



VIVO DAY CAMP PARENT HANDBOOK



Welcome

Welcome to Vivo Day Camps! We focus on providing fun, safe and quality programming for all children. Please take the time to read through this manual as it will help your child have an enjoyable experience at camp. If you have specific questions about the camps, please contact Guest Services and they will put you in contact with the appropriate supervisor.

Registration

Participants must be the appropriate age at the program start date to register for camps.

Our goal is to provide a playful, skill based program for your child at an appropriate level for his or her age and maturity. In order to be fair to everyone, Vivo will strictly enforce age requirements.

Same day registrations are not available.

Registrations for weekly camps end on the Monday prior to the start of camp. This allows us to schedule staff to maintain instructor-to-child ratios.

Waitlists are processed in order of sign up. If a registered participant withdraws, you will receive a phone call and have 24 hours to register. If you do not register within the allotted time, the vacant spot will be offered to the next person on the list.

Program withdrawals may be made using your online account, in person or by telephone by calling our Guest Services team. Withdrawals are refunded to either the original form of payment or account credit, less the applicable fees. Applicable fees are as follows:

Five days or more prior to the program start date:

Refund less a \$15.00 administration fee

Five days or less prior to the program start date:

Refund less a \$25.00 administration fee. Exceptions to the fee include:

- Medical (a physicians letter must be provided), no administration fee.
- Moving outside of town (proof of relocation must be provided), less a \$15.00 administration fee.

Program Forms and Waivers

All required forms can be found at <https://www.vivo.ca/RegisteredProgramInfo.asp?id=5> To avoid a wait on the first day, please complete the forms ahead of time. Forms only need to be completed once per year unless otherwise noted, and can be submitted electronically to summercamps@vivo.ca or dropped off in person.

Medications at Camp

A Medication Record Form must be completed in order for any required medication to be administered to your child during camp. The Medication Record Form and medication is to be given to the leader or specialist to be placed in a secure location.

If your child requires an auto-injector or inhaler, they must be kept with the child in a portable labeled bag (ie: fanny pack) for the entire day.

Prescription medications must be brought in the original container, indicating the participant's name, the dosage, directions for use and medication type. Non-prescription medication must be brought in the original container. Medication must not be expired, including epi-pens and inhalers.



Health Policies

In the best interest of your child as well as the other children and staff, please do not send your child to camp when he or she is ill. If your child should become ill while at camp, you will be notified to come pick up your child.

Summer/Spring Break Camps

Campers go outside on a daily basis so please have your child bring their own sunscreen and insect repellent. Our leaders will assist your child in applying it when appropriate.

Winter Camps

At Vivo, we encourage outdoor play when weather permits. Please send suitable clothing with your child to participate in outdoor winter activities. Appropriate clothing includes; winter jacket, snow pants, outdoor boots, toque, mitts/gloves, and scarf.

If a child needs emergency medical attention, all efforts to notify the parent will be made. In the event the parent cannot be reached, EMS will be called and we will continue trying to contact the parent until they can be reached.

Vivo is an inclusive facility and is happy to welcome children with special needs. In order for us to help your child have an enjoyable experience at camp, we ask that you complete the medical conditions portion of your registration.

Preschool Camps

All camps are un-parented. If your child requires your attention, you will be notified. For 3Y-5Y camps, participants must be fully toilet trained.

Belongings

Each child should bring a backpack or bag big enough to fit all belongings inside. All belongings must be labeled.

Camper Checklist for Camp

- Appropriate clothing for outside (weather appropriate)
- Sunscreen/insect repellent (spring/summer only)
- Indoor running shoes
- Water bottle
- Snacks and/or lunch (full day camp – one lunch, two snacks/half day camp - one snack)
- Swimsuit and towel
- Medication for camper - inhaler, auto injector or prescription medication required while at camp
- Check your registration confirmation for any specialized equipment required for your camp

Items not to bring to camp

- Electronics (cell phone, iPod, portable game devices)
- Money
- Items of value



Lost and Found

Summer Camps - All camp lost and found will be located at the check-in/out location.

Winter/Spring Day Camps - All camp lost and found will be located in the check-in/out location.

Speak with your camp leader if you have lost an item. Lost and found articles will be brought to the Vivo lost and found (lower level by the desk) on Friday each week. Items are stored for up to two weeks. If your child's item is labeled, we do our best to contact you. Vivo is not responsible for lost items.

Before Care/ After Care

Before and After Care is a service provided by Vivo that ties into your day camp experience. Before Care runs from 7:30-9:00am and After Care runs from 3:00-5:30pm for no additional fee.

