

# FREQUENTLY ASKED QUESTIONS



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## General Camp Questions:

### How can I get a hold of the Camp Office?

- You can call the camp office at Phone: 905-845-4681 ext. 113 or send an email to: [camps@appleby.on.ca](mailto:camps@appleby.on.ca)

### What are Camp Office hours?

- The camp office is open from Monday to Friday, 8:00 a.m. – 5:00 p.m.

### When does registration open?

- Registration for all March Break and Summer programs opens mid-December. Check our website for details: [www.appleby.on.ca/camps](http://www.appleby.on.ca/camps)

### What is your refund policy?

- Full refunds will be issued for any cancellations received 30 days prior to the first day of camp. For cancellations received 15 to 29 days prior to the first day of camp, refunds will be subject to a \$100.00 administration fee, per camper. Requests for cancellations received within 14 days of camp are non-refundable, unless a medical note is provided. Refunds will not be provided for inclement weather or for days of camp not attended.

### Do you pro-rate weeks?

- We only pro-rate weeks that fall on a holiday 4-day weeks (i.e. Canada Day, August Long Weekend). All other weeks are based on a 5-day week, and we do not pro-rate the camps. Refunds will not be provided for days of camp not attended.

### Do you provide families with a tax receipt?

- Yes, a receipt for tax purposes is available. You can log into your online account at [appleby.campbrainregistration.com](http://appleby.campbrainregistration.com) and download a copy from there.

### I need to get a tax receipt for previous years, how do I go about getting it?

- For 2019 and on, you can log into your online account and download a copy of your receipt to use for tax purposes. Visit [appleby.campbrainregistration.com](http://appleby.campbrainregistration.com) to access online accounts. For years prior to 2019, please contact the Camp Office at [camps@appleby.on.ca](mailto:camps@appleby.on.ca) and we will be happy to send you previous years' tax receipts.

### What is the latest date I can register?

- Registrations should be received by Thursday at noon for the next week's camp – all registrations depend on space available in the camp requested. For registrations after Thursday at noon, please contact the Camps office at [camps@appleby.on.ca](mailto:camps@appleby.on.ca) and we will do our best to accommodate your request. Please note that camps can fill up quickly so the earlier we receive the registrations, the more likely the camper will have their first choice of camp.

### Can I change my existing registration?

- We are more than happy to change your existing registration, pending availability. We do ask that these changes are made prior to the first day of camp. Calling or emailing the camp office is the best way to make any changes.

### How do I find out what my child did at camp today?

- At the end of the camp day when you pick-up your child, Appleby camp instructors are available to chat about what campers did that day. You can use this opportunity to ask any questions and address any concerns directly with their instructor.



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### Can my child be placed in the same group as siblings and/or friends?

- We will do our best to accommodate friends/family requests to be placed in the same group. During online registration, please make a note in the 'Friend Request' section stating with whom you would like your camper to be paired. Alternatively, you can call or email the camp office with a request after your online application has been submitted.

### What happens if my child is sick and unable to attend camp?

- If your child is not going to attend for a day, we appreciate being notified as early as possible either by phone or email. Please call the camp office by 8:30 a.m. at 905-845-4681, ext. 113 or email [camps@appleby.on.ca](mailto:camps@appleby.on.ca). Refunds or credits are not provided for any missed days.

### Are lunch and snacks provided?

- A hot lunch is provided each day. Please send a nutritious nut-free snack for both the mid-morning and mid-afternoon breaks. Considering the active day ahead, campers should have a hearty breakfast prior to arrival. Please note that Appleby College cannot guarantee an allergy-free environment. All campers must be able to identify their allergies and carry the needed medication for treatment. A snack is provided to before & after care campers.

### My child lost his towel and hat. Does Appleby Camps have a Lost & Found?

- Yes! We have a Lost & Found box located at the Camp Office. At the end of every day unclaimed items from the Pool and items found throughout Campus are put in the Lost & Found. We keep lost items for a 3-week period and then donate any unclaimed items to charity.

### Drop-off/Pick-up Questions

#### Can I pick up my child early from camp?

- Yes. If campers are being picked up early (before 3:30 pm) from camp, the Head Instructor must be notified at morning drop-off, and the Camp Office must be notified by email, or by phone.

