

# parent Handbook

2022



# WELCOME TO CRESTWOOD VALLEY DAY CAMP

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Welcome to Crestwood Valley Day Camp. We are thrilled to be able to provide your child with a unique camp experience in the centre of the city. Here, your child will experience an amazing variety of activities and adventures that they will be able to remember for the rest of their lives. Each day they will be led by experienced, fun, and warm counsellors. They will be taught by qualified and dynamic specialists and swimming instructors and will also be entertained by some amazing performers. Most importantly, your child will develop relationships with other campers and staff who will help them build confidence and skills that will last a lifetime. All camp programs are designed to build campers' imagination, self-esteem, and social skills. **As our song states, at Crestwood we're all one big family!**

If you have any questions or concerns, please feel free to contact us at any time!

We are looking forward to another unbelievable summer of learning, new friendships and fun!

## IMPORTANT DATES

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Camp will be **CLOSED** on Monday August 1<sup>st</sup>, 2022

Please make sure you **know and understand** which session your camper is registered for!

<b>July Camp</b>	July 4 <sup>th</sup> – July 29 <sup>th</sup>
<b>6 Week Camp</b>	July 4 <sup>th</sup> – August 12 <sup>th</sup>
<b>July + 2 Weeks</b>	July 4 <sup>th</sup> – July 29 <sup>th</sup> + August 15 <sup>th</sup> – August 26 <sup>th</sup>
<b>8 Week Camp</b>	July 4 <sup>th</sup> – August 26 <sup>th</sup>
<b>August Camp</b>	August 2 <sup>nd</sup> – August 26 <sup>th</sup>
<b>First 2 Weeks of August</b>	August 2 <sup>nd</sup> – August 12 <sup>th</sup>
<b>Last 2 Weeks of August</b>	August 15 <sup>th</sup> – August 26 <sup>th</sup>

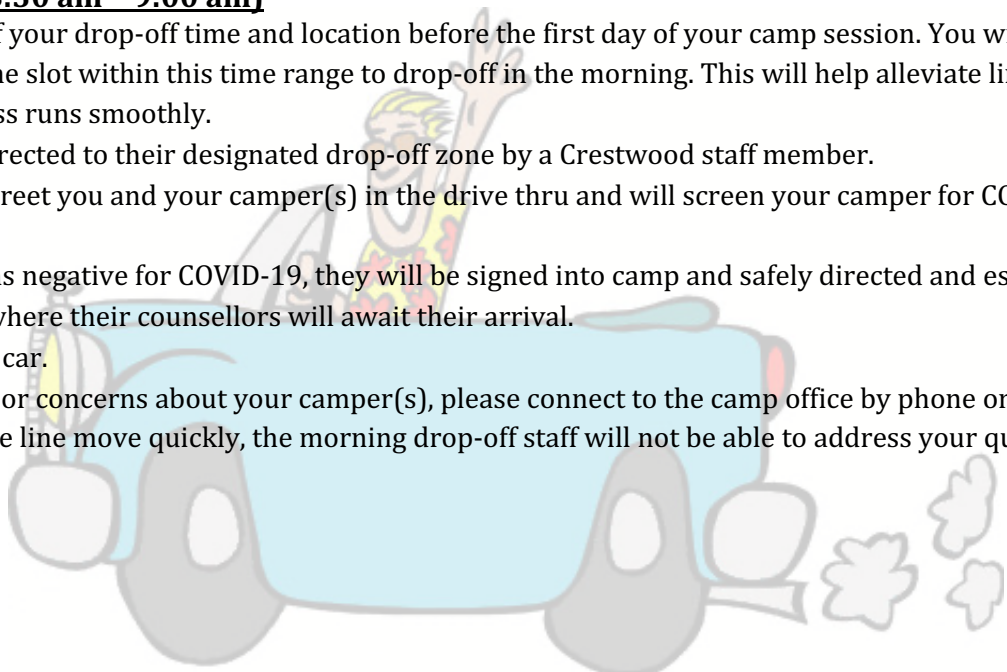


## PARENT DROP-OFF & PICK-UP

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### **Drop-Off: (Between 8:30 am – 9:00 am)**

- You will be notified of your drop-off time and location before the first day of your camp session. You will be given a 15-minute time slot within this time range to drop-off in the morning. This will help alleviate line ups and ensure the process runs smoothly.
- Cars will be clearly directed to their designated drop-off zone by a Crestwood staff member.
- Crestwood staff will greet you and your camper(s) in the drive thru and will screen your camper for COVID-19 signs and symptoms.
- If your camper screens negative for COVID-19, they will be signed into camp and safely directed and escorted to their cabin group where their counsellors will await their arrival.
- Please do not exit the car.
- If you have questions or concerns about your camper(s), please connect to the camp office by phone or email. In an effort to have the line move quickly, the morning drop-off staff will not be able to address your questions or concerns.



