



# **PARENT & CAMPER HANDBOOK 2024**



# Welcome to Summer 2024!

Welcome, Campers and Families!

My name is Jenna, and I am super excited to be returning as Camp Director for the 2024 summer season! I have studied and worked in childcare and child development since 2011, and absolutely love working with children of all ages - it is always an adventure! This will be my third year at this camp, and my second year as Director. With our team of caring and dedicated staff, we will provide as many positive, fun, encouraging, engaging, and meaningful opportunities as we can!

Discovery Camp is entering its third summer here at Snow Valley, where we are known for our emphasis on family fun and are the perfect place for learners! Like our winter ideologies and values, we will emphasize exceeding expectations. We will provide an exciting and engaging environment filled with outdoor activities that combine sport, nature, art, and free play. Discovery Camp will ensure each camper is given opportunities that will encourage them through play and support each camper's learning through guided exploration and experiences.

At Discovery Camp Snow Valley our staff promotes positivity through action and enthusiasm when leading campers. We will support campers through encouragement and empathy, so they feel confident and respected in the Discovery Camp, Snow Valley environment. Our goal is to provide an environment where campers can express their creativity, foster teamwork through friendship, and build self-esteem and confidence by being supported by our knowledgeable staff.

At Discovery Camp Snow Valley, with our mission to prioritize every camper's needs, comes the responsibility to create a safe and healthy environment to ensure the well-being of all participants. All staff are trained in CPR & First Aid + AED and understand what it takes to maintain each camper's safety and well-being while under our care.

Finally, campers and families get ready for an exciting week filled with tons of adventure, amazing activities and loads of discoveries surrounded by friends - we look forward to bringing the FUN!

Jenna | Snow Valley Discovery Camp Director  
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705-795-7668

# Table of Contents

4	<ul style="list-style-type: none"><li>• Mission, Values, Goals</li><li>• Location &amp; Hours</li></ul>
5	<ul style="list-style-type: none"><li>• Ratios &amp; Supervision</li><li>• Getting Ready for Camp – What to Bring</li></ul>
6	<ul style="list-style-type: none"><li>• Welcome to Camp – First Day</li><li>• Drop Off &amp; Pick Up</li></ul>
7	<ul style="list-style-type: none"><li>• Late Campers &amp; Early Pick Up</li><li>• Authorizing Pick Up</li><li>• Absent Campers</li></ul>
8	<ul style="list-style-type: none"><li>• Sample Daily Schedule</li></ul>
9	<ul style="list-style-type: none"><li>• Litterless Lunch</li><li>• Sun Safety &amp; Inclement Weather</li></ul>
10	<ul style="list-style-type: none"><li>• Camper Health &amp; Safety</li><li>• Sick Campers &amp; Injuries</li></ul>
11	<ul style="list-style-type: none"><li>• Allergen &amp; Nut Sensitive Environment</li><li>• Anaphylaxis &amp; Auto-Injectors</li></ul>
12	<ul style="list-style-type: none"><li>• Medical Administration</li><li>• Accessibility</li><li>• Anti-Bullying Commitment</li></ul>
13	<ul style="list-style-type: none"><li>• Camper Code of Conduct</li></ul>
14	<ul style="list-style-type: none"><li>• Program Expulsion</li><li>• Refunds &amp; Transfers</li></ul>

## Mission | Values | Goals

### Mission

Our mission at Discovery Camp Snow Valley is to create and provide an inclusive environment that supports every camper's individual and unique needs through engaging and supportive leadership. Discovery Camp Snow Valley will ensure each camper is given opportunities that will encourage them through play and supports their learning through guided exploration and experiences.

### Goals

- ★ Encourage creativity through play
- ★ Building lasting friendships and memories
- ★ Creating joy through outdoor exploration
- ★ Exploring and growing in a safe and supportive environment
- ★ Exemplifying teamwork and respect through engaging and caring leadership

### Core Camp Values

- ★ Play
- ★ Honesty
- ★ Teamwork
- ★ Creativity
- ★ Friendship
- ★ Safety
- ★ Respect

## Location | Camp Hours

Discovery Camp, Snow Valley, Snow Valley Resorts (1987) Ltd. acknowledges that we are situated on the traditional land of the Anishinaabeg people. The Anishinaabeg include the Ojibwe, Odawa, and Pottawatomi nations, collectively known as the Three Fires Confederacy. We are dedicated to honouring Indigenous history and culture and committed to moving forward in the spirit of reconciliation and respect with all First Nation, Métis, and Inuit people.

