

parent Handbook

2019



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WELCOME TO CRESTWOOD VALLEY DAY CAMP

Welcome to Crestwood Valley Day Camp. We are thrilled to be able to provide your child with a unique camp experience in the centre of the city. Here, your child will experience an amazing variety of activities and adventures that they will be able to remember for the rest of their lives. Each day they will be led by experienced, fun and warm counsellors. They will be taught by qualified and dynamic specialists and swimming instructors, and will also be entertained by some amazing performers. Most importantly, your child will develop relationships with campers and staff who will help them build confidence and skills that will last a lifetime.

This booklet contains IMPORTANT INFORMATION for you to remember and refer to during your time with us. Please read each item carefully and do not hesitate to contact us with any further questions.

IMPORTANT DATES

Camp will be **CLOSED** on Monday July 1st, 2019 **AND** Monday August 5th, 2019

July Camp	July 2 – July 26
6 Week Camp	July 2 – August 9
July + 2 Weeks	July 2 – July 26 + August 12 – August 23
8 Week Camp	July 2 – August 23
August Camp	July 29 – August 23
First 2 Weeks of August	July 29 – August 9
Last 2 Weeks of August	August 12 – August 23



PARENTS NIGHTS

PRE-CAMP PARENTS NIGHT: (JULY, 6 WEEKS, JULY + 2 WEEKS, 8 WEEKS CAMPERS ONLY)

Wednesday June 26th from 5pm-7pm

- Meet the counsellors and tour the camp!
- Pick up camp knapsacks (July, 6 Week, & 8 Week Campers ONLY!)
- Don't Forget to Bring Your Campers!



August & 2 Week campers are welcome, but **WILL NOT** meet their counsellors during this Parent Night. August & 2 Week campers will receive their knapsacks on their first day of camp. If you would like to bring your campers prior to August, please email or call the camp office to set up a time.

JULY PARENT'S NIGHT

Thursday July 18th from 6:30pm-8:00pm (ALL CAMP)

- This is a chance for parents to come to camp with their campers, speak to their child's camp counsellors, swim instructors and specialty staff and of course tour the camp!

AUGUST PARENT'S NIGHT

Thursday August 15th from 6:30pm-8:00pm (ALL CAMP)

- Campers who attend the July 29-Aug 9 Session are welcome to attend, however they may not be able to see their counsellors. Unit Heads and all camp specialty areas will be available for families to visit.
- This is a chance for parents to come to camp with their campers, speak to their child's camp counsellors, swim instructors and specialty staff and of course tour the camp!

TRANSPORTATION



We are very proud to once again be the only day camp in Toronto to offer AIR-CONDITIONED BUSES through Stock Transportation, our transportation provider.

AM Bus Pick Up:

- Be sure to be ready before your expected time for bus arrival.
- Parents will be notified of the approximate time of bus arrival by the weekend prior to the first day of camp. If you are not reached, please have your camper ready for 8:00 am just for the first week or until you know a more precise pick up time.
- Be ready, waiting for the bus with your camper, his/her Crestwood Knapsack in hand, at the sidewalk (Make sure they use the bathroom as well!).
- For the first few days of camp, transportation may be delayed as parents take longer to say goodbye to their campers.
- **Please Note:** The Bus will only wait 2 minutes before moving to the next house.
- **Breakfast should be eaten at home and not brought on to the bus.** There are many campers with life threatening allergies and there will be no exceptions to this rule.
- Only registered campers and staff are permitted on the bus. This rule applies to all parents/legal guardians. Please co-operate with us in regards to this rule.

PM Bus Drop Off:

- Please be outside waiting for your camper. A parent/guardian must be at home prior to the expected time of arrival. This will make the bus route faster for all of the campers.
- Drivers WILL NOT drop-off a camper unless the authorized person is waiting outside the house to receive the camper.
- Please help us to maintain a good routine so the bus ride is as short as possible. The pick-up and drop-off times will be more consistent once we are all accustomed to the bus routine.