### **Camper Pick-Up: (Between 4:00 pm – 4:30 pm)**

- You will be notified of your pick-up time and location before the first day of your camp session. You will be given a 15-minute time slot within this time range to pick-up in the afternoon. This will help alleviate line ups and ensure the process runs smoothly
- You will be given a unique car number before the first day of camp. Please print this number and clearly display it on the dashboard for each daily pick-up.
- Cars will be directed to your designated pick-up zone.
- Your camper(s) will only be released if the individual picking them up is on the authorized pick-up list, and once a staff member checks the individual's photo ID.
- Once the ID has been checked, your camper will be escorted over to your car. There is no need for you to exit the car.
- Please do your best to get your camper(s) into the car as safely and quickly as possible. Please do not hold up the pick-up line to chat or hand out snacks. We want to get all of our campers into their cars as quickly as possible and eliminate any line ups.
- If you have questions or concerns about your camper(s), please connect to the camp office by phone or email. In an effort to have the line move quickly, the afternoon pick-up staff will not be able to address your questions or concerns.

### **Drop-Offs and Pick-Ups Outside These Timeframes**

- If you need to drop your camper off late, they **MUST** be taken to the Camp Office to be screened and signed in before they can join their group.
- If you need to pick your camper up early, they will be brought to the Camp Office. They will only be released to an authorized person who will need to show photo ID.
- You must notify the office of an early pick-up at least 2 hours prior to the pick-up time.
- If you are going to be late picking up your camper(s) please call the camp office to notify them of your whereabouts and estimated time of arrival.

**For all drop off and pick up inquiries, please email the Camp Office at [crestwood.camp@crestwood.on.ca](mailto:crestwood.camp@crestwood.on.ca) or call 416-444-9595**



## **TRANSPORTATION**

### **AM Bus Pick Up:**

- Be sure to be ready before your expected time for bus arrival.
- Parents will be notified of the 15 minute time slot of the bus arrival the week prior to the first day of camp. If you are not reached, please have your camper ready for 8:00 am just for the first week or until you know a more precise pick-up time.
- Be ready, waiting for the bus with your camper, at the sidewalk (Make sure they use the bathroom as well!).
- For the first few days of camp, transportation may be delayed as parents take longer to say goodbye to their campers and campers transition into their new routine.
- **Please Note:** The Bus will only wait 2 minutes before moving to the next house.
- **Breakfast should be eaten at home and not brought on to the bus.** There are many campers with life threatening allergies and there will be no exceptions to this rule. Please make sure camper's hands, mouths and clothing are washed and clean.
- Only registered campers and staff are permitted on the bus. This rule applies to all parents/legal guardians. Please co-operate with us regarding this rule.

### PM Bus Drop Off:

- Please be outside waiting for your camper. A parent/guardian must be at home prior to the expected time of arrival. This will make the bus route faster for all the campers.
- Drivers WILL NOT drop-off a camper unless the authorized person is waiting outside the house to receive the camper.
- Please help us to maintain a good routine so the bus ride is as short as possible. The pick-up and drop-off times will be more consistent once we are all accustomed to the bus routine.

### Transportation Changes:

- **If you need to make a change to the transportation arrangements you originally registered for, such as a change in address- you MUST let the office know prior to May 1<sup>st</sup>.**
- If your transportation change involves morning pick up or afternoon drop off-please call the **Camp Office immediately at 416-444-9595.**
- If you need to drop off your camper in the morning who regularly takes the bus, please call the camp office so that we can cancel the bus for that morning. When you do arrive at camp, you **MUST** sign-in your camper at the camp office immediately.

## HEALTH CENTRE

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Crestwood Valley Day Camp's Health Centre is staffed at all times during the camp day by an experienced Registered Nurse and two qualified first aiders. The Health Centre staff are on site to respond to all medical issues, as well as administer required medication.