#### How do I add someone to the authorized pick-up or drop-off list?

- For the Safety of your child, only those on the Authorized pick-up list (indicated when you register a camper) will be permitted to pick-up your child from camp. If you would like to authorize another adult to pick up your child, please inform your head instructor/camp office, by emailing [camps@appleby.on.ca](mailto:camps@appleby.on.ca) or call (905)845-4681, ext. 113. Every camper must be checked out through Appleby Camp Instructors to ensure security. Please establish very clearly with your child exactly who will be taking him/her home, and the time expected.

#### Can my child sign themselves out?

- Yes. With parent/guardian permission campers aged 10 years & older are able to sign themselves out of camp. Please indicate this on the Camp Participant form under 'Self-Sign Out'. On the first day of camp, we ask that you bring your camper to their specific camp to talk with the Instructors and you can at this time verify that the camper is a self-sign-out. With parent/guardian permission, campers who are 12 years and older may sign-out a younger sibling from their camp. NOTE: While participants can be given permission to sign themselves and sibling(s) out of camp, we strongly encourage parent(s)/guardian(s) to assess whether this permission is suitable for their participant considering factors other than age (maturity, time they will be alone, distance/method of travel home etc.). Once a participant signs themselves out (or signs a sibling out), parent(s)/guardian(s) assume full responsibility.

#### What happens if I am late to pick up my camper?

- If you know you are going to arrive after 4:00 p.m. to pick up your camper, please call the camp office to notify us. Your camper will be cared for in our After Care Program until you arrive. There is a \$20.00 late fee charge.

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## Staff Questions:

### What qualifications do the staff have?

- The Appleby Camp instructor team consists of a carefully selected group of qualified teachers, coaches, recreational specialists and early childcare educators. Instructors must be certified in Standard First Aid and CPR-C and have a valid criminal record check with vulnerable sector screening. All camp staff actively participate in Appleby's pre-camp full weekend training course that is designed in accordance with the Ontario Camps Association's standards. This mandatory weekend training involves classroom learning, experiential training, participation in mock emergency scenarios, and thorough review of all safety policies and procedures.
- **Qualifications and Skills:**
  - o Program Directors and Head Instructors have completed a university/college and/or Bachelor's Degree in a related field (Early Childhood Education, Recreation, Child Development, Leisure Studies and/or Education)
  - o Level 2 Instructors completed a minimum of 2nd year university/college and/or Bachelor's Degree in a related field
  - o Level 1 Instructors completed a minimum of Gr. 11 high school
  - o Lifeguards have current Nations Lifeguard or Red Cross Lifeguard certification or higher and experience on a pool deck in a camp setting
  - o Strong skills in working with children, and experience in camp setting required.
  - o Experience building relationships with instructors, campers, camp families and staff
  - o Current Standard First Aid Training and CPR- C or higher required.
  - o Proven excellence in instructional abilities
  - o Excellent verbal and written communication skills
  - o Excellent time management and organizational skills
  - o Demonstrates effective problem solving skills
  - o Team oriented, motivational and creative
  - o Energetic and enthusiastic
  - o For more details of staff responsibilities and position descriptions please see our [Staff Info Page](#) on our website.

### What is the age of the staff?

- The majority of our staff are Head Instructors and are University/College Graduates that have specific training in their field of expertise. Level 2 Instructors assist the Head Instructors and many are also University/College graduates and have a passion for working with youth. Our few but mighty Level 1 Instructors are of high school age, 1<sup>st</sup> or 2<sup>nd</sup> year University and have previous experience with children. Many of our staff return yearly and some have attended our summer programs as campers, growing up spending summers at Appleby ☺

### What are the Camper: Instructor ratios?

- Our camps follow the Ontario Camps Association's strict guidelines/policies for adequate supervision of all campers. Specialized camps meet or exceed safe supervision ratios.
- Discovery Camp (ages 4-7) Ratios = 5:1
- Camps (ages 7-15) = 8:1

## Safety:

### What happens if my child becomes sick or injured at camp?

- Our highly qualified camp staff are all certified in First Aid and CPR and will care for your child at camp. For concerning or serious sickness and/or injuries the camp office will immediately



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contact parents/guardians. Upon pick-up your Instructors will inform you of any minor incidents that may have occurred throughout the day.

### What do the campers do if it is too hot to be outside?

- We have allocated indoor spaces for each camp to use, and utilize the shady outdoor areas for more quiet activities. We also have water refill stations set up throughout the Campus allowing campers to refill their re-useable water bottles throughout the day.