Transportation Changes:

- **If you need to make a change to the transportation arrangements you originally registered for, such as a change in address- you MUST let the office know prior to June 1st.**
- If your transportation change involves morning pick up or afternoon drop off-please call the **Camp Office immediately at 416-444-9595 as soon as possible.**
- If you need to drop off your camper in the morning who regularly takes the bus, please call the camp office so that we can cancel the bus for that morning. When you do arrive at camp, you **MUST** sign-in your camper at the camp office immediately.

If You Need to Pick Up Your Child from Camp Occasionally:

- If you need to pick up your camper from camp early, you **MUST** notify the camp office by no later **then 2 hours prior to the requested pick up time** on the day of the pick-up. This allows your child a smooth transition to complete their day and to avoid interruptions to our camp programming.
- Your child will be waiting for you at the camp office at the arranged time and **MUST** be signed out before leaving the property. Please make sure to bring a piece of photo ID with you when picking up. Only authorized contacts will be allowed to pick up a camper.
- All pick-ups done until 3:30 pm are done in the camp office.
- 3:45 pick-ups will be done in the Dino Building (or the first red brick building on your left side when driving down the hill).
- WE WILL NOT release your camper unless the authorized person is waiting to receive the camper.

PARENT DROP-OFF & PICK-UP

For those families who have chosen our Parent Drop-Off & Pick-Up Option please note the following:

Camper drop-off: (Between 8:30 – 9:00 am)

- Cars will be directed into the drop-off area.
- Crestwood staff will greet you and your camper(s) in the line-up.
- You will sign in your camper and your camper will be escorted to their group.
- You do not have to park and exit your car.

Regular Parent Pick Ups: (Between 3:45 – 4:00 pm)

- When you pick up between these times your camper will be waiting in the Dino Building (or the first red brick building on your left side when driving down the hill).
- Please park your car on Lawrence Ave E. and wait under the Blue Canopy.
- You **MUST** sign your camper out before leaving with them.
- WE WILL NOT release your camper unless the authorized person is waiting to receive the camper. That person will need to show photo ID before we release your camper(s).

For all general transportation inquiries, please email the Camp Office at crestwood.camp@crestwood.on.ca or call 416-444-9595

HEALTH CENTRE

Crestwood Valley Day Camp's Health Centre is staffed at all times during the camp day. The Health Centre staff are on site to respond to all medical issues as well as administer required medication.

- It is the responsibility of the parent/guardian to notify Crestwood Valley Day Camp of any changes to the information provided on the Camper Health Form (at the time of registration) so that we have the most recent medical information for all campers.
- In the case your camper visits the health centre you will receive a note home that evening with details of the visit. If the camper needs to be picked up the parent/guardian will be notified immediately.
- **Please do not send your camper to camp if it is suspected that he/she is not feeling well.**
- **If you're camper has been home ill, they must be symptom free for 24 hours upon returning to camp.**
- **If you're camper has a fever, once the fever has been controlled for over 24 hours without medication, the child is usually safe to return to camp. However, your child may still need to stay home if they are continuing to experience other symptoms, such as diarrhea, vomiting, or a persistent cough .**
- **Head Lice: We must take extra precaution to limit the transmission of lice at our camp. Though bothersome, head lice will not harm children and adults, nor cause illness. Having head lice does not mean a person is unclean or the environment is dirty. Head lice are almost always transmitted from one person to another by head-to-head contact.**
 - **Prior to arriving at camp, please examine your child's head and everyone else in the household for lice and nits. Start examining the head by beginning around the ears and at the nape of the neck and then the rest of the head. If your child does have lice, begin treatment.**
 - **If your child is found to have lice or nits, they will not be admitted to camp until the situation is resolved. A parent will be notified immediately, and will need to pick their child up from camp. Campers will not be allowed back to camp without a certificate/note from a Lice Clinic or nurse, indicating that your child no longer has lice or nits.**
- **Please note: It is the responsibility of parents/legal guardians to notify the Camp Office, in writing, if there is any change in the health of your child between the time of completion of the Camp Health Information form and their arrival at camp or throughout their summer session.**

ALLERGIES – WE NEED YOUR COOPERATION!

