

Parents Guide 2024



Everything you need to know for Profaqua's
summer camp!



Welcome!

We are very happy to welcome you to Profaqua! This information kit will serve as a guide, providing you and your child with all the information necessary to prepare for your first day at camp! We recommend that you read this kit carefully and keep it handy throughout the entire summer.

In this welcome kit, you will find a section addressing parental concerns and a second section concerning campers. Our goal with the camper information is to encourage a positive mindset, even before stepping foot into camp. We encourage you to read the [camper information](#) with your children.

We thank you for joining our community and we are looking forward to seeing you this summer!

Profaqua Team



If you have any questions after reading this guide, do not hesitate to contact us by phone Monday to Friday from 9h00 to 17h00, or by email.

(514) 931 - 7248
administration@profaqua.ca



In partnership with:



*The terms "parent" and "animator" are used to designate respectively the legal guardian of the child and the Profaqua employee in charge of the children.



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General Information

MEETING LOCATION

École des Coquelicots
7301 Rue Churchill
Verdun, QC, H4H 2L1

Every morning, the animators will wait for the campers in the gymnasium. For the safety of the children, the procedure for arriving and leaving the day camp will be done through the entrance to the gymnasium at the corner of Churchill Avenue and Lloyd-George Street or in the schoolyard if the weather allows us. Upon arrival, a staff member will be at the entrance to welcome you.



COMMUNICATIONS

You will receive all our communications by email, this includes:

The Weekly Informative Email

The weekly pre-camp email is sent to you the week before camp starts and contains the name of your child's animator, and other important up-to-date information.

Promotional Materials

For each spring break and summer season, you will receive news of the start dates of registrations as well as our promotions!

OUR SOCIAL MEDIA

Get the inside scoop on Profaqua's day camp by becoming a "fan" of our Facebook and Instagram pages! Stay tuned for hints on this year's theme for summer camp!



Did you know we have a program for youth aged 13+?

COUNSELLOR IN TRAINING PROGRAM

The counselor-in-training program (CIT) is made up of 4 levels. The participant must be at least 13 years old to start the CIT program. Once all 4 levels have been completed, the participant obtains a diploma certified DAFA / PAM by the Association des Camps du Québec. The program can be successfully completed in one or more summers.

For more information regarding the CIT program please review the [page Day Camp \(MTL\)](#) on our website.





Pick-up And Drop-off

IMPORTANT – CHILDREN'S SAFETY FIRST!

MORNINGS, 8H00 - 9H00

You must enter through the gymnasium doors located at the corner of Churchill Avenue and Lloyd-George Street. Daycare service activities run until 8h55, whereas regular camp activities begin at 9h00.

For an example of the daily schedule, please view [page 16](#) of this document.

The animators are responsible for taking your child's attendance. If you are late, please report to the gym door. You may need to call us to have someone attend to you at the door.

(514) 931 - 7248

ARRIVING BY BICYCLE

All children who travel to the camp by bike must ensure that they have a padlock and that their bike is securely locked in the appropriate racks and spaces.* Wearing a helmet is recommended.



*Profaqua is not responsible for any lost, stolen, or broken objects.

IMPORTANT – CHILDREN'S SAFETY FIRST!

IDENTITY VERIFICATION

To verify the identity of the people who come to pick up the children in the evening, we will use your child's Amilia identification. To do this, you will need to download the Amilia application to be able to use your child's barcode which will be requested when picking up your child. We recommend that you add your photo to your Amilia account. If there is no photo of the parent/guardian in the Amilia profile at the time of pickup, we reserve the right to request verification of valid ID for security reasons.

For more details on the Amilia app and how to access your identification: <http://help.amilia.com/en/articles/3475132>

If you are unable to access your barcode during pickup, you can also use the password and a valid ID. The password is a word you chose when registering your child for camp. If you forgot what you selected as your child's password, don't worry! This information can be found in your child's Amilia form. Details on how to verify and modify what you entered on your child's camp form can be found on page 17 of this document.

ADDING AN AUTHORIZED PERSON

If you send someone else to pick up your child, then you will be responsible for communicating your barcode to that person before they show up. A screenshot of the barcode is sufficient.

If a person shows up without a barcode or password, they will be directed to the reception where a team will verify their identity. Under no circumstances will a child have the right to leave the premises if one of this criteria is not met.

IMPORTANT – CHILDREN'S SAFETY FIRST!

EVENINGS, 16H00 - 18H00

Regular camp activities end at 16h00. At this time, if your child is allowed to leave alone, they will be able to leave, otherwise you must pick up your child before 16h15.

A child who is not registered for daycare services and who is still at camp after 16h15 will incur daycare service fees.*

If you wish to accelerate the pick-up process, we recommend that you specify that your child can leave by themselves at the end of the day. That way, your child can wait for you outside the school. However, please note that in that case, Profaqua's staff will not be monitoring them. This specification is found in your child's Amilia form. Details on how to verify and modify what you input on your child's camp form can be found on [page 17](#) of this document.

