



## Parent Handbook 2022

(A parent is defined as anyone who has legal custody of the child)

**Welcome to STEM Camp!** We are excited to have your family join us this summer. Please read this document in full as this will prepare you for our camp and then your child or children can enjoy an amazing experience.

Please note that site specific information will be found on the STEM Camp website at [stemcamp.ca](http://stemcamp.ca) as soon as it is finalized by late spring. Each location will be different so please ensure you select the correct location when you are on the website. This information is posted as it becomes available so check back often.

Thank you for enrolling in STEM Camp!

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## The First Day of Camp

The first day of camp is an extremely exciting and a busy day. We encourage you and your child to arrive a bit early (we suggest between 8:30 am and 9:00 am) on the first day only. This will allow parents and children to acquaint themselves with the drop off/pick up location. Arriving early also allows you an opportunity to meet the counsellors and request special groupings with friends/siblings, etc... Parents must drop off and pick up outside the facility. For anyone who is booked and paid for early drop off, 8:00 am is the earliest time to drop off, first day or not. If you arrive late (after 9:00am) or need to pick up early (before 4:00pm), please call our Head Office at 519-475-6600 and we will notify your camp. If you are aware at the time of, drop off that you will be picking up early, you can also notify your Camp Leader.

### What to bring

It is important that all campers come prepared for a full day of great activities and fun. Please be sure your camper has the following items every day:

- Lunch and snacks (there are one lunch period and two movement break periods when campers enjoy a small snack) are provided by the parents. We encourage parents to pack nut free lunches and snacks (we are a nut aware camp, not a nut free camp, unless the site is nut free which can be found on the site location page on our website). Be sure to read the section on allergies and restrictions later in this document. There is absolutely no sharing of food allowed at STEM Camp.
- Water bottle
- Facial covering (if required by public health)
- Pencil case containing basic school supplies (pencils, erasers, scissors, markers and/or pencil crayons)
- Weather appropriate, comfortable clothing (packing a change of clothing is also advisable)
- Closed toe and heel shoes must be worn to comply with camp safety rules (preferably running shoes)
- Sunscreen
- Bug spray
- Hat and sunglasses (as weather dependent)
- Any doctor prescribed medications (STEM Camp staff will not administer medications except in the case of a life-threatening situation such as administering an EpiPen which is provided by the parent)
- Read this Parent Handbook in its entirety and include your children in its review

- Reviewing dates, times and locations is the responsibility of the parent. This information will be available on our website by late spring.
- Address any questions or concerns by contacting our office at 519-475-6600

### Dress Code and What Not to Bring

Open toe/heel shoes are not permitted as many labs at our university and college partnered locations DO NOT allow them on site, and many experiments conducted at camp are safer with closed toe and heel shoes. Some recreation breaks may include outdoor field activities, so campers should be prepared for light physical activity in both footwear and clothing. Restrictive or uncomfortable clothing should be avoided. Our staff on site will let you know if your child needs special clothing at least one day prior to a special dress or activity day such as water game, costume, or pajama day. Please do not bring toys to STEM Camp and please leave electronic devices (including cellphones) at home. If you need to contact your child, call our Head Office (519-475-6600) and we will contact the camp to relay any message or plan for your child to call you if it is urgent.

### Drop Off and Pick Up Times

Early Drop Off (extra purchase):	8:00 a.m.
Camper Drop Off and Sign In:	9:00 a.m.
Camper Pick Up and Sign Out:	4:00 p.m.
Late Pickup (extra purchase):	5:00 p.m.

### Sign In and Sign Out Procedure

STEM Camp staff will bring the camper to the normal drop off/pick up location and the parent will be required to sign out their camper. For your child to be released from camp, the person signing them out must:

- **Show Government Issued ID.** Show Government issued ID with your photo every time you sign out your child. If you do not have acceptable ID with you (ie. driver's license, passport), your child will not be released. To speed up the process and avoid an uncomfortable situation for everyone involved (including your child), please do not argue with staff who are merely enforcing the rules and doing their absolute best to keep your child safe. We will wait while you retrieve your ID. This rule applies no matter who you know at the camp.
- Be listed on the **Approved Pickup List**. Regardless of the relationship to the child everyone must be listed on the Approved Pickup List (which is located on your online account). You filled this out when you signed up your child for STEM Camp and you can modify it at any time by logging in to your account.

The same safety rules apply to all. Should a parent wish to add an authorized person(s) to the approved pick up and drop off list for their child they may login to their account online or call Head Office (519-475-6600).