- It is the responsibility of the parent/guardian to notify Crestwood Valley Day Camp of any changes to the information provided on the Camper Health Form (at the time of registration) so that we have the most recent medical information for all campers.
- In the event your camper visits the Health Centre, you will receive either a note home that evening or a phone call with details of the visit. If the camper needs to be picked up, the parent/guardian will be notified immediately.

**Please do not send your camper to camp if it is suspected that he/she is not feeling well. If your camper has been home ill, please refer to the Crestwood COVID-19 protocols or contact our Camp Office.**

## ALLERGIES – WE NEED YOUR COOPERATION!

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- It is Crestwood Valley Day Camps primary priority to promote a safe, caring and supportive environment for all of our campers and staff. This is especially true for our campers with anaphylactic allergies. In order to support our campers with life threatening allergies, we ask that all of our families read the following information carefully and share it with their campers.
- At Crestwood, we provide all food and snacks during the camp day for both our campers and staff to ensure the safety of **everyone**. The food and snacks we provide are free from all nuts and sesame products. **No outside food or snacks are allowed on the camp property.** Although this helps some of our campers, we understand that not all allergies are food related and are conscious of these other allergies as well.
- Anaphylaxis is a serious allergic reaction that can be rapid in onset and can in worst case scenarios cause death. It can manifest in different ways such as hives, itchy rash, vomiting, shortness of breath or even throat or tongue swelling. This reaction is caused by being exposed to the person's allergy. For example, if a person has a bee allergy, if they are stung it will cause a reaction. If a person has a nut allergy, ingesting or sometimes even smelling nuts can cause a reaction. The main way anaphylaxis is treated is by an epinephrine injection.
- Crestwood Valley Day Camp **ensures** that our staff are well trained and prepared to care for our campers. During our pre-camp training sessions, we ensure that our staff are educated in First Aid, CPR, Emergency Procedures and Epi-pens. Our Health Centre, unit heads, counsellors, pool heads, swim instructors, specialty staff, as well as our kitchen director are notified and briefed of camper allergies and restrictions.

- Crestwood also keeps multiple dosages of Epi-pens on site in case of emergency. Please ensure that your camper's Epi-pen contains the **correct dosage and is up to date for the camp season.**
- **Please check that your camper's hands, face and teeth are clean, especially from peanuts, nuts, and sesame products before arriving at camp in the morning.**

**Please support us in our *continuing* efforts to provide the safest measures for all of our campers!**

## ASTHMA

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- If your camper has asthma, it is important that we know and understand the symptoms they experience, especially what environments can make it worse (cold, exercise, campfire smoke etc.)
- Please make sure that the correct medication is sent to camp with your camper, and you inform Crestwood of when you feel we should administer the use of an inhaler.
- The inhaler can be kept in our Health Centre or carried around in a fanny pack with the camper. Please connect with the camp office to chat further and let us know where you would like the inhaler kept.

## MEDICATION & MEDICAL CONDITIONS

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- No medication can be given at camp without the permission from a camper's parent/legal guardian. This includes **prescription** and all over-the-counter medication.
- If you are planning to send medication, it **MUST** be in the **ORIGINAL BOTTLE** labelled with the camper's name, name of medication, dosage required and time to administer the medication.
- Send enough medication for **camp use only**, leaving the remainder at home.
- Medication must be stored in the Health Centre and administered by our Registered Nurse.
- If you are going to send medicine, please call the camp office or email us before the camp day begins.

## HEAD LICE

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We must take extra precaution to limit the transmission of lice at camp. Though bothersome, head lice will not harm children and adults, nor cause illness. Having head lice does not mean a person is unclean or the environment is dirty. Head lice are almost always transmitted from one person to another by head-to-head contact.

- Prior to arriving at camp, please examine your child's head and everyone else in the household for lice and nits. Start examining the head by beginning around the ears and at the nape of the neck and then the rest of the head. If your child does have lice, begin treatment.
- If your child is found to have lice or nits, they will not be admitted to camp until the situation is resolved. A parent will be notified immediately and will need to pick their child up from camp. Campers will not be allowed back to camp without a certificate/note from a Lice Clinic or nurse, indicating that your child no longer has lice or nits.

