

# HANOVER PARKS AND RECREATION SUMMER CAMP POLICIES AND PROCEDURES

## **PROGRAM INFORMATION:**

### 1.1 Program Objectives:

To provide program participants with ...

.... a safe and clean place to play

.... a quality program which involves a balance of activities (ie. songs, crafts, games, etc.) stressing fun and enjoyment

.... an opportunity to acquire new and to improve existing skills / abilities

.... a constructive outlet for energy and self expression in order to grow and learn about oneself

.... a chance to socialize

### 1.2 Program Details:

Summer Fun Club:

Ages: 5 to 10 years of age (must be 5 by December 31 of respective year)

Time: 8:00 - 9:00 a.m. Supervised Dropoff

9:00 a.m. - 4:00 p.m. Structured Program

4:00 - 5:00 p.m. Supervised Pickup

Where: Based at Hanover Coliseum - utilizes various community locations

Maximum / Session: 50

Number of Staff: 4 to 6

Staff to Child Ratio: 1:10 -12

LIT's: yes

Activity: Variety of activities based on the week's theme.

## **STAFF - POLICES & PROCEDURES:**

2.1 Chain of Communication - as illustrated in "Appendix A"

2.2 Staff Hours:

All leaders are expected to be punctual for work. Staff hours will be as scheduled for the designated work term.

Staff discipline measures will be followed in the event of hours abuse.

2.3 Pay Cheques:

Pay will be as per the Town's payroll process. Any problems, please inform Supervisor and / or Programs Manager.

2.4 Sickness:

In case of sickness, phone the Parks and Recreation Office (364-2310) or Supervisor at home as early as possible.



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- 2.5 Time Off:  
If urgent, staff may be granted time off. The proper procedure to ask for time off is to speak to the Supervisor. The Supervisor will inform the Programs Manager and a decision will be made regarding the requested time off.
- 2.6 Staff Training and Meetings:  
All scheduled training and meetings are mandatory for all staff. Advance notice will be given for any sessions planned. Staff must contact the Supervisor should absence be required. Any missed training or meetings must be made up by the staff.
- 2.7 Dress:  
Leaders are to use common sense and discretion when dressing for work. Staff shirts must be worn as frequent as possible, especially during off - site trips and special events. Staff may be required to pay for a portion of the staff shirt costs.
- 2.8 Smoking / Drinking / Illegal Drugs:  
Use of such products will result in immediate dismissal.
- 2.9 Friends:  
Staff are not allowed to have friends visit during camp hours, special events or on off - site trips.
- 2.10 Telephone Use:  
Please use discretion when utilizing the phone for personal use. Always remember to be professional when utilizing the phone for business purposes.
- 2.11 Swimming:  
Staff will be expected to swim with the children on swim days. One staff member may remain on deck to supervise any children not swimming and to handle any problems.
- 2.12 Vehicle Use:  
Staff may not use their vehicles to transport participants, unless an emergency situation (ie. cut requiring stitches). Please be aware that should an accident occur, it is your personal vehicle insurance that the claim will be made against.
- 2.13 Lunch:  
Staff provide their own lunch and eat with the children. Any snack items purchased at lunch or break time, must be paid for by staff.
- 2.14 Staff Evaluations:  
Staff will be evaluated by the Supervisor twice during the summer. These evaluations will be conducted verbally at the end of each session. Any improvements noted are to be implemented immediately.
- 2.15 Program Evaluation:  
Staff will be asked for their verbal and written feedback about the summer. Your suggestions are extremely important when making program improvements and changes.



2.16 Staff Discipline:

Should actions by a staff member require discipline, the following procedure will be followed:  
**Stage One:** A verbal warning will be issued at a meeting between the Supervisor and staff member(s). The meeting will be documented by the Supervisor and signed by all staff in attendance. A copy of this report shall be forwarded to the Programs Manager.

\* Any identified problems are to be corrected immediately.\*

**Stage Two:** If any further problems re - occur, the Supervisor is to notify the Programs Manger and inform of the situation. Further action will be discussed. A final warning will be issued, documented and signed by all involved.