- A number of campers at our camp have Life Threatening Allergies to food such as nuts, nut oils, various fruits and vegetables, as well as certain food additives. To protect these campers, we must insist that **NO FOOD OR JUICE OF ANY KIND BE SENT TO CAMP WITH YOUR CAMPERS.**
- It is very important that you inform your caregiver NOT to pack any food or juice. It is tempting for a camper to share a snack on the bus with his/her neighbour, however, a child with a life threatening allergy could die within minutes of food sharing. Please check that your camper's hands and teeth are clean from peanut butter before boarding the camp bus in the morning.

Please support us in our continuing efforts to provide the safest measures for all of our campers!

MEDICATION & MEDICAL CONDITIONS

- No medication can be given at camp without the permission from a camper's parent/legal guardian. This includes prescriptive and all over-the-counter medication.
- If you are planning to send medication, it **MUST** be in the **ORIGINAL BOTTLE** labelled with the camper's name, name of medication and dosage required and time to administer the medication.
- Send enough medication for **camp use only**, leaving the remainder at home.
- Medication may be administered by the Health Centre or a person designated by the nurse or the Camp Director.
- If you are going to send medicine, please call the camp office at (416) 444-9595 before the camp day begins.

Important Note- In case of communicative diseases such as Chicken Pox, German Measles, Pink-Eye, Lice, Hand Foot & Mouth, Contagious Illnesses, or Serious Flu, with any member of your family
PLEASE NOTIFY THE CAMP OFFICE IMMEDIATELY!

**There are children at our camp that could suffer a fatal reaction to communicative diseases.
You MUST notify the camp if your camper is a carrier!**

CLOTHING REQUIREMENTS & LABELLING

- 1-2 Bathing Suits (Please send campers dressed in their bathing suits worn under their shorts & t-shirts and remember to pack extra underwear in their bags!!!)
- 1 Towel
- 1 Protective Sun Hat (Every camper **MUST** have a sun hat!!!)
- 1 Solid Pair of Running Shoes (Your camper must wear safe shoes in order to participate in all physical activities. Sandals are only recommended for traveling to and from the swimming pool.)
- 1 Extra set of clothing for Dino's
- 1 Water bottle
- Sunscreen
- On Cool Days- please dress your camper with a sweatshirt and long pants worn over their shorts and T-shirt so that we can easily remove the top layers as the day warms up!
- On rainy days- please send the appropriate rain gear.
- All campers will receive a Crestwood Valley Knapsack large enough to carry their clothing and all of the fine art work that they have produced at camp!
- For Sports Academy campers- please send a baseball glove daily. Shin guards or cleats are not needed. Campers will be participating in instructional swim so please make sure to pack a bathing suit and towel.

**Please do not overload this knapsack with unnecessary clothing—your camper has to carry it!
Please check your campers' bag daily for notes, flyers and art from the camp!**

**PLEASE LABEL ALL CAMPER CLOTHING, INCLUDING HATS, TOWELS, SUNSCREEN AND SHOES!
THIS WILL HELP US RECOVER ANY MISPLACED ARTICLES!**

If you are interested in purchasing labels, you can visit: <http://crestwood.oliverslabels.com/>

RAINY DAYS & EXTREME HEAT DAYS

- The Crestwood campers and staff are always 'Sun Smart'. Whether re-applying sunscreen, keeping hats on heads, drinking water, refilling water bottles, keeping cool in our air conditioned spaces and busses, all help beat the heat at camp. Staff are well trained to ensure campers' safety at all times.
- In heavy rain or extreme conditions, programming continues like usual in indoor, air conditioned locations.
- Please monitor the early morning weather reports and send the appropriate clothing and shoes for the weather.