### Location

Physical Address: 2632 Vespra Valley Rd Minesing ON L9X 0G8

Camper Drop-off/Pick-up will take place at our Day Lodge this season, there is dedicated signage indicating Drop-off/Pick-up Locations. Please follow the signage up the main roadway towards the Main Chalet.

### Camp Hours

Our camp day operates from 9:00am to 4:30pm each day. Drop off begins at 8:45am until 9:00am and pick up begins at 4:15pm until 4:30pm.

## Ratios and Supervision

Discovery Camp Snow Valley is happy to offer care to children & youth ages 4 – 12 years\* Groups are created based on a variety of factors including age, developmental levels, and friend/family requests. We will make all efforts to ensure campers are placed in groups where they can participate in age-appropriate activities and programming.

### Camper to Counsellor Ratio at Maximum

- Explorers - Ages 4-7 | 8:1
- Adventurers - Ages 8-12 | 10:1

*\* Campers must be at least 4 years of age on their first day of camp*

### Supervision

Staff members always maintain safe ratios, at or below those listed above, and supervision practices throughout the day. Our Camp Counsellors and Senior Leaders are all previous staff during our winter months and were selected because of their passion for working with children and their commitment to the safety and well-being of campers. All staff are certified in Standard First Aid + CPR & AED Level C, and all senior staff (18+) have completed a Vulnerable Sector Check.

## Getting Ready for Camp | What to Bring

To ensure your camper has the best experience possible at camp, we ask you to pack the following items in a lightweight and supportive backpack. Please remember to label all items and to leave valuables at home!

- ✓ Backpack
- ✓ Closed toe and heel shoes (Crocs on water days only) – comfortable running shoes preferred
- ✓ Healthy, litterless lunch & snacks
- ✓ Reusable water bottle – there is a refill station on site
- ✓ Sunscreen
- ✓ Hat and sunglasses
- ✓ Bathing suit & towel – When needed, there will not be water play every day, but each week, we will have a special slip and slide/water activities day!
- ✓ Change of clothes to leave in backpack for the week
- ✓ Remember to dress for the weather, rain gear when needed – on rainy days we still play outdoors unless there is a thunder and lightning warning in the area.
- ✓ Required medication - Epi Pens (An Individual Anaphylaxis Emergency Plan will be required for all campers with a potentially life-threatening allergy)

### What should my child leave at home?

Snow Valley is not responsible for lost, stolen, or damaged items. We ask that all valuables be left at home, including:

- ✗ Electronic Devices: cell phones, gaming devices
- ✗ Valuables
- ✗ Clothing or items not suitable for camp (things you do not want to get dirty)

## Welcome to Camp | First Day

Five days before the start of your week of camp you will receive an Important Reminders email with information for the week ahead.

Upon arrival to camp, counsellors will verify camper information with their camp roster list to ensure we have all required forms and information before we start the day. At pick up we will verify sign out information. This process will be thorough on the first day as we ensure all information is correct, so there may be a brief wait. We ask that you please wait in your vehicle during camper drop-off/pick-up; a staff member will come to you.

## Drop-Off and Pick-Up

### Drop-Off

Camp Staff will be waiting each day at the designated drop-off area between 8:45am – 9:00am. Prior to this we are setting up for your camper's fun-filled day and cannot accommodate early arrivals.

- 1 Camp Staff will be waiting each day at the designated drop-off area between 8:45am – 9:00am. Prior to this we are setting up for your camper's fun-filled day and cannot accommodate early arrivals.
- 2 Each vehicle will be greeted in arrival order by Discovery Camp Staff. Camp Staff will then verify camper information and ensure that we have all necessary forms.
- 3 Camp Staff will guide the camper (with their backpack!) to their age group meeting area. Vehicle proceeds out of queue, and out the main resort driveway, following one-way directional signage.

### Pick-Up

When picking up your camper after a fun-filled day, please use the same procedure as drop off, remain in your vehicle, and you will be greeted by camp staff who will verify your ID and return your camper back to you. Pick up location is the same as the drop off location.

Campers are to be picked up anytime between 4:15pm – 4:30pm. If you are running behind and unable to pick up your child by 4:30pm please notify Discovery Camp at [summercamp@skisnowvalley.com](mailto:summercamp@skisnowvalley.com) or 705-795-7668

**IMPORTANT:** Camp Staff cannot release campers without the presentation of proper identification and the authorized parent/guardian/emergency contacts

**IMPORTANT:** If a camper is picked up late without notification parents/guardians will be charged \$15 for every 30 minutes they are late.