**Stage Three:** Further problems will result in a meeting with the Programs Manager and / or Parks and Recreation Director, at which time a decision will be made as to the staff member's employment status. This process deals with problems of laziness, lateness and / or not performing up to Department work standards. Gross misconduct will result in immediate dismissal.

**PROGRAM - POLICIES & PROCEDURES:**

3.1 Attendance:

Leaders will take attendance each morning. Children will be "checked out" when they leave for home. Parents will be required to fill out a form indicating who will be regularly picking up your child (ren) and / or if they have permission to bike or walk. Children will be made aware of the routine of reporting to their leader before leaving. Frequent "head counts" will occur throughout the day. "Head counts" are especially important during special events and off - site trips.

3.2 Emergency Procedures:

(A) Major Injury (ie. broken limb, unconsciousness)

1. Provide necessary first aid.
2. Call ambulance - 911.
3. Notify parents, Parks and Recreation Office.
4. All other leaders continue program with other children away from injured individual.
5. Leader who performs first aid to accompany child to hospital.
6. All staff involved to complete detailed accident report as soon as possible.

(B) Medium Injury (ie. heat stroke)

1. Provide necessary first aid.
2. Call ambulance - 911.
3. Notify parents - put child in their care as soon as possible.
4. Notify Parks and Recreation Office.
5. All other leaders continue program with other children away from injured individual.
6. All staff involved to complete detailed accident report as soon as possible.



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(C) Minor Injury (ie. cuts, scrapes)

1. Provide necessary first aid.
2. Call parents if deemed necessary. Parents may be informed by note or at end of the day when they pick up their child.
3. Fill out Accident Log.

Leaders may remind and observe participant taking medication. Please do not administer medication.

Allergies and medical problems will be noted on the class list. Staff need to be made aware of allergy treatment instructions.

#### EMERGENCY PHONE CALL:

1. Your name ....
2. Where calling from ....
3. Accident involving ....
4. Injuries are ....
5. Treatment being performed ....
6. What needed .... (ie. ambulance, police)
7. Directions ....
8. Phone number ....
9. When they can be expected ....
10. Would they like a repeat ....

A first aid kit must be taken to all off - site locations. The kit is to be checked regularly for cleanliness and any necessary supplies required.

### 3.3 Discipline Policy:

Children will be made aware of the rules and guidelines for behaviour and the consequences for disobeying them. Appendix C outlines the Safe Summer Program Goals and definitions. Appendix D outlines the Guidelines for a Safe Summer.

The following outlines a list of consequences which leaders are permitted to use when dealing with a participant displaying inappropriate behaviour. Staff will need to use their own discretion and common sense when disciplining a child. The discipline measure must be fair and correspond with the severity of the misbehaviour.

1. First Incident - Verbal Warning: Child has explained to them what they did wrong and appropriate behaviour expected.
2. Second Incident - 10 Minute Time Out: Leader removes a participant from the activity.
3. Third Incident - Removal of Swimming and Note Home to Parents. See the form letter sent home to parents in the "Forms and Logs" Section.

Staff will keep a "log" of discipline incidents. Should a child need to be spoken to 3 or more times in a day or behave in a drastic nature, a note will be sent home for the parents to review, sign and return or a phone call to the parent will occur. Children who threaten the safety of



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themselves or others will be asked to leave the program. The Supervisor must be informed as well. He / she will keep the Programs Manager abreast of any discipline problems.

### 3.4 Procedure for Reporting Suspected Child / Sexual Abuse

Please refer to "Appendix B" for an explanation of your role in regards to reporting child or sexual abuse. It is important for you to understand the information presented.

1. If child or sexual abuse is suspected, report immediately to Supervisor. This individual will inform the Programs Manager and / or Parks and Recreation Director.

2. Be sure to document all details of suspicion on an Incident Form. Include: child and family name, address, nature of suspected abuse and any other pertinent details (ie. child's behaviour, verbal conversations with child, etc.).

