost of camp.

Cancellation Policy

Notification must be received in writing no later than two weeks prior to the start of your camp session in order to receive a refund (less the non-refundable \$25 per week day camp deposit). Session transfers must be completed at least one week prior to session start date.

Financial Assistance

No one should miss out on a YMCA camp experience. That's why we offer financial assistance and payment plans to assist those whose financial circumstances would otherwise prevent them from attending camp. Please contact us for more information and a confidential application form. Applications must be received at least two weeks prior to camp start date.

Learn more about our YMCA Financial Assistance Program [HERE](#).

Holidays

YMCA Day Camps do not operate on statutory holidays. Fees for shorter weeks will be pro-rated.

Duty to Report

We are required by law under the Child, Family and Community Services Act to report any disclosures, suspected child abuse and neglect to the appropriate authorities for investigation. Our responsibility is to report suspicions or disclosures, not to determine if abuse has occurred. Investigations are the responsibility of the Ministry of Children and Family Development and/or the police, and they are responsible for contacting the parent/guardian.



As a charity for over 137 years, we rely on generous donations by individuals, businesses, and community partners to help us make proven YMCA programs affordable and accessible for everyone so they can have the opportunity to live healthier, happier lives.

To find out how you can support a child in need, please visit our website by [clicking here](#).





Authorized Pick-Up List

You are required to notify YMCA staff if someone other than those listed on the authorized pick-up list will be picking up your child. If this person is unknown to the staff, they will be required to show photo identification.

Custody

If a custody agreement or court order is in place for your child, a copy must be on file. Staff will act in accordance with this legal document. If issues around custody exist and there are no legal documents, the parent with whom the child resides will be deemed the custodial parent and staff will only follow instructions from this parent unless otherwise instructed by a court order.

Late Pick-Up

We expect that all children are picked up on time, respecting our staff's work schedules and personal commitments. Late pick-ups may result in additional charges of \$1/minute per child and/or withdrawal of services.

Failure to Pick-Up

If a child is not picked up by closing time, staff will contact parents/guardians and/or emergency contacts. If after 30 minutes staff are unable to contact parents/guardians or emergency contacts, staff will call the Ministry of Children and Family Development, who will take your child into care until you can be located.

Medication

Staff may administer medication if your child is on a strict medication schedule. Prescription medication must be in the original container stating the child's name, dosage and time to be given, and a consent form must be completed. Non-prescription medications require a consent form signed by a doctor.

Illness

It is important to prevent the spread of infectious diseases to other children and staff. As such, when your child is vomiting, has diarrhea or a fever of 38 degrees Celsius or higher (100 degrees Fahrenheit), we require your child to stay home. If your child develops symptoms or a temperature of 38 degrees Celsius (100 degrees Fahrenheit) while at camp, staff will contact you to request your child be picked up.

Your child must be symptom free for a period of 24 hours prior to returning to camp.

Clothing & Weather

Regardless of weather, we spend time outdoors every day. Please ensure your child has appropriate clothing (e.g. rain gear, hat, sunscreen, etc.)

Personal Effects

The YMCA is not responsible for any personal items/articles that are brought, used or left at our programs or facilities. Any items left at camp will be donated after Sept. 1.



Absence from Camp

No discounts or refunds are issued for missed days.

Medical/Emergency Information (ePACT)

ePACT is a secure emergency network that YMCA BC uses to collect medical and emergency contact information electronically. ePACT maintains the same levels of security as online banking, and limits access only to the administrators we assign for enhanced privacy. ePACT replaces paper forms to make it easier for families to share emergency information. Families will receive an email invitation to share information with us via ePACT. Follow the instructions to create or log in to your account, and enter the required information. You can update your information at any time and we will automatically be notified.

Children will only be permitted to sign into camp if their ePACT file is complete.

Withdrawal of Service

In some situations, it may be necessary for the YMCA to withdraw services. However, we will make every attempt to work with the family to resolve the issue to the mutual satisfaction of all parties, provided that the arrangement does not compromise the mission and values of the YMCA, put staff, the child or other participants at risk. Situations are dealt with on an individual basis, taking into account the specific needs and circumstances of the family and camp.

The following situations may be considered cause for terminating care:

- Inappropriate conduct including: harassment, threatening behaviour, or violent acts toward staff, children, or other families involved in the camp.
- Behavioural concerns (the YMCA does not have the resources to deal effectively with a child whose behaviour requires ongoing significant intervention, such as persistent unprovoked physical violence, persistent bullying, verbal harassment or unauthorized departure from the group).
- Unresolved custody issues (if a family's custody issues result in ongoing conflicts at camp or with staff).
- Ongoing late pick-ups.
- Non-payment of fees.
- When a family's requests cannot be accommodated, as they conflict with the principles, policies and procedures of the YMCA.



Privacy of Information

YMCA BC respects the right of individuals to the protection of their personal information. The YMCA is committed to maintaining the confidentiality, privacy and accuracy of personal information it collects, uses and discloses. YMCA staff and volunteers who have access to personal information follow fair information principles, in keeping with privacy laws. We collect, use and disclose personal data in order to better meet your needs, ensure the safety of children in our care, collect statistical data, satisfy government and regulatory obligations, and inform you about the program in which you are registered. We may contact you periodically to inform you about other YMCA programs, services and opportunities that may be of interest and benefit you. To view our Privacy Policy, please visit gv.ymca.ca.