## Late Campers

Campers who miss the designated drop-off time must wait in their vehicle in the drop off zone, please call 705-795-7668 to reach Discovery Camp Staff, who will then meet you at your vehicle and take your camper to their destination.

At times this process may involve a brief waiting period, we appreciate your patience as we ensure the care and safety of all those on the property.

## Authorizing Pick-Up

During registration for your camper, we collect Parent/Guardian and Emergency Contact information; we also ask that you indicate any other individuals you would like to authorize to pick up your camper – everyone listed in these sections will be authorized to pick up your camper during camp hours. Individuals authorized to pick up children from camp will require photo I.D.

For safety reasons all parents/guardians, caregivers, and other authorized individuals must present a valid photo I.D. to Camp Staff upon pick-up of each camper. The names listed during the camper's registration must match exactly what is stated on that individual's photo I.D. For example, if the name on the registration is "Mandy Smith" and not "Amanda Smith,"

Acceptable photo I.D. includes driver's license, government issued I.D, or passport.

## Early Pick Up

If you need to pick up your camper early, please provide written notice in advance to make the pickup as smooth as possible.

Early pick-up must be by a listed parent/guardian, caregiver or other authorized individual and will take place in the usual pick-up zone. Your camper will be brought out to you.

## Absent Campers

If your camper is going to be away on a particular day and will not be attending camp, please contact the Camp Director at 705-795-7668 or [summercamp@skisnowvalley.com](mailto:summercamp@skisnowvalley.com) to notify us. You may also alert your child's camp counsellor of any days you are aware your child will be absent.

There will be no discounts, refunds, or carryovers for missed days.

## Sample Daily Schedule

The following is a sample of a typical day at Discovery Camp. Days will vary slightly depending on weather, certain activities, and theme of the week.

Time	Activity
8:45am - 9:00am	Camper Drop-Off
9:00am -10:30am	Theme Based Activity ~ Outdoor Play
10:30am - 11:00am	Nutrition Break
11:00am - 12:30pm	Group Activities ~ Crafts ~ Outdoor Play
12:30pm - 1:15pm	Lunch
1:15pm - 2:30pm	Yard Games ~ Multi-Group Activities
2:30pm - 3:00pm	Nutrition Break
3:00pm - 4:15pm	Theme Based Activities ~ Outdoor Play
4:15pm - 4:30pm	Home time!



## Litterless Lunch

We want to keep our beautiful resort clean, and our camp values encourage us to connect with and respect our planet! As an outdoor-centered camp in a lush and thriving green space, we are focused on minimizing the impact of our operations on our environment.

### Some Helpful Tips for Packing a Litterless Lunch

- Utilize reusable items for food storage such as water bottles, real utensils to be washed and reused, reusable containers and an insulated lunch box to keep your delicious lunch cool!
- Avoid prepackaged foods
- Encourage your campers to bring home anything they do not eat throughout the day.

## Sun Safety/Inclement Weather Procedures

### Sun Safety

All campers are asked to bring a hat/sunglass and a lightweight long-sleeved shirt to camp.

Sunscreen should be applied prior to drop off at camp, and a labelled bottle be sent to camp with the camper. Staff will reapply sunscreen with campers after water play and as needed throughout the day. Campers must come to camp with their own sunscreen\*. These items cannot be shared between camp groups; therefore, siblings will not be able to share sunscreen.

Children will receive frequent water breaks throughout the day - please send your camper with a reusable water bottle.

\*Discovery Camp Snow Valley will have additional sunscreen in case the camper's sunscreen is forgotten, and allergy forms will be reviewed before sunscreen is administered.

### Inclement Weather Procedures

During camp, if severe weather should occur, camp staff shall adjust schedules and make appropriate arrangements to ensure the comfort and safety of all participants.

In hot weather, staff will modify camp activities to promote the health and safety of all campers. This will include frequent water breaks and the adjustment of activities to shaded and cooler areas.

These precautions will allow campers to enjoy a fun and safe camp experience even during the hottest days. All staff are trained in preventing and are aware of the signs and symptoms and precautions to take to avoid heat stress.

Camps are run outside, rain or shine, unless there is severe weather. We ask campers to dress and pack appropriately. On some days, it may be necessary for campers to bring rain boots, umbrella, splash pants, change of clothes, etc.