3. The Programs Manager and / or Parks and Recreation Director will investigate incident further and meet with staff. A phone call to Children's Aid will occur at that time.

4. All details of such a report are strictly confidential. Any breach of this confidence will result in staff disciplinary measures.

Be sure to document as much information as possible.

### 3.5 Complaint Procedure:

Should a parent or member of the public come to you with a complaint, please handle in the following manner.

1. Write down their name, address, phone number and details of complaint.

2. Listen patiently and calmly to their complaint. Take notes.

3. If you are familiar with the problem, explain to the individual. If not, explain you are not the individual to speak to but will pass along the information to the appropriate person and they will get back to them.

4. If you have explained to the person the situation and they aren't satisfied, pass along the complaint to the Supervisor. Tell the individual they can expect a phone call from this person.

5. All complaints (even if handled by staff) must be passed along to the Supervisor who in turn will inform the Programs Manager.

### 3.6 Swimming Lessons:

When requested children will be accompanied to / from swim lessons by a leader or LIT.

### 3.7 Lunch / Break Sales:

Staff must keep track of what has been sold each day and balance the money at the end of the day. This money should be given to the Supervisor daily for safe keeping.



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Staff must pay for all food items. Try to minimize the number of times chips, pop, etc. are used as prizes.

3.8 Off Site Activities:

When going off site at any time, a poster stating where you are and expected return time is to be posted. Leaders are encouraged to make use of community locations (ie. firehall, lawnbowling, etc.) for programming purposes. Always inform parents and the Parks and Recreation Office when going off site and return time.

Permission slips are required for all major off site trips. Prior approval from the Programs Manager must be obtained for all major trips. One staff member is to be designated as the collector for these forms and any money involved.

3.9 Site Inspection:

Staff will inspect the site and equipment prior to using. Dispose of any glass or dangerous articles found. Any faulty equipment discovered must be ruled "off limits" until fixed. Staff must inform office of any equipment or safety concerns immediately.

3.10 Supplies:

Be sure to submit a list of necessary supplies to the Supervisor for the next week by Thursday. Include .amount or number required.

In the instance that your purchase supplies from your own money; obtain receipt and give to Supervisor. This individual handle getting a reimbursement to you.

Maintain conservative control over supplies to avoid waste and unnecessary expense.

3.11 Site Cleanup:

Staff are expected to maintain the site and supply area neatness on a daily basis.

3.12 Newsletters:

The following will be distributed to participants at time of registration or the week prior to the program:

- General Program Information Bulletin
- Calendar for the applicable month
- Weekly Newsletter for the applicable week



## **PROGRAM - FORMS AND LOGS:**

### 4.1 Accident Log:

To be used for minor injuries only (ie. scrapes, bruises, small cuts, etc.)

| <b>Date &amp; Time</b>   | <b>Child's Name</b> | <b>Injury</b>                      | <b>First Aid Performed</b>                               | <b>Parents Informed</b> | <b>Leader</b> |
|--------------------------|---------------------|------------------------------------|--|-------------------------|---------------|
| July 30/97<br>10:20 a.m. | It Hurts            | Scraped knee when fell on sidewalk | Cleaned with soap & water-wiped with alcohol pad-bandaid | Yes-when picked up      | All Better    |

### 4.2 Discipline Log:

To be used to record discipline situations.

| <b>Date &amp; Time</b> | <b>Child's Name</b> | <b>Discipline Measures</b>        | <b>Reason</b>                   | <b>Parents Informed</b> | <b>Leader</b> |
|------------------------|---------------------|-----------------------------------|---------------------------------|-------------------------|---------------|
| Aug. 16/97             | I'm Bad             | 15 minutes of swimming taken away | Throwing sand at other children | Yes-when picked up      | Be Good       |

### 4.3 Discipline Report Letter:

A form letter sent home to parents upon removal of privilege (ie. swimming) or with drastic behaviour / discipline issues. This form must be signed by the parent or guardian and returned the next day.

