

General Camp Questions:

What are the camp hours?

- The day camp hours are from 8:50 am - 4:00 pm.
- The camp office is open from 7:30 am - 6:00 pm.

Do you offer extended care?

- AM Extended care starts at 7:30 am
- PM Extended care ends at 6:00 pm
- We do not offer single day rates. Campers must be registered for the duration of the week.

Do you pro-rate weeks?

- We only pro-rate weeks that fall on a holiday (i.e August long weekend)

What is your refund policy?

- Full refunds (less an \$50 administration fee) will be issued before May 1, 2022. For cancellation received after May 1, 2022 a credit note will issued to your account.
- Refunds will not be provided for missed days.

Do you provide families with a tax receipt?

- Yes, a receipt for tax purposes is available. You can log into your online account at any time and download a copy.

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

- Yes, please fill out the friend request section in the online registration. Please note some of our programs are grouped by age.

Are lunch and snacks provided?

- All campers are required to bring a nut free lunch and snacks each day. We do have Friday pizza day for an additional fee. You can sign up for pizza day in our online registration.

Does Camp KidsTown have a lost & found?

- Yes! At the end of the day unclaimed items found throughout the 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 Camp Office must be notified by email/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 the Camp Office, by email/phone.

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

- If you know you are going to arrive after 4:00 pm to pick up your child, 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.

Staff Questions:

What qualifications do staff have?

- Instructors must be certified in Standard First Aid and CPR and have a criminal record check. All camp staff actively participate in CKT's pre-camp training sessions.

What are the camper to staff ratios?

- Junior Program (JK/SK) 8:1
- Senior Programs (Grades 1-7) 10:1

Are your staff vaccinated from Covid-19?

- Yes, all of our staff are fully vaccinated.

Safety Questions:

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

- Our highly qualified camp staff are all certified in CPR & FIRST AID and will care for your child at camp. For concerning or serious injuries the camp office will immediately contact parents/guardians. Upon pick-up the camp administrator will email/call to inform you of any minor incidents that may have occurred through out the day.

What do the campers do if it is too hot outside?

- We have allocated indoor spaces for each specialty camp and utilize the shady outdoor areas. We also have water-fill stations set up throughout the campus allowing campers to refill their re-usable water-bottle throughout the day.
- Both campuses are air-conditioned.

Does Camp Kidstown have a code of conduct for campers?

- Campers are expected to demonstrate basic respect for the dignity and rights of others. The Director reserves the right to implement and established process and/or suspend and/or terminate the stay of any camper, without refund, who violates the code of conduct.

Code of Conduct:

- Zero tolerance for physical or psychological abuse/bullying; lack of respect for camp property and the property of others; behaviour that requires supervision beyond a responsible level or behaviour deemed in appropriate by CKT staff.

My child requires an Epi-Pen:

- If your child requires an Epi-pen your must indicate this at the time of registration, and complete an anaphylaxis plan. Any child that requires an Epi-Pen MUST carry it on them at all times in a fanny pack.
- We are a nut-free facility.

Bussing Questions:

We only offer round trip bussing at our Caledonia campus.

Will campers be supervised while on the bus?

- A First Aid trained bus captain will be present and engage with all campers on the bus while travelling both to and from the Caledonia campus.

I signed up for bussing;

When will I find out a more specific pick-up and drop-off time?

- The week prior to the beginning of your weekly session - we will send out an email to each family registered and let them know an AM & PM time.

For Example:

| LOCATION | ADDRESS | PICK-UP TIME | DROP-OFF TIME |
|----------|--------------------|--------------|---------------|
| Ancaster | Meadowlands School | 8:00 am | 4:30 pm |

Adventure Kids Program Questions:

Do campers have to be toilet trained to attend camp?

- Yes all campers must be fully toilet trained to attend our JK/SK program.

How old can my child be to attend camp?

- All campers must be 4 years old to be eligible to attend camp.

Do the counsellors assist the youngest campers?

- Absolutely! We make sure our youngest campers have everything they need to make their camp experience safe and fun - whether it's assisting them with sanitization, sunscreen, hydration, etc.

One-On-One Support Program

If your child requires extra assistance at camp, you may be able to register for our one-on-one support program.

The goal of the 1:1 Support program is not to be an individualized program, but rather one that allows campers to be integrated into a specialty program. Campers in this program will be paired up with an Integration (1:1) counsellor who will support and assist in program adaptations so that campers are able to participate with their peers and have an awesome camp experience.

Your child may require a facilitator if they:

- Have a physical, visual, hearing, developmental or intellectual disability
- Have attention or behaviour difficulties
- Receive support or special education services at school or, from a community agency

Families are required to complete an application to the One-On-One support program. Families are asked to share information on their camper's needs and goals so that we can better support them at camp.

If your child needs support at camp, please email info@campkidstown.com.

As part of the program, the family portion of the fee is approximately \$500 per week - not including the cost of camp.