**We take the care and safety of your child(ren) very seriously. Under no circumstance will a child be permitted to leave camp without being signed out by an authorized adult.**

### Campers Leaving Camp (Signing themselves out)

Campers will not be permitted to leave the camp location. Should a camper leave without permission, the Camp Leader will telephone the parent to inform them that the child has left without permission. Depending on age and circumstances a staff member may need to physically restrain your child to prevent them from leaving camp and entering a dangerous situation. No waivers are available to accommodate the circumstance when a parent may wish their child to walk home by themselves. Every child, regardless of age or circumstance, must be signed out by someone on the Approved Pickup List.

### Sample Schedule

8:00 AM: Early Drop Off (purchased at time of enrollment)  
9:00 AM: Check In  
9:15 AM: Icebreaker Activity  
10:00 AM: Break (play time)  
10:30 AM: Robotics and/or Coding Activities  
12:00 PM: Lunch and Play Time  
1:00 PM: STEM Activities  
2:00 PM: Break (play time)  
3:00 PM: STEM Activities  
4:00 PM: Camper Pick Up  
5:00PM: Late Pick Up (purchased at time of enrollment)

Note: Activities may include visits to local parks or other off-site green space (walking distance only).

### Air Conditioning

Not all the facilities we rent are air conditioned. If this is important to you, please check your location information on our website to determine if the facility is air conditioned. Please do not call our office to inform us that the facility is hot and there is no air conditioning. We are aware of this in the summer. The activities your children are involved in are of an academic nature and not strenuous. We will conduct activities under shade trees or in front of fans if it is hot but will not be refunding due to hot weather in the summer.

### Lost and Found

All lost and found items will be kept at camp until the end of the last week, at which time they will be donated to a local charity if unclaimed. They will not be shipped back to Head Office. STEM Camp

strongly recommends that you label everything and check daily to ensure that your camper has returned home with their belongings. Campers who bring valuables of any kind to camp do so at their own risk, so please leave valuables at home. STEM Camp is not responsible for any damage, loss or theft of personal items brought to camp.

### Allergies and Restrictions

STEM Camp is a peanut & nut product aware camp. Although STEM Camp encourages nut free products in all our camps, this is NOT mandatory (except our Sarnia and Milton locations as their facilities are nut free and no nut products may be brought onto site).

Otherwise, the facilities we rent are open centers where nut products could be in the building from another group. Those campers with a peanut or other food allergy are strongly encouraged not to share a packed lunch, or snack items.

## Allergy and Sensitivity Statement

Due to an increase in food related allergies and sensitivities in society, we request parents to take special care when preparing their child's lunch and snacks. STEM Camp tries to provide a peanut and nut free camp. We encourage our families to be sensitive to those who may have peanut butter and/or nut allergies and ask that Parents and Guardians support our attempts in reducing the risks. Please only provide peanut-free and nut-free items in your child's lunch and snacks but parents should be aware that we do not monitor compliance of this request in every location. As such, STEM Camp should be considered a nut aware and not a nut free camp except in some locations. To check if your location is nut free, please visit your location page on our website [stemcamp.ca](http://stemcamp.ca).

Below is a list of materials that campers may come in contact with while participating in STEM Camp this summer. If your child has allergies or sensitivities to certain food items, please go over this list thoroughly. If you have questions or concerns, please feel free to contact us and we will do our best to accommodate although we cannot promise we will be able to accommodate in every situation. The safety of our campers remains our top priority.

### Minions Week | July 4 – July 8 & August 2 – August 5

- Markers
- Paint
- Food colouring (not for consumption)
- Yeast
- Dish soap
- Hydrogen peroxide (3%)
- Rubber bands

- Balloons (may contain latex)
- Alka-Seltzer tablets (not for consumption)
- Mentos (not for consumption)
- Hand sanitizer

### Avengers Week | July 11 – July 15 & August 8 – August 12

- Food colouring (not for consumption)
- Disposable gloves (may contain latex)
- Hand sanitizer

### Minecraft Week | July 18 – July 22 & August 15 – August 19

- Paint
- Play Doh
- Rubber (elastic) bands
- Vegetable oil (not for consumption)
- Food colouring (not for consumption)
- Glue
- Markers
- Floral Styrofoam
- Balloons
- Disposable gloves (may contain latex)
- Borax
- Fog machine fluid
- Things found in the outdoors (scavenger hunt activity)
- Hand sanitizer

