

RIVER RATS SUMMER CAMPS

PARENT POLICY HANDBOOK

Endless Adventure

EndlessAdventure.ca

Mission: To provide a safe and exciting out of school program, where children embark on endless adventures through play, interaction with nature, and creative opportunities for personal growth.

Policies

Hours of Operation

River Rats Summer Camps, 8.30am – 4:30pm.

All children must be onsite no later than 9:00am and picked up no later than 4:30pm unless pre-arranged.

Registration and Evaluation Period Policy

All children registered in this program are subject to a one day evaluation period. This will ensure that our center can provide your child with an environment appropriate to their needs. If following the evaluation period, we find that our program is not suitable for your child, we will inform you and suggest alternatives.

Arrival and departure policy and procedures

If your child will be unexpectedly absent from our program, please contact Endless Adventure (250-359-8181) as soon as you know and no later than 9:00am the day your child will be away.

On full days it is the parents responsibility to drop off their child at Endless Adventure. A parent or guardian must sign for the child upon arrival.

An authorized person is required to sign your child out each day. If there has been a change with the arrangement to pick-up your child, you must provide staff with a written and signed notice with all pertinent information prior to the change. A staff member will check the I.D. of any unrecognized person attempting to pick up children and check the "Child Pick-up Permission Form" for their information. If they are not on the list, a call to the parent/guardian will be made to obtain verbal consent for the child/children to be picked up by this person but will not release the child until written consent via email is received.

Endless Adventure day camps close at 4:30pm. The following procedure will be observed (in accordance with the licensing regulations) for any child not picked up by center closing time:

Every effort will be made to reach the parent/guardian and the alternate persons named on the registration form.

If we are not able to reach any of the above persons, the Ministry of Children and Families will be contacted. They will deal with the situation accordingly.

After three late pick-ups, we have the right to cancel your child's registration in our center.

Withdrawal Policy

If it becomes necessary to permanently withdraw your child from the River Rats camp after you have booked but before they attend, you must provide 30 days written notice. No refunds will be given if 14 days notice is not given.

Information From Home Policy

It is the direct responsibility of the parent/guardian to promptly advise Endless Adventure of any changes in address, telephone number, alternate pick-up person, custody arrangements or any other vital information.

Up to date records are essential to the well-being of the child/ren under our care. It is the parent/guardian's responsibility to communicate regularly with the center staff. Staff must be informed of any event or change of routine at home that may affect your child's behavior.

Illness and Medication Policy

We are unable to care for children who are not feeling well at our center.

If your child is unwell or has been in contact with a communicable disease, please let us know right away.

If your child starts feeling unwell while at the center, we will move them to a quiet area away from the other children and supervise them closely. We will contact you (or your designated alternate) immediately so you can come and take them home.

In a medical or dental emergency, we will call your child's doctor, dentist, and/or the nearest hospital emergency department right away, and we will contact you as soon as possible.

If your child needs any medication while in our care, we require a completed "Permission to Administer Medication" form each time. Without this form, our staff cannot give your child any medication.

All medication must meet these requirements:

- It must be current (not expired)
- It must be in the original vial or bottle
- There must be no hand-written changes on the label

Behavior Policy

At Endless Adventure we have one encompassing rule: Children must show respect at all times, respect for themselves, respect for others, and respect for property.

We try to connect all behavior to this one value.

For reasonable childlike disrespect the following applies:

If a child's behavior is inappropriate and requires staff intervention,

The staff will approach the child in a respectful way, on the child's level, using their name and speaking in a controlled tone of voice. The staff will remind the child to act in a respectable Way.

If necessary will talk with the child about the behavior and may ask some questions to find out if everything is okay.

A child may be redirected to another activity and/or a different group of children if necessary. Consequences if necessary will be natural and logical.

Consequences and expectations will be appropriate for a child's age.

Children's feelings and needs will be acknowledged. In order for the child to perceive the staff as supportive and helpful, they need to know their feelings are recognized and Understood.

Under no circumstances will the staff use any form of corporal punishment to discipline a child.

Staff are usually available to discuss issues during pick up time. If not, an appointment can be made, or a phone meeting will be held if necessary.

We desire Endless Adventure to be a safe and exciting place for children to grow and develop. Therefore behavior which makes other children feel or become unsafe is not welcome at Endless Adventure.

While kids will be kids, and conflicts are a normal part of growing up, the following behaviors will not be tolerated past reasonable warning and staff support.

ANY aggressive hands on such as: pushing, slapping, biting, kicking, punching, etc. This includes aggressive handling of physical objects such as knocking down chairs, tipping tables, throwing toys or rocks.

Unreasonable passive aggressive behavior which negatively affects the entire groups health and safety. Examples include: refusing to get on or off a bus, refusing to leave a location, refusing to leave a space with the group within reasonable time and with reasonable support.

Intentional repeated verbal bullying or intentional repeated conversation that have obvious harmful effects to others. Examples include: swearing, tearing down, name calling, racism, gender slander, inappropriate sexual conversations etc

For heated emotional behavior, Endless Adventure implements a system where children step away for a period of time in order to: Regroup - collect their emotions and regain self control Reflect - individually and with a staff on how to approach the situation differently Refresh - breath easy, get a drink, wash their face, blow nose etc to be set up for successful reentry to the action of the group. Rejoin - staff will assist the child in re joining the group in a positive manner including making amends where needed

If the child continues to behave in a way that puts themselves or others at risk after being assisted by staff to change their behavior, the parent or guardian will be called and will be asked to speak with their child over the phone to help.

