

## INSIDE OUT NATURE CENTRE LILY LAKE PAVILION ROCKWOOD PARK

### *Camp questions, rules and registration guidelines*

Your child's registration is not complete until full payment is received. We will provide an online invoice that you can make several payments prior to your child's arrival date. Their spot may be lost if we do not receive payment before the Camp sells out. *Payments can be made by Cash, VISA, Mastercard, Amex, Email Money Transfer, Certified cheque or Money Order. Receipts are provided.*

#### **Are the activities for everyone?**

Absolutely! When planning activities for each week, we strive to ensure activities appeal to all campers. Activities are based on the interests of campers 6 -14 years old, based on movies, tv shows, computers games or the latest craze amongst kids. All of our activities are created with both every camper in mind.

#### **What is your policy for special needs children?**

We try very hard to accommodate special needs children where we can. There is no strict policy regarding special needs children as several factors depend on our ability to provide an environment suitable for them. Suitability and capabilities vary from site to site in the park. Therefore, if you have a special needs child and they wish to come to Camp, please contact us and we will review each case independently. Unfortunately, we are not able to offer 1:1 care for special needs campers.

#### **What is the age range?**

6-14. Although some 5-year old's are permitted to attend if parents indicate they can participate in a way that does not detract from other camper's experiences.

#### **What does a typical day look like?**

A typical day starts with a group activity during the half hour drop off period. Breaks are mid-way through the morning with another activity before lunch. The afternoon is set up similarly. There are scheduled breaks throughout the day for campers to have supervised free time to play. Since it is summer we do as many outside activities as possible dependent on weather, such as rain and heat.

#### **What about lunch and snacks?**

Campers bring their own nut free lunches and snacks each day unless it is posted on our website that a lunch option is available and it has been purchased. Allergy Statement: Note that Inside Out Nature Centre is a nut aware camp in that we ask parents to provide nut free food for their children. Be aware, however, that some nut food products may be present at Camp.

#### **Do you administer medication?**

There is at least one staff member on duty that has their First Aid and CPR certification. The camp will administer medication to your child only according to written directions. We will not administer any medication without written instructions. We strongly encourage parents of children with serious health concerns such as severe allergies leading to anaphylactic shock, severe asthma, seizure disorders and diabetes, etc., to have proper identification on the camper (i.e. Medic-Alert bracelet) at all times. Campers with serious allergies are required to carry an epi-pen on their person at all times.

### **"Sparking ChildrensCurositieInsideOut"**

Contact: 506-672-0770

[insideoutnaturecentre@gmail.com](mailto:insideoutnaturecentre@gmail.com)

[www.insideoutnaturecentre.com](http://www.insideoutnaturecentre.com)

## INSIDE OUT NATURE CENTRE LILY LAKE PAVILION ROCKWOOD PARK

### **Do you have any subsidies for low income families or single parents?**

You can reach out to Kids and community partners to assist with your child(ren) camp registration. We suggest parents contact their local service clubs and agencies to tap into existing programs that could be applied. A call to your local MLA and MP offices could also yield positive results in some cases.

### **Are there lots of hands-on activities for the kids?**

Yes! We continue to add more and more activities and options for the counsellors to ensure the campers are always busy!

### **Do you group the kids by ages?**

As much as possible, yes. If Camp is completely sold out it is much easier to divide the campers into more groups. In weeks where there are a smaller number of campers attending, we may not be able to separate the campers but will have activities for mentoring opportunities.

### **How do we know where to drop off and pick up our children?**

Each day a team member will welcome you and your child(ren) outside the Lily Lake Pavilion at the Labour Monument located to the right of the entrance at Lily lake pavilion Rockwood park.

### **Special Guests**

We are currently working hard to get special guest commitments for each week.

### **Where do you get your counsellors?**

Counsellors come from three groups: teachers, graduates of Teacher Colleges and university and college students looking for summer employment. Each counsellor has a background and experience of working with children. A recent Vulnerable Sector Police Check is a mandatory requirement for all counsellors and there will be at least one counsellor present at each camp location with their First Aid & CPR Certification at all times.

### **Discipline and Code of Behaviour**

We maintain an environment of mutual respect for all campers and staff. We have a policy of no foul language, including no rude/offensive t-shirts, no leaving camp property without permission, willful destruction of property and we do not tolerate bullying of any kind. We believe the best way to avoid inappropriate behavior is to plan an engaging program that keeps our campers active and having fun. We also make our expectations clear from the start so that campers know what is acceptable. However, we have a "three strike" policy in place for any problems that should arise:

- |               |   |
|---------------|---|
| 1 st Offense: | Camp rules are reviewed with the camper |
| 2 nd Offense: | Time out from activity                  |
| 3 rd Offense: | Call to parents & camper dismissal      |

We will make every effort to help every child to have a successful time at camp. However, if, in the opinion of the Manager, a child presents a serious risk to him/herself and/or others, he or she will be asked not to return to camp.