### 4.4 Program Plan:

Program plans are to be detailed and include all plans (ie. songs, games, etc.), who is responsible, supplies required. The Supervisor may check plans occasionally to ensure they are being completed properly.

### 4.5 Accident Report Form:

To be completed in the event of all major and medium injuries. Detail, detail is a must.

### 4.6 Incident Report Form:

This form is to be used for any camp incident such as parental complaint, suspected abuse, missing equipment, child who consistently misbehaves. Again, detail is a must.



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| Date | Name | Description | Treatment | Staff |
|------|------|-------------|-----------|-------|
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Revised Oct/98



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**HANOVER PARKS & RECREATION  
Hanover Parks and Recreation  
Summer Fun Club - Discipline Report Letter**

**Child's Name:** \_\_\_\_\_  
**Date:** \_\_\_\_\_  
**Leader:** \_\_\_\_\_

Please be informed that your son/daughter was dealt with today about the issue checked below.

Explanation and specifics noted below:

- actions that cause disruption to group
- unacceptable behaviour in arena/pool
- interfering with the safety of others
- refusal to carry out leaders request
- rudeness in gesture and talk
- defacing or damaging property
- showing disrespect for peers
- physical harm to another child/leader
- other

When I drew this to his/her attention, the response was:

- compliant
- honest
- keen to improve argumentative disrespectful other

I have discussed with your son/daughter:

- how to avoid a reoccurrence of this behaviour
- ways of dealing with the situation in a more appropriate manner

The consequences for this behaviour was:

- verbal reprimand
- loss of free time
- removal of swimming time
- time out of the activity
- conference with Leader and Supervisor
- conference with Leader, Supervisor, and Program's Manager
- other
- Parents Notified

Please sign and return this form to a camp leader on the next camp day. Any comments from you are welcome. Parent Comments/Response: \_\_\_\_\_ Parent's Signature: \_\_\_\_\_

69 - 7th AVENUE, HANOVER, ONTARIO N4N 2H5 PHONE: (519) 364-2310 FAX: (519) 364-6643



**SUMMER CAMP DAILY PLAN**  
Week's Theme: \_\_\_\_\_

Supervised Drop-Off: 8 - 9:15 a.m.

Small Groups  
9:15 - 10:15 a.m.

Morning Snack: 10:15 a.m. - 10:30 a.m.

Large Group Activities  
10:30 a.m. - 12 p.m.

Lunch 12 - 12:30 p.m.

Small Group Activities  
12:30 p.m. - 1:30 p.m.

Large Group Activities  
1:30 p.m. - 2:20 p.m.

Swimming: 2:25 - 3:40 p.m.

Snack and Free Time:

3:40 - 4 p.m.

\* Organized Game / Activity \*

Supervised Pick-Up: 4 - 5 p.m.



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## **APPENDIX B**

### **Public responsibility to report a child in need of protection CFSA s.68(2)**

Every person who believes on reasonable grounds that a child is or may be in need of protection must report promptly the belief and the information upon which it is based to a children's aid society.

### **Special responsibilities imposed on professionals and officials to report abuse CFSA s. 68(3)**

Professional persons and officials have the same duty as any member of the public to report a child's need for protection. However, the Act recognizes that persons working closely with children have a special awareness of children who may be in an abuse situation. Thus the legislation gives these professionals a particular reporting responsibility.

A professional or official who in the course of his/ her duties with respect to a child has reasonable grounds to suspect that a child is or may be suffering or may have suffered abuse shall report forthwith the suspicion and the information upon which it is based to a children's aid society.

### **Professionals affected CFSA s. 68(4)**

The professional duty to report affects the following persons:

- (a) health care professionals, including physicians, nurses, dentists, pharmacists and psychologists;
- (b) teachers, and school principals;
- (c) social workers and family counsellors;
- (d) priests, rabbis and other members of the clergy;
- (e) operators or employees of day nurseries;
- (f) youth and recreation workers (not volunteers);
- (g) peace officers and coroners;
- (h) solicitors;
- (i) service providers and employees of service providers; and
- (j) any other person who performs professional or official duties with respect to a child.