### Does Appleby have a code of conduct for campers?

- **Conduct:** Campers are expected to demonstrate basic respect for the dignity and rights of others. The Director reserves the right to implement an established process and/or suspend and/or terminate the stay of any camper, without refund, who violates the camper Code of Conduct based on the following guidelines: zero tolerance of physical or psychological abuse/bullying; lack of respect for camp property and the property of others; behaviour that requires supervision beyond a reasonable level or behaviour deemed inappropriate by Appleby College Camp staff.
- In all programs at Appleby Camps, the acquisition of skills and high-quality experiences are important. As such, we expect each camper to learn, and to have fun. Along with the teaching of skills, we will also teach and expect demonstration in sportsmanship, co-operation, respect for others and instruction.

### What are the procedures for preventing and managing allergies?

- Each program binder has a list of all campers medical concerns and program support needs
- This is CONFIDENTIAL information shared with instructors and kitchen staff only
- All instructors review allergies, medical conditions of all campers in their group for each week
- Appleby College is able to cater to dietary restrictions and allergies. Appleby College cannot guarantee an allergy-free environment and request that any campers bringing snacks to respect children who may have allergies by not including snack foods that contain nuts. **When cooking lunches for Appleby Camps, none of the menu items contain nut ingredients.**
- We review allergy procedures with our Camp staff, and it is included in their Orientation training before they commence working at camp;
- We have our campers wear orange bracelets to identify that they have allergies; and Head Instructors document at registration what allergies campers have.
- Upon Registration parents/guardians must provide specific information of the allergies and the particular symptoms for the individual camper
- On the first day of camp Head Instructors meet with the parents/guardians that have highlighted allergies and confirm symptoms and any questions.
- Kitchen staff review camper allergies and the Weekly Menu to consider and decide if special meals are required based on ingredients. Campers requiring special menus are asked to notify camp office minimum of 5 days prior to the start of camp.
- As part of our Daily Process:
  - o Each morning – our Head Instructors will double check that bracelets are worn, and if one is missing then provide a bracelet.
  - o For morning/afternoon snack - all Head instructors check the snacks that campers' bring with them to ensure safety depending on weekly allergies.
  - o For lunch, Instructors ensure campers have specially prepared meals if needed.
  - o For the After Care Program - Notes will be passed on to the After Care staff. Such notes will be updated with current comments from the Head Instructor.

### My child carries an Epi-Pen

- Epi-Pens - If your child requires an Epi-Pen you MUST indicate this at the time of registration, and complete an Anaphylaxis Plan in your online account.. Any child that requires an Epi-Pen for an allergic reaction MUST carry it on them at all times in a fanny pack/belt. All staff are trained

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on how to use an Epi-Pen. Epi-Pen is the only brand of epinephrine that Appleby Camps will accept as medication for anaphylaxis.

## **What happens in the unlikely event of an emergency at camp?**

- Appleby College has extensive safety and emergency procedures on which all Camp Staff are trained during pre-camp training. All Emergency procedures are reviewed with campers on the first day of each camp.

## **Swimming:**

### **Does swimming take place every day? Which camps?**

- Yes. All camps go swimming for ½ hour recreational swim time daily in our on-site indoor swimming pool.

### **My child is not a strong swimmer, are Staff in the water with campers?**

- Monitored by our National Life Saving or Red Cross Certified Lifeguards and qualified staff, safety is always top priority at the pool.
- The Discovery Campers (ages 4-7) remain in the shallow end of the pool which is 3 ft. deep and our National Life Saving or Red Cross Certified Lifeguards and qualified staff ensure a safe and fun swim time.
- At the start of each week all campers will be assessed on their abilities in the pool so that all lifeguards and instructors are aware of campers' comfort level and ability in the water. Please see below question for details of the swim assessment.
- Swimming is not instructional so parents/guardians who feel that their camper might need assistance must send a proper fitting life jacket or floatation device so that they can enjoy this wonderful activity in the pool.
- All campers must complete a mandatory swim assessment if they wish to swim without a lifejacket. Campers registered for Adventure Pursuits must pass a different, more advanced swim assessment in order to participate in the camp, as they go canoeing on Lake Ontario

### **What is involved in the swim assessment?**

- At the start of each new camp session each swimmer must complete a swim assessment in order to be allowed to swim in the deep end of the pool and so that all lifeguards and instructors are aware of campers' comfort level and ability in the water. (Note that Discovery Campers will only ever swim in the shallow end, regardless of their abilities.)  
The swim assessment involves:
  - o 2 widths of the shallow end of the pool without touching the bottom
  - o 2 minutes of treading water
- During the swim assessment, 1 lifeguard will stand on either side of the shallow end evaluating ability and 1 staff member for every two swimmers will be in the water within arm's reach of the swimmers. Additionally, 1 lifeguard will be supervising treading water in the deep end. Upon successful completion of the swim assessment, the swimmer will receive a bracelet indicating they have passed the assessment and they must wear this bracelet for the entire week. If they lose the bracelet, they will need to re-do the swim assessment.