EARLY PICK-UP

If you wish to pick up your child before 4:00 p.m., we ask that you **notify the coordinators the same morning at the latest,** written or verbally. You must allow at least 10 minutes for a staff member to retrieve your child from their premises or activity location when the time comes.

Please note that no early departures will be possible between 2:30 p.m. and 4:00 p.m. On Fridays, no early departure is possible after 12:30 p.m. since children participate in the Friday Celebration and the Expofaqua.

More information on L'Expofaqua can be found on [page 15](#) of this document.

*Please consult the [Day Camp F.A.Q. page](#) on our website for more details

Daycare Service

Make sure your child is registered for daycare services. You can register at any time using your Amilia account by visiting the [page Summer Camp \(MTL\)](#) on our website.

Morning daycare service hours are from 8h00 to 8h55.
Evening daycare service hours are from 16h15 to 6h00.

In the morning, children must advise their presence to the staff member upon their arrival. In the evening, when you come to pick up your child, we ask you to give their name and scan your child's barcode at reception so that the person in charge can call them at the door.

All children must have left by 6:00 p.m.

We ask that you register your child for daycare services no later than the Thursday before your week at camp. This allows us to prepare the necessary staff and include your child on the attendance list, allowing you to benefit from our weekly rates. You can also register for the day at any time online by accessing your Amilia account to add a registration.

For more information on Amilia, see [page 17](#) of this document.

IMPORTANT : Late fees

A fee of \$5 per 5 minutes late applies to all children still **at camp after 6:01 p.m.**

Healthcare and Allergies

If your child has a severe allergy, you must provide two EpiPens® whenever your child is at camp; one that your child will keep on them, and one that will always be kept on the counselor. The parent must indicate said allergy on the camper's health form when registering through Amilia. We advise parents to personally deliver the EpiPen, identified with the name of the child, to your child's counselor on the first morning at camp.

If your child needs to take medication during the day, you must verbally notify the camp administration and sign the legally required document as soon as possible, as well as indicate it on the camper's health form. The medication will be given to the coordinator and will be administered to your child at the appropriate times.

No child with symptoms of contagious illness (fever, significant stomachache, nausea, etc.) will be admitted to camp. If your child has come to camp in the last 24 hours and you discover a positive diagnosis for COVID-19, please inform us as quickly as possible.

No child who is determined to have lice will be admitted to camp. If lice are discovered on your child while at camp, you will be contacted to pick up your child from camp immediately.



Supervision

Our groups are supervised by animators who have received more than 50 hours of training. In addition, many of our activities are led by specialists who join the groups to make them as safe and interesting as possible.

RATIOS

Our ratios follow the standards established by the Association des Camps de Québec.

Age range	Ratio animator/child
5 - 6 years	1/10
7 - 8 years	1/12
9 - 12 years	1/15

GROUPS

We advise you to stay tuned for our weekly camp email which will indicate your child's program, and their animator, for the following week as well as a reminder of the procedure to obtain your barcode. This email is sent the Thursday before your week at camp.

This section continues on the following page...

PAIRING FRIENDS

On the camp registration form, your child can indicate the name of a friend with whom he or she would like to be paired. As groups are created as of **Wednesday at noon** for the following week, it is possible to return to your Amilia account to update the name of a friend met at camp. For instructions on how to do this, please see [page 17](#) of this document. This new information will be taken into account the following week. Our groups are formed according to age and the chosen program. To ensure that your child is in the same group as a friend, both children must be of the same age group and registered in the same program, the same week.



What if your child discovers on Monday morning that one of their friends are attending camp and they are not in the same group? As groups are often paired together, they will have the chance to meet each other throughout the day in addition to making new friends!

Behaviours and Intervention

If a child displays disruptive behaviours or violates camp rules, a verbal and written warning will be made and shared with parents at the end of the day. If the situation persists with no signs of improvement, your child may be dismissed from camp. In the case of exceptional and or extreme circumstances, dismissal may be immediate.

Any behavior that endangers counselors or other campers, as well as bullying, be it physical, verbal, or otherwise, will not be tolerated and are grounds for suspension or dismissal. Please note that no refunds will be made if the participant is suspended or expelled for disciplinary reasons.

What To Bring To Camp

To be able to participate in activities, we ask campers to wear comfortable and sporty clothing (shorts and t-shirt) as well as running shoes with socks.



Other important things to bring:

- A swimsuit (one piece);
- Sandals or water shoes (The splash park we visit is an outdoor public place. If the terrain is too dangerous for bare feet, your child will be required to wear sandals).
- A towel;
- A bottle of sunscreen (also apply sunscreen before arriving at camp);
- A cap or hat;
- A lunch (in a non-glass container) and two snacks;
- A water bottle;
- A change of clothes (if necessary).
- **Campers in the cooking program** must bring a spare food container so they can take home the leftovers of their creations (if they don't eat them right away).

Please note that a child who does not have appropriate clothing (e.g. sandals or swimsuit) may be refused participation in activities.