SWIM

- The philosophy behind our Swim Programme is to develop skills and confidence, a LOVE for the water and an understanding of water safety in the pool. We utilize floatation devices and creative learning techniques with our instruction. We follow the Lifesavings Society Learn to Swim Programme offering all levels, skills and safety education. If for any reason a camper needs to miss swimming a parent and/or guardian must phone the camp office to let them know.
- Our campers enjoy very small classes and "hands-on" daily instruction in our four, heated, outdoor, Salt-Water-Systems pools. Crestwood's aquatic staff are fully certified instructors with current teaching experience. They are trained to focus on the individual needs of each child and are committed to developing strong, confident, "water smart" swimmers. Regular in-service training of our swim staff enhances our professional instruction and safety supervision. Training is provided by our Swim Director and Eric Shendelman, owner of Shendy's Swim Centre and developer of the Lifesavings Society Swim for Life 10 Level Programme.
- Crestwood's Swim Programme includes:
 - Lifesavings Society Swim for Life 10 Level Programme
 - Lifesaving Society Fitness Programme ("Bronze, Silver and Gold")
 - Lifesaving Society Patrol Programme ("Rookie, Ranger and Star")
 - Lifesavings Society Bronze Medallion and Bronze Cross
- Nursery, JK and SK grad campers receive a daily instructional swim and a daily recreational swim. Grade 1-6 grads receive a daily instructional swim and enjoy a recreational swim a couple times a week. LIT's and CIT's have optional daily instructional swim and recreational swim. Swim report cards are issued at the end of each campers session to let you know how they have progressed.
- Earplugs for Swim:
 - Send earplugs in a LABELED, sealable container.
 - Our staff can assist camper(s) with their earplugs should they need it.
 - It is a good idea to have a spare set at home.

If you have any questions regarding the swim programme or your camper(s) progress, please call the Swim Director through the camp office at (416)444-9595

OVERNIGHT EXPERIENCES

Crestwood Valley Day Camp is very proud to offer fantastic overnight experiences to two of the best overnight camps in Ontario; Camp White Pine and Camp Manitou! These trips are available to our CV and Senior campers at various times throughout the summer. It is a wonderful introduction into the world of residential camping and an incredible growth and bonding experience for our campers.

Please visit our website to explore our Overnight Experiences: www.crestwoodcamp.com
Call or email the camp office to register today!



CRESTWOOD SPORTS ACADEMY



For the young athletes that enjoy a variety of sports, the Crestwood Sports Academy is a dream come true! Basketball, baseball and soccer lead the roster of sports offered. This program helps campers explore, develop, and improve their skills while building self-confidence. In addition to these popular sports, campers also receive qualified swim instruction as will participate in a camp activity each day. This program is offered for different sessions throughout the summer, for boys and girls who have graduated from grade 1 to 6.

SPECIAL THEME DAYS

In addition to our regular programming, there are many special days planned within cabins, units, as well as camp wide. Send your campers dressed in the craziest, wackiest costumes! Please make sure everything is labelled and that no valuables or weapons are sent to camp. Theme days can be found on the camp calendar that will be sent out well in advance of the beginning of your camp session. Please make sure to read to the camp calendar carefully as some theme days are for specific units, while others are for the entire camp. We will send out email reminders leading up to the special days as well so that no one forgets!

SAFE CAMP POLICY

It is Crestwood Valley Day Camps primary priority to promote a safe, caring and supportive environment in order to optimize camper and staff safety, effectiveness and respect within each cabin group and at camp in general. The discipline of campers begins at home with parents/guardians who are the first and primary caregivers for their children. This includes responsibility for social development, behaviour and discipline. Crestwood encourages a partnership with parents in support of campers' social and emotional growth.

Clear behavioural expectations support camper engagement and are based on meaningful communication between peers, parents and staff at camp. Staff strive to create a positive camp culture that reinforces positive and productive behaviours while providing predictable and supportive consequences to behaviours that are identified as being inappropriate. It is the intent in all situations involving aggression to achieve fairness in consequences for the aggressor and support the victim.

Campers become aware of the consistent discipline approaches employed by camp staff and supervisors when a child exhibits inappropriate behaviour. When inappropriate behaviour occurs, progressive discipline practises are used. These practises include a wide range of positive practises to teach, reinforce and address behaviour. Parents are always informed if a situation arises.

