Prof**aqua** inc.
266-4000 Saint-Ambroise Street, Montreal, QC, H4C 2C7
NEQ: 1172786965
QST: 1224758177 TQ0001
GST: 713076727 RT0001

PROFAQUA SUMMER 2021 SCIENCE CAMP

PARENTS' GUIDE

Dear parents:

We are very pleased to provide you with this document which will inform you about the operations and rules of the prof**aqua** Science Camp.

You will find all the important and necessary information here, and we are available to answer any questions you may have.

Thank you for putting your trust in us.

The prof**aqua** Team.

OUR CONTACT DETAILS

For everything concerning the camp, such as the activities and personnel management, please contact the science camp management at 514 931-7248 extension 202 or send an email to: campscientifique@profaqua.ca.

For all invoicing matters, please contact: **Barbara Gobetti**, Accountant technician, at 514 931-7248 or send an email to: administration@profaqua.ca.

CAMP LOCATION

École primaire des Coquelicots
7301 Churchill St., Verdun, QC, H4H 2L1

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CAMP BUSINESS HOURS

The Science Camp is open Monday to Friday from **9 am to 4 pm**.

Daycare services are available Monday to Friday from **7 am to 9 am** and from **4 pm to 6 pm**.

HOW TO CONTACT THE CAMP

During the day, all staff members are responsible for leading and organizing activities and cannot answer the phone. Therefore, it is not possible to call the camp to speak to the staff during the day. For any emergency, call us at 514 931-7248 extension 202.

ARRIVAL AND DEPARTURE

All arrivals and departures will be from the entrance in the school yard near Lloyd-George St. where the bike racks are located. Please note that to meet physical distancing measures in the context of COVID-19, parents are prohibited to access the school and the yard. Parents cannot go further than the fence at the entrance.

As a safety measure, we cannot allow parents to leave their children at the door or near the entrance to the school unless the child is allowed to arrive and leave alone.

It is mandatory for a member of our team to check children's temperatures using a frontal thermometer before they can enter the camp site. A camp leader will record the children's attendance and take them to their group. To avoid the spread of the CORONAVIRUS, hand washing will be mandatory at the arrival and the departure.

To facilitate departures, avoid congestion and follow physical distancing measures, you must inform your child's first and last name and their age, so that the monitor at the reception can call them on the walkie-talkie.
If, for some reason, a child must leave **before 4 pm**, the parent must **notify** the camp in advance by email. For an emergency, contact the management of the camp at 514 931-7248 extension 202.

On arrival and departure, a monitor at reception will note the arrival and departure times and with which authorized adult the child was accompanied in the appropriate register.

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In the event that a parent cannot come to pick up their child and the person who will come to pick up the child is not already included on the list of authorized persons, the parent or guardian must have downloaded, completed and printed the form available on our website and sent it by email to campscientifique@profaqua.ca so that their child can leave the camp with the person who is not on our list of previously authorized people to pick up the child. A photo ID (MANDATORY) will then be required for this person.

The identification system for the departure of children makes it easier to manage and ensures their safety. It is therefore essential that you comply with it at all times.

For parents whose child is allowed to arrive and leave alone, please note that this procedure does not apply.

BIKES

All children riding to the camp on their bikes must have a lock and must lock them in the appropriate racks and area, as prof**aqua** is not responsible for theft. Wearing a helmet is recommended.

ABSENCES

For any absence, please notify us by email only. To notify us of your child's absence, please specify the parent's first and last name; the child's first and last name; and the date of the absence.

In the event of an absence without notification, we will contact the parents.

Your child's days of absence or illness are non-refundable.

TARDINESS

Any child who is not enrolled in daycare services must leave the camp by 4 pm, failing which the penalty policy below will apply. Children registered in daycare services may leave between 4 pm and 6 pm at all times as long as an adult comes to pick them up. After 4 pm, for children not registered in daycare services, and after

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6 pm, for those registered in daycare services, parents will be charged **$5 for each 5 minutes of delay**. Additional fees will be charged to the parents for any delay of over 20 minutes.

DAYCARE SERVICES

Daycare services are available in the morning from 7 am to 9 am and in the evening from 4 pm to 6 pm, at a fixed cost of $45/week + taxes.

We also offer daily daycare services at a fixed cost of $9/day + taxes, regardless of the period. To use this short-term daycare service, please send an email in advance to: administration@profaqua.ca, to reserve your child's place. The fees will then be charged to your credit card when you register. Your child's acceptance will be conditional on the availability of space.

If a child attends the daycare services during business hours without being registered, the fee of $9/day plus a penalty of $5/day + taxes will be charged. However, this does not commit us to offer the service until the end of the current week.

The parent, who has not registered their child for the daycare services, is asked to pick them up at 4 pm. After that time, late fees will be charged at all times, i.e., **$5 + taxes for every 5 minutes**.