As we play both indoors and outdoors, it is essential to plan your child's clothing depending on the outside temperature and weather conditions (e.g. raincoat, warm sweater, etc.)

This section continues on the following page...

*Profaqua is not responsible for any lost, stolen, or broken objects.

LUNCHES AND SNACKS

Children must bring their own meals, there is no microwave available. The meals will not be refrigerated, so avoid foods that do not tolerate heat well such as mayonnaise and yogurt.



Add an ice pack and avoid glass containers. Also consider including two snacks and a bottle of water. You can also pack a hot meal in a thermos.

IMPORTANT : Allergies

As some children at camp have life threatening allergies to peanuts and nuts, we ask for your cooperation in ensuring your child's packed lunches are 100% nut-free, peanut-free and sesame-free.

Watches, necklaces, bracelets, jewelry, toys, playing cards (including Pokémon cards), cell phones, iPods, mp3s, and any other electronic devices are prohibited at camp and must be left at home to avoid the risk of damage, injury, loss, theft or breakage*. In addition, there is no need to bring money/bank cards to camp, as no purchases will be permitted.

LOST AND FOUND

Please identify clothing and accessories with your child's name. A lost and found table will be accessible at the entrance to the camp. The items will be kept until September 1 of the current year. After this date, unclaimed items will be donated to charitable organizations.

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Camper Information

TO BRING:

- A sporty outfit (shorts and t-shirt);
- Running shoes with socks, and sandals or water shoes;
- A swimsuit (one piece) and a towel;
- Sunscreen;
- Head covering (cap, hat, etc.);
- A water bottle;
- A cold meal (in a non-glass container) and two snacks;
- A change of clothes (if necessary).
- On Friday, wear your camp shirt (if you don't already have one for the year, your animator will provide you one on Friday!)

RULES TO FOLLOW:

- I will leave my toys, games, electronics, and money at home*.
- I will respect all the facilitators, all my comrades in my group and all the equipment I use.
- I make sure to pick up all the trash I produce at camp, this is a very important rule that helps protect our environment and keep camp clean and pleasant for everyone.
- I will participate as best I can in all activities!

This section continues on the following page...

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EXPOFAQUA

Expofaqua is our exhibition showcasing your children's favorite activities and achievements during their week at camp. Within this exhibition, you will have the opportunity to observe all the projects accomplished by your children by visiting our premises. For example, you will be able to discover robotics and scientific projects, the sports practiced, English learned, and even taste the recipes concocted by the children in the cooking specialty!

Expofaqua takes place every Friday from 3:00 p.m. to 4:00 p.m. You can enter by the same gym door as per usual pick-up and drop-off. Your child's barcode will be required to access the festivities. Once scanned, your child will come and meet you to present their exploits of the week! When your visit is over, you can leave directly with your child.

BECOME THE STAR OF THE WEEK!

Each week, two children from each age group will be named "Star of the Week". This honor gives the privilege of having one's name inscribed on our camp star wall and highlights exemplary participation, sportsmanship and respect!



This section continues on the following page...

AN EXAMPLE OF A DAY AT CAMP...

Time	Activity
8h00 - 8h55	Daycare services
8h55 - 9h30	Welcome and theme
9h30 - 10h30	Program specialty
10h30 - 11h30	Outdoor coop games / sports
11h30 - 12h30	Lunch
12h30 - 13h30	Themed games / activities
13h30 - 14h30	Program specialty
* 14h30 - 15h30	Outdoor coop games / sports * Fridays we have L'Expofaqua
* 15h30 - 16h00	End of day rally * Fridays we have L'Expofaqua
16h00 - 18h00	Daycare services

* On Friday, the schedule between 2:30 p.m. and 4:00 p.m. differs from the normal camp day because we have our Expofaqua. Details on the Expofaqua can be found on [page 15](#) of this document.

*The schedule above is simply an example and is subject to change.

Amilia and Tax Credits

Amilia is the app we use for registration, customer information management and identity verification.

We recommend downloading the Amilia phone app by using the link below.



<http://help.amilia.com/en/articles/3475132>

When you registered for camp, you were asked to fill out a form for your child with questions regarding your child's shirt size, permission to leave alone, request to be grouped with friends, etc. You can access this form at any time and make changes. For instructions on how to do this, please use the link below.

<https://help.amilia.com/en/articles/6821136>

TAX CREDITS

All of our camp activities are eligible for a Quebec tax credit (RL-24) the following year. For those who have children enrolled in this year's summer camp season, your RL-24 will be ready between February and March of the following year. The RL-24 is distributed through your Amilia account in the Documents section.

To generate the RL-24 the following information must be in your Amilia account:

- First and last name of eligible child;
- First and last name of the adult who will receive the RL-24;
- Social insurance number (SIN) of the adult who will receive the RL-24*;
- Full address;

*** The person assigned the RL-24 is not necessarily the account holder. To check who has been assigned the RL-24 for your child, please use the link below.**

<http://help.amilia.com/en/articles/6706212>

Thank you for choosing Profacqua!



In partnership with:



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