## Camper Health and Safety

At Discovery Camp Snow Valley we want to ensure that we have the best and most up-to-date health and wellness information concerning your camper. Even if your camper is perfectly healthy, we need all the health information on file, so that we can respond to any immediate need without hesitation, should an accident or emergency occur.

As part of the camper registration package, all campers must complete a [Camper Registration and Wellness Form](#) for registration to be completed. For your camper to have the most positive and supportive camp experience, we ask that you share as much information as possible on the [Camper Registration and Wellness Form](#).

Throughout camp, if there are any changes or updates to the campers' Health & Safety, please notify the Camp Director ASAP via [email](#) or phone call.

This information is confidential and will be shared amongst health care providers as needed, i.e., Walk in Clinic or Emergency Health Care Providers. This information will only be shared with Camp staff on a need-to-know basis to ensure the physical and mental health of your child.

Only campers for whom we have completed health information can attend camp. As a camp, our effort to ensure a safe and healthy environment includes health promotion including frequent hand washing.

## Sick Campers and Injuries

In all cases, when a camper becomes ill at camp and/or requires medical emergency care, their parent/guardian will be notified. If they exhibit symptoms of COVID-19 or another transferable/communicable illness, immediate steps will also be taken to isolate both the camper and any close contacts.

If the camper is unable to re-join camp activities, you will be asked to pick up your camper immediately. Staff will make every effort to make your camper comfortable. For the best interests of the individual and camp, any camper who is ill will be sent home.

Should an accident occur requiring emergency transportation, the parent/guardian and/or emergency contact will be notified. Staff will accompany the camper to the hospital and wait until the parent/guardian/emergency contact arrives. At no time will a camper be left alone.

Parents/guardians are to keep their camper home from camp if they are diagnosed with a transferable/communicable illness and/or exhibit any sign or symptom of a transferable/communicable illness, including but not limited to:

- Fever (temperature of 37.8C/100F or higher)
- New or worsening cough
- Difficulty breathing, including shortness of breath or rapid breathing
- New smell (olfactory) or taste disorder

- Nausea/vomiting
- Diarrhea/Abdominal Pain
- Sore throat/Difficulty Swallowing
- Runny Nose or Nasal Congestion, without underlying reason for these symptoms like seasonal allergies, postnasal dripping, etc.
- Undiagnosed skin rash
- Eyes are red (conjunctivitis/pink eye) or yellow, bowel movement is grey or white, urine is dark or tea colored

*Sick Campers should stay home until all the following apply to them:*

- Symptoms have been improving for at least 24 hours – 48 hours if they experienced nausea, vomiting and/or diarrhea
- They do not have a fever
- They do not develop any additional symptoms

## Allergen & Nut Sensitive Environment

While Discovery Camp Snow Valley is not an allergen/nut-free environment, every effort will be made to mitigate known allergens at camp. Discovery Camp Snow Valley is proactive in educating all families about allergies prior to camp.

- o We encourage all families to read labels and to only send allergen-free products to camp.
- o We have a ‘no sharing food’ policy. Mealtime is monitored closely by Staff who supervise and eat with campers during lunch and snack times

If items containing allergens arrive at the camp, a staff member will ensure that the child with the allergen is situated at a designated place within the unit, away from the camper with the allergy.

## Anaphylaxis & Auto-Injectors (Epi-pens)

All campers with an identified anaphylactic allergy and prescribed an epinephrine auto-injector (EAI) (ex. EPI-PEN) must have at least one non-expired EAI on-site each day at camp.

All allergies, including anaphylactic allergies, should be reported on the Camper’s Health & Safety Form.

The camper’s parent/guardian will also be responsible for reviewing Discovery Camp Snow Valley’s Anaphylaxis Policy (available upon request) and completing an Anaphylactic Emergency Plan (AEP) form, available during Step 2 of the Camper Registration (emailed to you separately). This individualized plan will outline the child’s anaphylactic allergies, monitoring and avoidance strategies, signs and symptoms of allergic reaction and action to be taken by staff in the event of an allergic reaction.

The camper’s parent/guardian may be contacted for clarification and/or further questions, and both the camper’s parent/guardian and Camp Director must sign off on the final plan.

## Medical Administration

All camp staff are First Aid and CPR certified, however, Discovery Camp Snow Valley counsellors DO NOT administer medications (unless it is an emergency such as the use of an EpiPen – please see our accompanying anaphylaxis policy). If your child needs medication throughout the day, please arrange for a parent or a designated person to come and do so. Also, please ensure this information is communicated clearly on the [Camper Wellness and Registration Form](#).