Following the parent conversation if the behavior continues to put themselves or others at risk the parent will be called again and asked to pick up immediately.

If the behavior was physically aggressive or resulted in direct harm of other children or staff, the child will be required to take the following day off. This helps other children know we take their safety seriously, gives children and staff a chance of reprieve and lets the child know that harmful destructive behavior is not tolerated at Endless Adventure. The child is welcome back to start fresh following the day off.

In recurring situations of behaviors listed above or if your child is endangering others feelings of safety and security in any way then your child's registration in our program will be terminated.

the child will not be able to attend Endless Adventure again without a conversation with company ownership and specific conditions.

Abuse/Neglect Report Policy

Please note that if we suspect a child is being abused or neglected, individual staff are required by law to report this to the Ministry of Children and Families.

Programs & Activity Policy

Endless Adventure programs are designed to help your child embark on endless adventures in body, & spirit with their health & safety & development in mind. Each day children are given a variety of activities to participate in. All activities last until 4:00pm.

Lunch and Snack Policy

Children are provided with a designated snack time but must bring their own snack. During holiday camps, please send your children with a nourishing lunch and 2 snacks as well as a refillable water bottle from home.

Clothing Policy Your child should be sent to the center wearing comfortable, washable and weather appropriate clothing. Please label all of your children's belongings.

For sun safety purposes hats and sunscreen must be worn in the summer, sandals or shoes must be fully attached to feet (no flip flops). Feel free to leave extra clothes and necessities at the center as long as they are all labeled with your child's name and in a labeled bag. Always send a bathing suit and towel every day.

Parental Access Policy

Authorized parents/guardians have access to visit their children while in care, at Endless Adventure. It is advised to call the Endless Adventure office before visiting your child if necessary, the group may be on the water.

Please keep visits brief to avoid disrupting the program for the other children.

Active Play Policy

Endless Adventure Out of School Care is nature based and designed specifically for active school age children.

On average children will spend 6 or more hours being active outside during full day programs including organized activities and free play.

Summer Camp Schedule - Example

8.30-9:00 Arrival / Outdoor free play
9:00-10:00 Rally, games etc.
10:00 Snack
10:30-12 Beach play Organized Activity
12:00-12:30 lunch and rest break
12:30-3:30 River / Water based activity
3:30 snack and rest break
4:00 Outdoor free play and clean up.
4:30 Pick up time / close- late pick-up fees apply.

ENDLESS ADVENTURE Responsibilities Policy

To make sure the program areas inside and out are safe for children, utilizing risk management in all activities, training staff in safety regulations and ensuring all water sports and safety equipment is in good repair.

To ensure the program keeps kids healthy and adventuring, getting ample fresh air and exercise, healthy food, water, rest, hygiene, adult mentorship and free play time etc.

To ensure all children are supervised at all times by qualified staff.

To notify parents of physical & emotional or other concerns noticed about their child while in care.

To call the parent, or if necessary, an ambulance, if a child is suddenly ill or injured.

To be able to handle anxiety, sickness, injury, emergencies in a safe way.

To make sure that everyone over 12 years age have had a Criminal Record Check and are always accompanied by a licensed senior staff member.

To ensure appropriate qualifications for all staff including caregivers, other employees.

To keep confidential, all information received about a child or a family.

To have a written and followed behavior management policy.

To ensure that, while in care at Endless Adventure, children are happy and able to embark on endless adventures, through relational mentoring, interaction with nature and creative opportunities for personal growth.

Parent Responsibilities Policy

To bring or pick-up your children on time: not dropping off before opening or picking up after closing.

To let Endless Adventure staff know if your child will be late or not coming; or if you will be picking up early, to notify staff in advance if someone other than yourself is picking up your child.

To give all information needed to care for your child by thoroughly filling in the online application form making prepayment to save your child's spot.

To sign in your child when dropping off your child for full days and sign out your child when or picking up.

To notify Endless Adventure staff & keep your child home if they are sick, to pick up early if called, in the case that they become sick while at Endless Adventure.

To let the Endless Adventure know if your child has a communicable disease or health issue, or has been in contact with a communicable disease or health issue. Including but not limited to issues like head lice, pink eye, chicken pox, colds and flu strains etc.

To let Endless Adventure know if there are major changes in your child's life that may affect your child and especially changes in medication that may affect their behavior. This information is vital to understanding and assisting your child's emotional and behavioral well being while at Endless Adventure.

To send your child with a refillable water bottle, lunch and 2 snacks.

To leave extra clothes at Endless Adventure in case of accidents or be available to bring them if called by staff.

To pre-pay all registration fees.

To notify staff if at any time your child becomes uncomfortable or discontent attending Endless Adventure for any reason.

To notify the Endless Adventure if at any time you have health, safety or programming concerns

To immediately notify Endless Adventure of any changes of pick up details, phone #, email, address, or work placement.

To be on time to pick up your child (or children) by 4:30pm Anytime over and above the agreed hours of care, will be charged a late pick up fee as per the financial policies.

If for the safety and well being of your child or the group it becomes necessary for Endless Adventure to terminate your child's registration a refund will be given for your remaining pre-paid days.

Thank you for taking the time to review all of these items, we will do our very best to work with you and your child to ensure a great experience that they will always remember.

Please sign and date underneath to confirm that you have read and understood the parent policy manual. An electronic signature is no problem.

You can email your signed version to info@endlessadventure.ca

Parent or Guardian: _____ Date _____

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