### **What constitutes "abuse" for the purpose of professional reporting? CFSA s. 68(1)**

A child suffers "abuse" in any of the following circumstances:

- (a) the child has suffered physical harm, either inflicted by the person having charge of the child or caused by that person's failure to adequately:
  - care and provide for the child, or
  - supervise the child, or
  - protect the child;
- (b) the child has been sexually molested or sexually exploited by the person having charge of the child, or by another person where the person having charge of the child:
  - knows or should know the possibility of sexual molestation or sexual exploitation, and
  - fails to protect the child



- (c) the child requires medical treatment to cure, prevent or alleviate physical harm or suffering, and the child's parent or the person having charge of the child:
- does not provide the treatment. or
  - refuses to provide the treatment, or
  - is unavailable to consent to treatment, or
  - is unable to consent to the treatment;

### **SAFE SUMMER PROGRAM GOALS**

The goal of the Summer Fun Club is to provide enjoyable activities in a safe and positive environment for all participants.

SAFE and POSITIVE means that Participants:

- Follow program guidelines and rules at all times
- Use equipment safely
- Remain with their program group and inform leaders of their whereabouts (i.e. washroom)
- Play games safely so as not to hurt themselves or others
- Are responsible for their own actions

ENJOYABLE means that Participants:

- Are courteous and respectful to all participants and staff
- Use non-offensive language at all times
- Support and be considerate of the feelings of others
- Solve problems in a fair and peaceful manner
- Include other in their activities
- Play cooperatively without bullying or teasing others

### **GUIDELINES FOR A SAFE SUMMER**

1. Stay within camp boundaries
2. Remain with program group and inform leaders of whereabouts
3. Be nice and respectful to other people and the environment

The guidelines will be gone over with the entire camp at the beginning of each week and will be referred to when necessary.

**Consequences** for inappropriate behaviour will be handled as follows:

- |                 |  |
|-----------------|--|
| First Incident  | Verbal warning                                 |
| Second Incident | 10 minute time-out of activity                 |
| Third Incident  | Removal of swimming and a note home to parents |



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## **Hanover Parks and Recreation Job Description**

Position Title: Camp Supervisor  
Reports To: Recreation Programs Manager

Position Overview: To ensure the efficient operation, organization and smooth functioning of the summer camp program, in co-ordination with the Programs Manager.

### Knowledge and Skills:

1. Emergency First Aid
2. College, University or Grade 13 student.
3. Previous experience with Department's summer programs would be an asset.
4. Strong communication, organization, leadership and public relations skills required.
5. Must be motivated and possess proven initiative to work independently with minimal supervision.
6. Occasional use of vehicle.

### Responsibilities:

1. Direct supervision of camp staff.
  - (a) plan, implement and evaluate staff training in co-ordination with Programs Manager
  - (b) plan, co-ordinate, lead staff meetings
  - (c) conduct two staff evaluations (after each session); written and verbal
  - (d) encourage and assist in maintaining high standard of morale, enthusiasm and teamwork
2. On - site staff person, therefore, follows responsibilities documented in the camp leader job description.
3. Maintain frequent communication with Programs Manager.
4. Follow budget control measures as outlined by the Programs Manager.
5. Maintain control of camp supplies:
  - (a) encourage staff to avoid unnecessary waste
  - (b) order or purchase necessary supplies, equipment
  - (c) consult Programs Manager prior to making major purchases
6. Co-ordination of camp special events:
  - (a) plan and implement any major bus trips
  - (b) ensure staff are prepared for special events
  - (c) book special events and / or off site arrangements
7. Plan, implement, promote and evaluate fundraising initiatives.
8. Ensure frequent communication with parents.
9. Prepare and submit a program end report including details of program, staff, special events, fundraisers, suggestions, etc..
10. Overall co-ordination of Leader in Training Program with assistance from Programs Manager:
  - (a) interview potential LIT's
  - (b) schedule LIT's
  - (c) plan, implement and evaluate any training sessions
  - (d) supervise LIT's
  - (e) evaluate LIT's
11. Follow and ensure staff abide by the Department's Policies and Procedure as documented for summer camps.
12. Perform any other duties as assigned.