For the benefit of the children, fun activities are organized during daycare hours.

CANCELLATION AND REFUND POLICY

Under the *Consumer Protection Act*:

- If the cancellation is **BEFORE** the start of the camp: you can cancel your contract before the start of the camp. As the services have not yet begun, there are no fees or penalties for cancellation.

- If the cancellation is **DURING** the camp: you can cancel your contract during the day camp. In this case, you will have to pay the cost of the services already received plus a $50 penalty.

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In the event that you decide to cancel your child's registration, we would appreciate it if you could let us know as soon as possible in order to give other children the opportunity to register for the camp. Thank you for your understanding.

How to cancel registration

To cancel your child's registration, you must send an email to administration@profaqua.ca. Registration will be cancelled upon receipt of the cancellation request. We will then refund your credit card within **10 days**.

We reserve the right to cancel the service and refund it if the number of participants is insufficient.

TAX RECEIPTS

Under the *Income Tax Act*, childcare tax receipts will be issued no later than the last day of February in the name of the paying parent provided that their social insurance number has been entered on the registration form. For parents who have shared custody, tax receipts will be issued according to the percentage indicated on your child's registration form. We will send the receipt in the name of the person identified on the credit card.

BEHAVIOURAL PROBLEMS AND DISCIPLINARY MEASURES

If a child does not follow the established rules or if they display behavioural problems that are harmful to the proper functioning of the group, camp or staff, we will take the following disciplinary measures:

1st WARNING: The child is orally notified by the monitor, science specialist or daycare supervisor. We will orally notify the person who picks up the child the same evening.

2nd WARNING: The supervisor meets with the child to explain the attitude to be corrected and reaches an agreement with them. We will orally notify the person who picks up the child the same evening.

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3rd WARNING: The coordinator and supervisor will contact the parents to inform them of their child's behavioural problems and then reach a mutual agreement.

4th WARNING: Disciplinary measures will be determined according to the seriousness of the behaviour. The child may be temporarily suspended for a day (outing or regular day) or permanently removed from day camp activities.

NOTE: A serious behavioural issue may lead to immediate disciplinary action without issuing the first three (3) warnings. The general interest will always take precedence over the interest of individuals. Prof**aqua** will address any behavioural problems by applying this vision.

Day camp management reserves the right to remove a child permanently, immediately and without refund if the situation so requires.

STATE OF HEALTH

When a child shows one or more symptoms of illness (fever, vomiting, contagious disease, etc.), parents must not bring the child to the camp.

If a child is ill or not feeling well during an activity day, a supervisor will contact the parents so that they can pick them up as soon as possible.

If you find lice on your child, please notify us as soon as possible. We will check for pediculosis at the beginning of each new camp week.

ALLERGIES AND INTOLERANCES

If your child suffers from allergies, you must report it to the person in charge of the day camp. If your child needs an EpiPen auto-injector, make sure they have it with them every morning.

Our allergy policy

Children who need an EpiPen must have their own that they **keep with them at all times**. The camp will notify the group of the allergies in order to inform them and raise awareness among other parents and children.

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Please note that if your child has forgotten their EpiPen in the morning, they will not be allowed to go to the daycare services or camp in the morning.

In order to counter the risk of allergies, **no food sharing** between children will be permitted.

Nuts and peanuts are PROHIBITED.

DRUG ADMINISTRATION

Only epinephrine or adrenaline and any other medication required for **emergency first aid** will be administered, if necessary. No other medication may be administered to the child without parental authorization. In the case of a medical prescription, the medication must be in its original container and identified with the child's name.

If your child needs to take medication during the day camp hours, you must complete the **authorization form to distribute or administer a prescribed medication**, downloadable from our website.

Our policy regarding the administration of medication

Children will take their medication with the activity leader and a camp manager. Each dose administered will be recorded and validated.

Children are responsible for storing their own medication within the camp.

IMPORTANT: It is the parent's responsibility to notify the camp of any change or modification in the child's health condition.

AUTHORIZATION TO PROVIDE EMERGENCY CARE IN THE EVENT OF AN ACCIDENT OR INJURY AND RELATED EXPENSES

Prof**aqua** is not liable for injuries sustained during activities. Expenses incurred as a result of an injury sustained during the performance of an activity are fully covered by the parent.

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If a staff member deems it necessary or appropriate, due to illness or accident, to transport a child by ambulance or otherwise to a hospital or health establishment, the related costs will be charged to the parents.

By completing the online registration form, you authorize prof**aqua** to provide all necessary first aid.

In addition, if you cannot be reached, you authorize the doctor to provide your child with all the medical care required for their condition, including surgery, injections, anesthesia and hospitalization.

Finally, you confirm that the information provided at registration is accurate and complete and that you have answered to the best of your knowledge. If the information provided requires changes, you are required to inform us as soon as possible, for the safety of your child.