**Important Note-** In case of communicable diseases such as Chicken Pox, German Measles, Pink-Eye, Lice, & Hand Foot & Mouth, **PLEASE NOTIFY THE CAMP OFFICE IMMEDIATELY!**

**There are children at our camp that could suffer a fatal reaction to communicable diseases.  
You MUST notify the camp if your camper is a carrier!**

## CLOTHING REQUIREMENTS & LABELLING

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- **1 Bathing Suit** (Please send campers dressed in their bathing suits worn under their shorts & t-shirts (if the camper is comfortable to do so) and remember to pack **extra** underwear in their bags!!!)
- **1 Towel**
- **1 Protective Sun Hat** (Every camper **MUST** have a sun hat!!!)
- **1 Solid Pair of Running Shoes** (Your camper must wear safe shoes in order to participate in all physical activities. Sandals are only recommended for traveling to and from the swimming pool.)

- **1 Extra set of clothing for Dino's** (Nursery and JK Graduates)
- **1 Re-Usable Water Bottle**
- **Sunscreen** (Please ensure it is nut free)
- **2 Face Masks**
- **On Cool Days-** please dress your camper with a sweatshirt and long pants worn over their shorts and T-shirt so that we can easily remove the top layers as the day warms up!
- **On Rainy Days-** please send a raincoat and boots.
- All campers will receive a **Crestwood Valley Knapsack** large enough to carry their clothing and all of the fine artwork that they have produced at camp!
- **For Sports Academy Campers-** please send a baseball glove daily. Shin guards or cleats are not needed. Campers will be participating in instructional swim so please make sure to pack a bathing suit and towel.

**Please do not overload this knapsack with unnecessary clothing—your camper has to carry it!  
Please check your camper's bag daily for notes, flyers and art from the camp!**

**PLEASE LABEL ALL CAMPER CLOTHING, INCLUDING HATS, TOWELS, SUNSCREEN AND SHOES!  
THIS WILL HELP US RECOVER ANY MISPLACED ARTICLES!**

If you are interested in purchasing labels, you can visit: <http://crestwood.oliverslabels.com/>

## **RAINY DAYS & EXTREME HEAT DAYS**

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- The Crestwood campers and staff are always 'Sun Smart'. Whether re-applying sunscreen, **keeping hats on** heads, drinking water, refilling water bottles, staying in the shade, or keeping cool in our air-conditioned indoor facilities, all help beat the heat at camp! Staff are well trained to ensure campers' safety at all times.
- In heavy rain or extreme conditions, programming continues like usual in indoor, air conditioned locations.
- Please monitor the early morning weather reports and send the appropriate clothing and shoes for the weather.



## **SWIM**

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- The philosophy behind our Swim Program is to develop skills and confidence, a **LOVE** for the water and an understanding of water safety in the pool. We utilize floatation devices and creative learning techniques with our instruction. We follow the Lifesaving Society Learn to Swim Program offering all levels, skills, and safety education. If for **any** reason a camper needs to miss swimming a parent and/or guardian must notify the camp office via email or phone to let them know.
- Our campers enjoy very small classes and "hands-on" daily instruction in our four heated, outdoor, Salt-Water-Systems pools. Crestwood's aquatic staff are fully certified instructors with current teaching experience. They are trained to focus on the individual needs of each child and are committed to developing strong, confident, "water smart" swimmers. Regular in-service training of our swim staff enhances our professional instruction and safety supervision. Training is provided by our Swim Director and Camp Consultant Eric Shendelman, owner of 'Shendy's Swim Centre' and developer of the Lifesaving Society Swim for Life 10 Level Program.
- Crestwood's Swim Program includes:
  - Lifesaving Society Swim for Life 10 Level Program
  - Lifesaving Society Fitness Program ("Bronze, Silver and Gold")
  - Lifesaving Society Patrol Program ("Rookie, Ranger and Star")
  - Lifesaving Society Bronze Medallion and Bronze Cross
- All campers will receive one 45-minute swim period each day. The first 30 minutes of each period will be an instructional lesson. The last 15 minutes will be a recreational swim.
- Pool Heads, Swim Instructors and Lifeguards will remain on deck instructing, lifeguarding and supervising the pool.
- Camp Counsellors will be in the water with their campers.
- If you camper requires earplugs for Swim:

- Send earplugs in a **LABELED**, sealable container.
- Our staff can assist camper(s) with their earplugs should they need it.
- It is a good idea to have a spare set at home.
- At the end of your camper's session at Crestwood, you will receive a Swim Report Card, updating you on the progress they made during their time at camp. If your camper is able to pass a swim level, the badge will also be sent home.