## Accessibility

### Our Commitment

In fulfilling our mission, Snow Valley Resort always strives to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way to other customers.

## Anti-Bullying Commitment

Everyone plays a role in preventing bullying before it can take place. To prevent bullying, Discovery Camp Snow Valley provides guidelines and training for its staff, around how to appropriately identify and respond to bullying, as well as how staff can build and promote a positive camp climate.

This considers a range of elements, including programming, teaching, camper relationships, staff modelling, parent/guardian engagement, and physical and emotional safety within the camp. Parents, camp counsellors, camp supervisors, and camp administration all play a unique role in the prevention of bullying, as outlined below.

### Campers

Campers are encouraged to review and practice – if able – the Camper Code of Conduct and with parents/guardians in preparation for camp to create an understanding of the expectations surrounding behaviour during camp. Campers are encouraged to relay thoughts and feelings to their parents/guardians or camp staff.

### Parents/Guardians

Parents/guardians are encouraged to help prepare their campers for camp, taking an active role in contributing to a positive climate of inclusion and respect. We encourage parents/guardians to go over the [Bullying Prevention Policy](#) & Camper Code of Conduct with their campers, as well as discuss proactive strategies for how to ensure cooperation and inclusion between other campers. Parents/guardians are encouraged to emphasize that if their camper feels excluded, they are to let their camp counselor know right away.

# Camper Code of Conduct

## As a camper, I pledge that:

- ✓ I will care for myself, those around me and our environment
- ✓ I will make honesty the basis of all relationships and interactions
- ✓ I will accept all campers and allow everyone equal opportunity to participate
- ✓ I will respect myself, others, and the camp environment
- ✓ I will be responsible for my own actions, attitudes, and behaviours

## If a camper does not follow the code of conduct, Leaders/Supervisors will take the following steps:

- 1** Staff will redirect the camper to more appropriate behaviour. The camper will be reminded of the code of conduct and camp rules. Staff will remove the camper from activity or situation if the behaviour continues or is disruptive.
- 2** If the inappropriate behaviour continues, staff will document the situation. This document will include the inappropriate behaviour, what provoked the situation, and the corrective action taken. Staff will notify the Camp Director of the situation. The Camp Director or their designate will discuss the situation with parents/guardians.
- 3** If the inappropriate behaviour continues, the Camp Director may request that the camper take a short break from camp (e.g., be picked up early, take one day off). If the behaviour continues to interrupt the camp program, the camper may be required to take a longer break or may be removed from camp for the remainder of the summer.

If a camper's behaviour threatens their immediate safety, other campers or staff, the parent/guardian shall pick the child up immediately.

## The following behaviours are not acceptable and may result in the immediate removal of a participant for the remainder of the day, week, or summer:

- ✗ Endangering the health and safety of campers, staff members, or volunteers
- ✗ Stealing or damaging Snow Valley or personal property
- ✗ Leaving the program without permission
- ✗ Continual disruption of camp programming
- ✗ Refusing to follow the code of conduct or camp rules
- ✗ Using profanity, vulgarity, or obscenity
- ✗ Refusing to participate in activities or cooperate with staff
- ✗ Physical violence or bullying/teasing toward another camper, staff member, or LIT

In the event that a camper is removed from camp for displaying unacceptable behaviour there will be no refunds issued.

## Program Expulsion

Intentional camper behaviour that puts the camper or others at physical or emotional risk may result in immediate dismissal from the program. In addition, consumption or possession of alcohol, drugs, tobacco products and illegal or harmful substances will result in immediate dismissal from the program.

Any expenses incurred because of program dismissal will be the responsibility of the parent/guardian. Parents/guardians or a suitable designate must be available to pick up campers should they be dismissed from their program. Refunds will not be issued for campers removed from camp for disciplinary reasons.

## Refunds and Transfers

<b>Cancellation Period</b>	<b>Options</b>	<b>Fees</b>
Up to 24hrs from time of Camp purchase	Refund, Resort Credit, Transfer to another Camp date (based on availability)	No Fee
Up to 14 days prior to the Camp start date	Refund	Admin Fee: \$25
	Resort Credit or Transfer to another Camp date (based on availability)	Admin Fee: \$0
Less than 14 days prior to Camp start date	Refund or Resort Credit	Admin Fee: \$85 (30% of camp rate)
	Transfer to another Camp date (based on availability)	Admin Fee: \$25
Week of Camp - Late Arrivals, Withdrawal, Absent Days	No Refund, No Transfer, No Credit	Not applicable