### Star Wars Week | July 25 – July 29 & August 22 – August 26

- Plasticine
- Markers
- Bubbles solution (for blowing bubbles)
- Cornstarch
- White and clear glue
- Food colouring (not for consumption)
- Balloons
- Styrofoam cups
- Vinegar (not for consumption)
- Paint
- Sta-flo liquid starch
- Hand sanitizer

## Rules and Regulations

Courteous and respectful behaviour is expected from all STEM Camp staff as well as campers and their parents. All campers and parents are expected to conduct themselves in a mature, respectful, and cooperative manner while their child is attending STEM Camp. Campers, parents and staff are responsible for their own behaviour and conduct.

### Camper Expectations

Courteous and respectful behaviour is expected from all campers at all times. All campers are expected to conduct themselves in a mature, respectful and cooperative manner while attending camp. Campers are responsible for their own behaviour and conduct.

### Appropriate behaviour includes:

- Encouraging fellow campers and sharing of creative ideas
- Displaying an eagerness to learn and asking lots of inquisitive questions
- Helping fellow campers whenever possible
- Participation in all activities and willingness to make new friends
- Displaying friendly disposition to all campers, staff and public
- Outside the box thinking

It is the policy of STEM Camp that campers will be sent home:

- When they can no longer be reasonably managed by the counsellors
- When they become a risk to the other children in the group
- When their behaviour is abusive to the counsellors and/or other campers
- When they have been consistently rude or ignorant to a staff member or a volunteer
- When they have assaulted others
- When they have demonstrated a disregard for the rules of STEM Camp
- When they pose a significant health risk to STEM Camp and its participants
- When the Camp Leader indicates, and Head Office agrees, everything has been done to manage the situation, provide opportunities for behaviour correction, and no significant change has occurred

The process for removing a camper is as follows:

1. Camp staff have issued verbal warnings to the camper regarding their behaviour.
2. Camp staff have consulted parents regarding the behavioural issues and no improvement has been made by the child.
3. Camp staff have submitted an Incident Report to Head Office describing the incident(s) and steps taken by camp staff and parents to try and rectify the situation.



4. Head Office contacts the parents to discuss the issue and, as a result of the conversation, decide to implement a different behavioural strategy or decide that the time has come for the child to be removed from camp.
5. The parent is called and arrangements are made for pick up.
6. The parent child signs the child out as part of the normal pick up procedure.
7. The parent will be notified that no refund will be provided for the remainder of the week that the child is missing but that the child is welcome to try again in subsequent weeks. If the child is already registered for subsequent weeks but the parent elects not to send them to camp, a full refund will be provided for those subsequent weeks under these circumstances.

**Note:** STEM Camp will not remove a child from camp without the parent knowing and will always allow the child to remain at camp until arrangements can be made for the child to be picked up by the parent or authorized pick up.

### Parent Behaviour

STEM Camp believes that everyone is entitled to be treated with respect and that differences can be resolved peacefully and respectfully. We encourage parents to discuss situations of concern with their on-site Camp Leader and/or with Head Office. However, just as parents would expect their children or themselves to be treated with respect, STEM Camp staff also deserve the same consideration. If parents are deemed to be disrespectful to staff either in person or on the phone, STEM Camp staff will interpret this as a bullying situation and issue a warning that the interaction will be terminated if it does not improve and reserve the right to do so if the parent is disrespectful in any way. In particular, threats, yelling and name calling will not be tolerated. All support calls are recorded and monitored at Head Office. STEM Camp may decide to terminate your involvement with our organization at this point without issuing a refund. Disrespect is not consistent with STEM Camp values.

### Prohibited Items

Items that are deemed hazardous must not be brought to camp. Such items include, but are not limited to: matches, knives, lighters, drugs, alcohol, cigarettes, marijuana, illegal substances, and weapons. If any of the above items are found, the item will be confiscated, and disciplinary action will be taken. In certain circumstances security or appropriate authorities may be contacted.

### Care Of Equipment

STEM Camp staff will assign and monitor the usage of equipment as required for each activity. Campers are expected to follow all instructions regarding the care of equipment as provided by the STEM Camp staff.