### **If my child does not want to swim, are other activities offered?**

- Yes, there will always be an alternate activity offered during swim time if you would prefer for your camper to not swim, or if the participant is a non-swimmer. Please advise the instructor that your camper will not take part in recreational swim and will instead participate in our alternate activity.

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## Website:

### I forgot my username and password. How can I login?

- Don't worry! Your username is always your email address. If you forgot your password, simply click the "reset password" link below the Login box on the login page. This will prompt you to enter the email address we have on file for you and then send a "reset password" email to you with a link to create a new password.

### How can I tell if a camp is full?

- Our website is constantly being updated to provide you with information regarding camps that are full. For the most up-to-date information, log in to our online site and you can see which camps are waitlisting. You can add your camper to a waitlist through the online system at anytime. It is difficult to say the chances of a spot becoming available as this varies from week to week, program to program, and also on the number of campers on the waiting list. We will contact you if a spot becomes available for your camper.

## Busing:

### What if I only need to use the bus in the morning? In the afternoon?

- We only offer round trip busing. If you only need busing one way, then you still have to register and pay for the round trip. Please consider registering instead for our Before and/or After Care if that would be more convenient.

### Will the campers be supervised while on the bus?

- A First Aid trained Bus Captain will be present and engaged with all campers on the bus while travelling both to and from camp. If any issues were to arise the Bus Captain will be there the entire trip.

### I signed up for busing; when will I find out a more specific pick-up and drop-off time?

- The week prior to the beginning of your specific camp we will send out an email to each family registered and let them know an A.M. time and a P.M. time.
- For example:  
Week 4 Bus Timing

Location	Address	Pick-Up Time	Drop-Off Time
Maple Grove Arena	2237 Devon Rd, Oakville, ON	8:15 a.m.	4:20 p.m.

### Are there Instructors at each location to supervise waiting campers?

- There will be a Bus Captain arriving with the bus, however parents/guardians are responsible for waiting with your camper(s) at each location. Parents/Guardians then must sign in campers when the bus arrives. With parent/guardian permission campers aged 10-15 years are able to sign themselves on/off of the bus. Please indicate self-sign out permission on the Participant Form. If, after the first day you have spoken with the Bus Captain and have authorized your camper to wait alone, then you may drop them off at the location.

### Do I have to be there to meet the bus when my camper gets dropped off in the afternoon?

- There must be an adult (name listed on the camper's Authorized pick up list) at the bus stop at the end of the day to meet each camper. If you have authorized for your child to be self-sign out (must

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be 10 years or older), or you have authorized other people to pick up your child then you yourself do not have to be there in person.

- While we prefer you do this while registering for camp, we do understand additional names need to be added. You can add the names on Monday morning with the bus Captain, or you may also call or email the Camp Office to pass on the message.

### **What happens if my child misses the bus?**

- The bus will not wait past the time slot given to you in the email you would have received one week prior to camp. You will then be responsible for bringing your child to camp and signing them in at the appropriate camp location.

### **What happens if I need to pick up my child early from camp? Or bring them in later in the morning?**

- In this case, the camper would need to be dropped off / picked up by an authorized adult. We ask for a minimum 24 hours' notice prior to the day, whenever possible. If there is a last minute conflict, please call the Camp Office or send an email to ensure the Camp office and Bus Captain are aware of all changes.

### **My child is in the Friday Showcase and will not need to take the bus home on Friday. How do I let the Camp know?**

- We ask that you please let the Bus Captain or Camp Office know the day before if you are not taking the bus home after the Friday Showcase. When the showcase is done, please ensure to sign out your camper with the Head Instructor of each camp.

### **What is the cancellation policy for Busing?**

- You can change or cancel your bus registration up to 15 days prior to the start of the week of camp you have registered for to receive a full refund. Refunds will not be given for cancellations received 14 days or fewer prior to the start of the camp.