**Please know. Crestwood understands that many campers have not been able to complete swim lessons or be exposed to swimming throughout the pandemic. ALL of the Crestwood staff will know and understand this, ensuring extremely close supervision and moral support is provided to all of our Crestwood campers this summer to help ease this transition.**

**If you have any questions regarding the swim program or your camper's progress, please email or call the Swim Director through the Camp Office.**

## CRESTWOOD SPORTS ACADEMY

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For the young athletes that enjoy a variety of sports, the Crestwood Sports Academy is a dream come true! Basketball, baseball and soccer lead the roster of sports offered. This program helps campers explore, develop, and improve skills while building their self-confidence. In addition to these popular sports, campers also receive qualified swim instruction and will participate in a camp activity each day. This program is offered for different sessions throughout the summer, for boys and girls who have graduated from Grades 1 to 6.

## SPECIAL THEME DAYS

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In addition to our regular programming, there are many special days planned within cabins, units, as well as camp wide. Send your campers dressed in the craziest, wackiest costumes! Please make sure everything is labelled and that **no valuables or replica weapons are sent to camp**. We will send out email reminders leading up to the special days as well so that no one forgets!

## GENERAL INFORMATION:

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### OCA (ONTARIO CAMPS ASSOCIATION)

Crestwood Valley Day Camp is an Accredited Member of the Ontario Camps Association (OCA), and therefore the camp adheres to over 600 standards that are reviewed each summer. These standards cover all aspects of camp including facility, health care, food service, program, transportation, as well as management and staff hiring and training. A standards visit also occurs every 4 years and Crestwood always exceeds the standards.

### IMPORTANT CHANGES TO PERSONAL INFORMATION

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Any change in address, telephone numbers, emergency contact information, or health information must be immediately reported to the camp office. If you have a different last name than your camper, please give your camper's first and last name when you call the camp office for a request or to leave a message. All changes must be reported to the camp office **as soon as possible!**

### CAMP SECTIONS

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Dino Section	Nursery and JK Graduates
Junior Section	SK Graduates
CV Section	Grade 1 & 2 Graduates
Senior Section	Grade 3 to 6 Gradates

Sports Academy	Grade 1 to 6 Graduates
Leaders in Training	Grade 7 & 8 Graduates
Counsellors in Training	Grade 9 Graduates

## FAMILY RELATIONS

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At Crestwood we pride ourselves on providing exceptional customer service. If there is ever a question or concern, the camp office will connect you with the appropriate person to speak with at camp. Please ensure you connect with the camp office directly. Staff who are assisting with parent drop off, pick up or on the bus are not the people to raise questions or concerns to. We are happy to assist you through the camp office at any time. It is our sole mission to ensure that each camper has a successful summer at Crestwood. The camp directors are also available to speak to parents at any time either by phone at 416-444-9595 or email at [crestwood.camp@crestwood.on.ca](mailto:crestwood.camp@crestwood.on.ca)

## CAMP COMMUNICATION

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**There are a few ways you will hear from us throughout the spring and summer:**

- **Emails!** You will hear from us by email quite often about everything from special days, weather, pick up and drop off, etc.! Please be sure to check your inbox regularly so you don't miss an email.
- **Phone Calls!** Our policy is to always leave a message and we encourage you to listen to that message before calling us back. By doing so, you are able to let our office know who called you and this will speed up our ability to have you talk to the right person.
- **Facebook and Instagram!** Be sure to follow us! Our Instagram is: @crestwoodvalleydaycamp!
- There are many people at camp who are always available to answer all of your questions. Every age group at camp is lead by a fantastic Unit Head duo! They are with your campers and their counsellors all throughout the day. Our Swim Director, who leads a team of Pool Heads, oversees the swim program. The Pool Heads work with your camper's swim instructors and your camper, one on one, each day. Unit Heads and Pool Heads will contact parents when needed. Counsellors and swim instructors' primary responsibility is to take care of campers and so do not phone parents directly.
- The Health Centre is also available throughout the camp day, and you will hear from them directly should your camper have to visit the Health Centre during the day, either via phone call or note sent home.
- The office is available from 7:30 am – 5:00 pm to answer all of your questions with regards to registration, the camp day, and to direct your call to the appropriate person. The Directors are also available to speak about anything at any time! They can be reached through the camp office at 416-444-9595 or email at [crestwood.camp@crestwood.on.ca](mailto:crestwood.camp@crestwood.on.ca)

## PARENT NIGHTS

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Due to COVID-19 and current Ministry of Health protocols, there will be no parents' nights this summer. If this changes, we will contact all Crestwood Families immediately.