If you need Before or After Care on short notice, contact the Guest Services team to inquire about available spots. Please note that spots may not always be available.

Check In/Out Policy

Check In location is the Red Gym. All camps meeting in the Red Gym will enter using the main gym entrance located at the bottom of the ramp, and next to the climbing wall.

Check-In begins at 8:30 am for full day camps and 15 minutes prior to start time for half day camps.

Check Out begins 15 minutes before your camp end time at the Red Gym. Parents must sign out their children. If you need to make alternate arrangements for pick up, please complete the Authorized Pick Up Form for children to be signed out by someone other than a parent.

Self Sign-Out - Children 10 years and older have the option to sign themselves in and out of day camps. An Authorized Pick Up Form must be completed and submitted in advance. If you have given authorization for your child to sign themselves out, please ensure a safe route home for your child. Also, understand this means that you are releasing your child from Vivo's care.

Children who are not picked up from day camp within 10 minutes of end time will be transferred to after care. Please note if they were not registered for after care than additional fees will apply.

Please note: Vivo staff reserves the right to request identification from any person picking up a child from Vivo programs.

Late drop off/ Early pick up

As our camps are full of activity and can be conducted in various locations on site; it may take time to connect with your child's camp.

If you arrive late for camp and there is no one at your regular drop off location, please go to Guest Services. They will contact the camp team to assist you in finding your child's camp.

If you need to pick up your child early from camp, inform your leader at drop off and they will let you know which location they will be in at that time. Please note that it is the responsibility of the parent to go to the identified location and sign out their child.



Staffing

Vivo staff are qualified and trained in working with children. All staff have completed Standard First Aid/CPR and day camp training.

Camp Ratios:

Preschool Programs (3-6Y) 1:8

Children's Programs (6-17Y) 1:12

****Specialty Programming such as climbing and swimming may have different ratios****

Snacks and Lunch

If your child is registered in a half day camp, they need to bring one snack and a water bottle. If your child is registered in a full day camp, they will need to bring two snacks, one lunch and a water bottle.

Vivo is an allergen-safe facility. No foods/snacks are prohibited at Vivo but rather, avoidance strategies are used to prevent allergic reactions. An avoidance strategy does not imply a guarantee that there is zero risk. Avoidance strategies strive to create "allergy-safe" rather than "allergy-free" environments.

Vivo uses the following safe eating procedures:

- Participants are not allowed to share or sample food with other campers at any time
- All children are required to wash their hands before and after eating
- A safe eating area is provided in camps where anaphylactic children have been identified
- All tables and eating surfaces are washed after eating using approved Vivo cleaners

Campers do not have access to microwaves or refrigerators.

Activities

Registrants are required to participate in all camp activities throughout the day. If a child is unable to participate, they must be picked up and supervised during that time by a parent or guardian. This includes swimming.

Your child's camp may have special forms and/or equipment requirements; details can be found on your course confirmation.

Swimming

Vivo follows the Lifesaving Society's recommendations for the safety of day camp participants, the following lifejacket rules apply:

- Campers 7 years and under are required to wear a lifejacket during swim activities
- Campers 8-12 years are required to wear a lifejacket during swim activities and/or complete a swim admission test; swim admission tests will be conducted at camp.

Rash guards are recommended for children required to wear lifejackets or who get cold in the pool. Vivo reserves the right to require the use of lifejackets for any swimming activities during programs.

Swimming Ratios

Preschool Camps (3Y-6Y) 1:4

Children's Camps (6Y-9Y) 1:6

Children's Camps (10Y-12Y) 1:12



Healthy Swimming Procedures

1. Shower with soap before swimming. Wash your hands after using the toilet; germs on your body end up in the water.
2. Don't swallow pool water. Avoid getting water in your mouth.
3. Don't swim when you have diarrhea, you can spread germs in the water and make other people sick.

Behavioral Expectations

Campers and parents are expected to conduct themselves in a mature, respectful and cooperative manner while attending camps.

All campers:

- Are responsible for their own actions
- Will follow the rules and safety measures implemented by Vivo staff

Inappropriate behaviour includes:

- Preventing or interfering with another camper's positive experience
- Threats, bullying, harassment, intimidation, abuse or fighting
- Vandalizing or abusing camp equipment

Vivo has a zero tolerance policy. Behaviour that impacts other campers physically or emotionally may result in removal from the program.

We look forward to a fun-filled summer with your children!