MEALS AND SNACKS

Each child must have a lunch box **identified** with their name and also an **identified water bottle**, which the child can carry with them during the various activities. Water fountains at the school and in parks are closed to prevent the spread of the Coronavirus. **However, there will be a bottle-filling station inside the school**.

Plan for:

- A cold lunch, since there will be no microwave on site, ice-packs to keep the lunch fresh and two snacks; or
- A hot lunch in a stainless-steel thermos container.

Glass containers are prohibited to prevent accidents. We also ask you to avoid any foods that may contain nuts or peanuts.

Whenever possible, we encourage zero waste meals. Here are some tips and advice:

- Use a reusable lunch bag or box.
- Use durable containers for sandwiches, snacks and cookies.

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- Provide a plastic or stainless-steel flask for milk, water or juice.
- Transfer food purchased in an economical format to small reusable containers.
- Choose metal utensils and cloth napkins.
- Glass containers are prohibited.

Allergies: Please avoid including foods containing nuts, peanuts or seafood in your child's snacks and lunches.

DRESS CODE AND CAMP T-SHIRT

In order to get the most out of the activities, your child must wear:

- Sportswear, short pants or shorts;
- A t-shirt;
- A cap or hat;
- Sneakers **(closed shoes required)**;
- Appropriate clothing according to the weather;
- Avoid wearing jewellery for safety reasons and because of the risk of loss or theft.

Children will receive ONE FREE camp jersey on the first day. Wearing this t-shirt is compulsory on **Fridays**.

CONTENTS OF YOUR CHILD'S BACKPACK

- Change of clothes;
- Suitable clothing for arts and crafts;
- Swimsuit and beach towel **(EVERY DAY)**;
- Sandals or water shoes suitable for a splash pad;
- Sunscreen (please provide a container **identified** with the child's name. Monitors will provide breaks for the application of sunscreen. Responsibility for its application rests solely with the child, under the supervision of the instructors. A cream or sunscreen (minimum SPF30) provides effective protection against sunburn.)
- In case of rain, bring a raincoat, warm clothes and rain boots.

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REMINDER: We ask you to apply a first coat of sunscreen in the morning before dropping your child off at camp.

IMPORTANT: IDENTIFY YOUR CHILD'S CLOTHES AND BELONGINGS.

PERSONAL BELONGINGS

Children's personal belongings will be stored at a designated location on the first day of camp. Parents are responsible for checking at the end of the camp that their children have picked up all of their belongings.

Children should avoid bringing objects of monetary or sentimental value. We are not responsible for valuables, whether they are stolen, broken or lost.

Instructors are not permitted to keep watches, money, valuables or other items belonging to children.

Their cell phone and personal belongings must stay in the child's bag.

CAMP INFO

Every Friday, you will receive the following week's schedule by email, including the activities, and any changes made. You will be responsible for reading it. However, if you do not receive it, please contact us.

STAFF TRAINING AND SUPERVISION

All camp staff are subject to a full training period before the camp and rigorous monitoring throughout the camp. The training covers their roles and responsibilities, supervisory and safety procedures, communication, activities and intervention techniques, as well as CPR and first-aid training. A criminal record check is also conducted.

In addition, our camp is certified by the *Association des Camps du Québec* (ACQ) and undertakes to meet the **70** strictest management standards related to the site,

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administration, staff supervision, emergency measures and health care, among other things.

CHILDREN'S LIFE CODE

Please read the following rules with your child before the start of the camp:

- I respect all the staff;
- I respect, help and encourage others;
- I follow the rules of games played;
- I talk instead of screaming;
- I walk in the school;
- I follow my group and I do not separate myself from it;
- I don't chew gum on the site;
- I respect the equipment and the premises;
- I do not use any form of violence and I settle my disputes amicably, with the help of a leader;
- I use polite language, without blasphemy, vulgarity or violence;
- I always wait for instructions when going somewhere.

Registered children will be expected to behave appropriately with all staff and the other children in the camp.

No violence, whether physical, verbal, psychological or other, or any form of bullying will be tolerated. Any inappropriate behaviour, affecting harmony in the group (verbal or physical violence, non-compliance with established rules, rudeness) will result in immediate action by the counsellors and coordination staff (temporary removal, up to and including the dismissal of the offending person).

The child will have to take care of the facilities and equipment provided. Intentionally broken equipment will be charged to the credit card of the parent of the offending child.

The child and parent will be held liable for any comments, photo or video material, or any other offensive or inappropriate content, posted on the Internet or social

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media concerning the camp, the staff working there and the participants (other children).

During camp hours, **the use of cell phones is prohibited** for all children.

Chewing gum is prohibited on the camp site at all times.

Management reserves the right to terminate the registration of a child who persists in hampering the proper functioning of the camp.

THANK YOU FOR YOUR CO-OPERATION AND HAVE A GREAT SUMMER!