### **What happens if my child comes to Camp and doesn't like it after the first day? Do I get a refund?**

No. We operate very "close to the line". The costs for the activities for our camps are very high and we cannot afford to offer refunds under this circumstance. We suggest that parents evaluate their situation closely prior to enrolling their child and that should a situation occur where the child indicates they are not "having fun" or "didn't learn anything", strongly encourage them to try their best the next day. Children often focus on one thing during the day that they did not like but in actuality they had 10 other positive things happen. Another suggestion would be to discuss the situation with the Camp Manager as we want to ensure all campers are having fun.

## **"Sparking ChildrensCurositiesInsideOut"**

Contact: 506-672-0770

[insideoutnaturecentre@gmail.com](mailto:insideoutnaturecentre@gmail.com)

[www.insideoutnaturecentre.com](http://www.insideoutnaturecentre.com)

## INSIDE OUT NATURE CENTRE LILY LAKE PAVILION ROCKWOOD PARK

### What is your refund policy?

*Refunds are granted in the following circumstances:*

- 1) Requests for refunds received more than 28 - days from the start of the 1st week of summer camp will receive a refund minus an administration fee of 10% of the total fee.
- 2) Requests for refunds received 14 days or less from the start of the 1st week of summer camp will receive a refund minus an administration fee of 50% of the total fee.
- 3) InsideOut will notify parents of any cancellation of a summer camp week within 21 days of the start date due to low enrolment or other unforeseen circumstances, the family may request one of the following options.
  - A) Contact the Office at 506-672-0770 and request a full refund
  - B) The family may switch their child(ren) to another camp week provided there is room in the new week. Please note: If the week or location you wish to switch to is full, it is at the discretion of the Office to determine if there is room to add beyond the original capacity. This will be dependent on such factors as supplies, staffing, etc.

### **Refunds are not granted in the following circumstances:**

- 1) Inclement weather or unforeseen facility closures.
- 2) Campers are removed from Camp as a result of the **three strike policy** posted in the **"Camp questions, rules and registration guidelines"** under **Discipline and Code of Behaviour**.
- 3) A camper simply decides that she or he is "not enjoying" Camp.

Requests for full refunds citing extenuating circumstances must be made in writing and submitted to the Head Office for consideration.

Refunds take four to six weeks to process and are issued directly to the payee using the credit card on file or cheque.

### **Covid-19 Policies**

- A counsellor will be meeting parents/guardians and campers by the Hathaway Labour Monument, outside the pavilion. We ask that no parents enter the boat house. During pick up parents/guardians may wait on the boardwalk, near the dock for their child.
- Each child will be screened by a non-contact infrared thermometer every morning before entering the boat house. **Should the child have a fever above normal, they will have to leave immediately.**
- If they or anyone in your household are experiencing two or more of the following symptoms, **please do not bring them to camp.**
  - Fever above 38 degrees Celsius
  - A new cough or worsening chronic cough
  - Difficulty breathing
  - Runny nose
  - Sore throat
  - Headache
  - A new onset of fatigue
  - A new onset of muscle pain
  - Diarrhea
  - Loss of sense of taste
  - Loss of sense of smell
  - Purple markings on fingers and toes

### **"Sparking ChildrensCurositiesInsideOut"**

Contact: 506-672-0770

[insideoutnaturecentre@gmail.com](mailto:insideoutnaturecentre@gmail.com)

[www.insideoutnaturecentre.com](http://www.insideoutnaturecentre.com)

### **INSIDE OUT NATURE CENTRE LILY LAKE PAVILION ROCKWOOD PARK**

- If your child develops two of these symptoms, please be prepared to pick up your child immediately.
- We encourage campers to bring their own hand sanitizer.
- If possible, campers can bring their own life jacket.
- We encourage packing extra water, as there is no fountain. Water is available to buy (\$1.00).
- Please remind your child about the importance of keeping their distance from the other campers and counsellors.
- Sharing any belongings between campers, is prohibited. (Sunscreen, food, clothes, towels, etc.)
- Lockers will be provided for the camper's belongings.
- Campers will be reminded to wash their hands regularly, especially before and after eating.
- Our bathrooms will be stocked with soap and paper towel.
- Our staff will constantly be wiping down surfaces.

**"Sparking ChildrensCurositieInsideOut"**

Contact: 506-672-0770

[insideoutnaturecentre@gmail.com](mailto:insideoutnaturecentre@gmail.com)

[www.insideoutnaturecentre.com](http://www.insideoutnaturecentre.com)