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## Hanover Parks and Recreation Job Description

Position: Camp Leader

Reports To: Camp Supervisor

Position Overview: Planning of daily activities suited to the needs of the participants while stressing safety and fun.

### Knowledge and Skills:

1. Shall be a minimum of 15 years of age.
2. Previous experience working with children an asset.
3. Knowledge of a variety of activities (ie. crafts, games, songs, etc.)
4. Emergency First Aid Certificate.
5. Enthusiasm and initiative a must.

### Responsibilities:

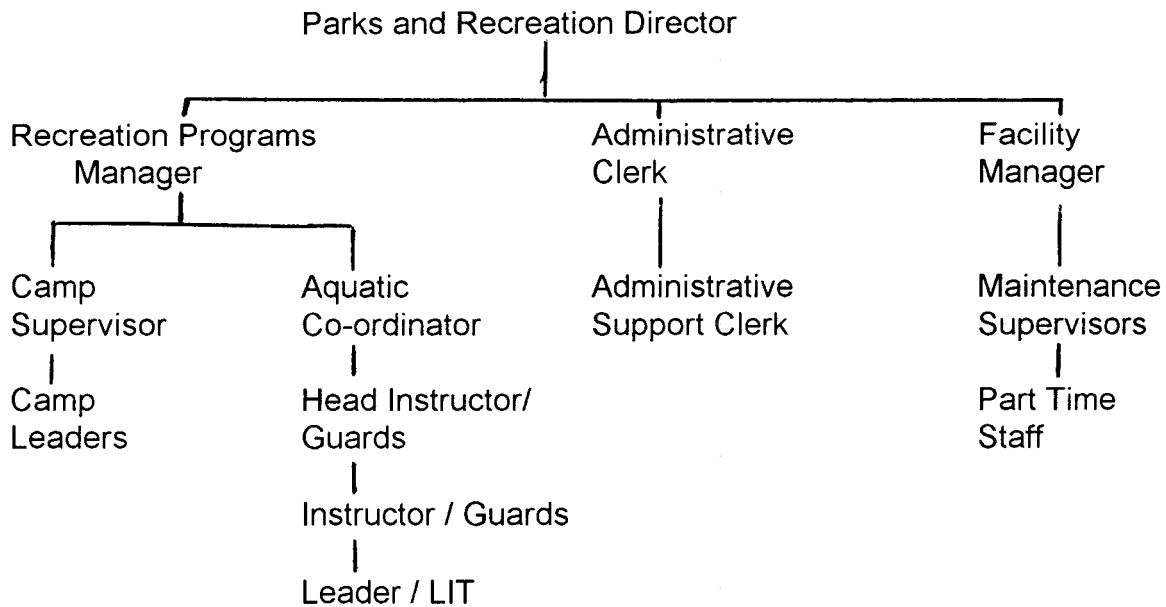
1. Plan, lead and implement a variety of safe, fun activities and special events.
2. Responsible for the safety and supervision of program participants.
3. Work as a team member with fellow staff.
4. Attend and take part in all staff training and meetings.
5. Complete accurately necessary forms and logs.
6. Supervise assigned LIT's.
7. Submit weekly supply needs to Supervisor.
8. Complete a summer end evaluation and make any program suggestions or recommendations.
9. Ensure cleanliness of site and storage areas.
10. Establish rules for camp program, inform children and ensure these rules are adhered to.
11. Follow the Department's Policies and Procedures as documented for summer camps.
12. Perform other duties, as required.



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# Appendix and Job Descriptions:

Appendix A - Hanover Parks and Recreation Organizational Chart:



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