### Computer Use Policy

Campers will spend time on a computer with internet access while at camp. STEM Camp staff will make reasonable efforts to restrict access to questionable material; however, the possibility of intentional or inadvertent access exists. STEM Camp takes no responsibility in the event a camper

intentionally or inadvertently accesses inappropriate material. The following are considered inappropriate computer use and are in violation of STEM Camp's computer policy:

- Accessing pornography, obscene or discriminatory materials
- Harassing other users, vandalism of accounts and systems
- Using abusive, vulgar, and other inappropriate language
- Distributing copyrighted material, creation, or publication of explicit material
- Sharing of individual and/or networked accounts and/or passwords

Please talk with your Camp Leader if a child attending camp reports unacceptable, inappropriate, or concerning behaviour during the course of the camp activities.

## Refund and Cancellation Policy

STEM Camp has a "NO RISK REFUND POLICY" as a result of the pandemic. Families can obtain a full refund (minus the 3% transaction fee) for ANY reason if that request is made by email to [support@stemcamp.ca](mailto:support@stemcamp.ca) by the end of May 2022. As of June 1 2022, no cash refunds will be granted for any reason (with the exception that the government prohibits day camps from operating), however, full summer camp credits will be issued. Please note that locations may vary year to year.

Participants may also switch their week at any time for another week provided spots are available. It is important to note that the refund policy applies to new enrollments received on or after January 7 2022, and does not apply to sessions that were carried over from the summer of 2021.

In the unlikely event that STEM camp is forced not to operate because of a government order, the Participant will receive a full refund (minus the 3% transaction fee) for summer camp, including those Participants who rolled over from a previous year.

STEM Camp reserves the right not to offer refunds after June 1 2022, under any circumstances including, but not limited to:

1. Inclement weather or unforeseen facility closures
2. No air conditioning in a facility or it is hot outside
3. A camper is removed from STEM Camp as a result of the three-strike policy or as a result of parental bullying of STEM Camp staff
4. A health or safety situation, including situations resulting from a pandemic, epidemic or other health-related matter
5. The Participant's decision not to send them for any reason at any time
6. A child decides that they are "not enjoying" STEM Camp. This happens in life, and we are not under any illusion that STEM Camp is for everyone. Please talk with the camp staff about

strategies to make the camp more enjoyable but realize that sometimes a child just does not enjoy something. This is no one's fault, and children need to learn how to cope with situations that are not, in their opinion, ideal for them.

## COVID-19 Pandemic

As the Covid-19 restrictions and protocols are fluid, enrollment in January 2022 will inevitably look different than camp season in July and August 2022. We will release our 2022 Health and Safety policy on our website, on May 18, 2022. Please call our office or email if you have any questions.

Please do, however, note the following:

- 1) All **staff** at STEM Camp are required to be fully vaccinated.
- 2) After June 1, 2022, no refund requests will be granted under ANY conditions. It is completely at your risk to register your child for any STEM Camp event. To prepare for camp we start purchasing supplies for your child when you register so we do not "save dollars" and start spending the first day of camp. Therefore, we do not have financial resources to offer refunds under ANY circumstances. We completely understand this can be frustrating so if you are not prepared to take the risk that camp may not run, do not enroll. The only exception to this policy is if the government orders summer day camps to close in which case, a full refund will be issued (minus the 3% transaction fee).
- 3) We will continue to follow the rules and regulations outlined by the Ontario Government and local Public Health Units for each camp location. Therefore, we reserve the right to update STEM Camp's Health and Safety policy as necessary.
- 4) We are pleased to report that not one case of COVID-19 was contracted by a camper or a staff member at any STEM Camp location in 2021. Thank you to our families, our staff, and our campers for making 2021 one of the safest and most successful summers ever!

## Feedback

We welcome your feedback: positive and constructive. Please address any concerns with the Camp Leader at your location before you call Head Office. They will have first-hand knowledge of the facility, the camp environment and your child and can usually quickly address and resolve any challenges you may have.

## Contact Information

Please note that we do not provide direct site contact information as we want our counsellors focusing on the care of your child, not their phones. You are most welcome and encouraged to speak with the counsellors during drop off/ pick up. Any questions or concerns you may have about the camp should be addressed during this time. If your question or concern has not been addressed or you have any other need to contact us, please contact our Head Office. We are staffed to handle any questions, concerns, or situations as they arise. Anything that needs to be relayed to the site will be communicated.

Website: [www.stemcamp.ca](http://www.stemcamp.ca)  
Email: [support@stemcamp.ca](mailto:support@stemcamp.ca)  
Phone: (519) 475-6600  
Customer Service Manager: Heather Thomson

**Thank you for supporting our not-for-profit STEM Camp!**

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