## SUNSCREEN

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Please send a bottle of sunscreen each day with your camper. Please apply sunscreen prior to leaving the house and we will apply sunscreen throughout the day and following each swim period. It is recommended that sunscreen contains UVA/UVB protection, broad spectrum and have no less of an SPF 45. Please make sure this bottle is labelled and has no coconut and/or nut oils. Aerosol spray sunscreen will be allowed at camp this summer, which will help your child's counsellor with the application of sunscreen.

## INSECT REPELLENT

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Campers bringing insect repellent to camp must bring a cream, roll-on or pump bottle. No aerosol spray insect repellent will be allowed at camp in order to ensure a safe environment for our campers.

## BIRTHDAYS

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If your camper is celebrating a birthday at camp, we will provide a fun birthday treat! Please **do not** send your camper with any outside food. Photos from the birthday celebrations can be viewed in our photo gallery at the end of the day at [www.crestwoodcamp.com](http://www.crestwoodcamp.com)

## TOILET TRAINING

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Please be reminded that it is mandatory for your camper to be toilet trained for the summer. If you have any questions or concerns, please contact our office immediately.

## LOST & FOUND

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If your child has lost a belonging, please email the camp office and we will do our best to locate the item. Crestwood Valley Day Camp is not responsible for any lost articles. Please label **EVERYTHING** to make it easy to find your lost items.

## DAILY PHOTOS

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We love to show parents how much fun their child is having at camp! That's why our staff will be taking many photos throughout the day of your campers and uploading them each night to our password protected folder on the Crestwood Camp website. If you have any concerns with having your camper photographed and viewed on our website, please email the camp office to let us know.

## TRANSITIONING BETWEEN SESSIONS

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There are a few times throughout the summer when a session ends, and a new session begins. Transitions occur after weeks 4 and 6. During these times many campers leave, and new campers begin. We are committed to ensuring that during these times, camp remains as consistent as possible, although some changes may occur.

## THINGS TO LEAVE AT HOME

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- **Please do not send cell phones or any other electronic equipment to camp** (i.e. iPods, iPads etc.). **Please do not send your camper with toy guns, knives or weapon toys. Leave toys, Pokémon cards, dolls and stuffed animals at home! We cannot be responsible for favourite toys that go missing and we do not want other campers to get upset!**
- **Please do not send any valuables.**
- **Please do not send any food or drinks (other than water)!**

## SOCIAL MEDIA

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Here at Crestwood Valley Day Camp, we promote and understand the strong bond created between campers and staff during the summer. However, we do not condone camper-staff or parent-staff communication through social media channels, texting, emailing or calling throughout the camp season.

## RESPECT/LANGUAGE

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Profanity or discrimination in any form is unacceptable at Crestwood Valley Day Camp. Engaging in any act which discriminates against another camper or staff member because of race, colour, national origin, sex, religion, creed, age, the presence of disability, sexual orientation, or any other basis **will not be tolerated**. Crestwood Valley Day Camp is committed to providing a camp environment where every camper and staff member is respected and is entitled to fair and equitable treatment.

**We want every camper and staff member to feel safe and comfortable!**

## CAMP POLICIES

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There are many important policies on our website. Please make sure you and your camper(s) read through them and are aware of our policies before the beginning of camp.

- Accessibility Policy: <https://crestwoodcamp.com/accessibility-policy/>
- Allergy Policy: <https://crestwoodcamp.com/allergy-policy/>
- Behaviour Agreement for Campers: <https://crestwoodcamp.com/behaviour-agreement-for-campers/>
- Cancellation Policy: <https://crestwoodcamp.com/cancellation-policy/>
- COVID-19 Vaccination Policy: <https://crestwoodcamp.com/covid-policy/>
- Grouping Policy: <https://crestwoodcamp.com/grouping-policy/>
- Privacy Policy: <https://crestwoodcamp.com/privacy-policy/>
- Safe Camp Policy: <https://crestwoodcamp.com/safe-camp-policy/>