At the discretion of the Director of Crestwood, a camper may be removed from camp if the camper has demonstrated, through a pattern of behaviour, that she/he has not prospered by the care and instruction available to her/him and that she/he is persistently resistant to making changes in behaviour which would enable her/him to prosper. A Director may ask that a camper be removed for 1 day or longer depending on the nature of the behaviour. Crestwood Valley Day Camp will do its very best to ensure all campers are safe at all times. Unfortunately, we will not refund a family for days missed due to a camper's inappropriate behaviour.

Crestwood Valley Day Camp ensures that staff are well trained and prepared to care for children. Along with training in creative programming, daily routines and general planning, staff are well trained in First Aid, CPR, Epi-pen and Emergency Procedures. Campers practise safety drills (fire, missing persons and lockdown scenarios).

GENERAL INFORMATION:

OCA

- Crestwood Valley Day Camp is an Accredited Member of the Ontario Camps Association (OCA), and therefore the camp adheres to hundreds of standards that are reviewed each summer. A standards visit occurs every 4 years and Crestwood always exceeds the standards.

IMPORTANT CHANGES

- Any change in address, telephone numbers or emergency contact information must be immediately reported to the camp office. If you have a different last name than your camper, please give your campers' first and last name, when you call the camp office for a request or to leave a message. All changes to addresses must be reported to the office no later than June 1st.

CAMP SECTIONS

Dino Section	Nursery and JK Graduates
Junior Section	SK Graduates
CV Section	Grade 1 & 2 Graduates
Senior Section	Grade 3 to 6 Gradates
Sports Academy	Grade 1 to 6 Graduates
Leaders in Training	Grade 7 & 8 Graduates
Counsellors in Training	Grade 9 Graduates

CUSTOMER RELATIONS

- At Crestwood we pride ourselves on providing exceptional customer service. If there is ever a question, the camp office will connect you with the appropriate person to speak with at camp. It is our sole mission to ensure that each camper has a successful summer at Crestwood. The camp directors are also available to speak to parents at any time either by phone at 416-444-9595 or email at crestwood.camp@crestwood.on.ca

CAMP COMMUNICATION

- There are a few ways you will hear from us throughout the spring and summer.
 - **Emails!** You will hear from us by email quite often about everything from special days, weather, bussing, parent nights, etc.! Every Friday we will email our weekly edition of "The Crestwood Corner". Please be sure to check your inbox regularly so you don't miss an email.
 - **Phone Calls!** Our policy is to always leave a message and we encourage you to listen to that message before calling us back. By doing so, you are able to let our office know who called you and this will speed up our ability to have you talk to the right person.
 - **Facebook and Instagram!** Be sure to follow us!
- There are many people at camp who are always available to answer all of your questions. Every age group at camp is lead by a fantastic Unit Head duo! They are with your campers and their counsellors all throughout the day. The swim program is overseen by our Swim Director who leads a team of Pool Heads. The Pool Heads work with your campers' swim instructors and your campers, one on one, each day.
- Unit Heads and Pool Heads will contact parents when needed. Counsellors and swim instructors' primary responsibility is to take care of campers and so do not phone parents directly. They are available to provide updates at our Parent Night's.
- All bussing inquiries are handled by our Transportation Director who is available to speak with parents during the camp day.
- The Nursing Staff is also available throughout the camp day and you will hear from them directly should your camper have to visit the Health Centre during the day, either via phone call or note sent home.

- The office is available from 7:00 am - 5:30 pm to answer all of your questions with regards to registration, the camp day, and to direct your call to the appropriate person.
- The Directors are also available to speak about anything at any time! They can be reached through the camp office at 416-444-9595 or email at crestwood.camp@crestwood.on.ca

TOILET TRAINING

- Please be reminded that it is mandatory for your camper to be toilet trained for the summer. If you have any questions or concerns please contact our office immediately.

PHOTO DAYS

- Each camper will receive a professionally taken group photo. Photos days are on the camp calendars. Please have your camper attend camp on all PHOTO DAYS as group photo schedules are set at the last minute, and no retakes are possible. Campers who miss their group photo will NOT have another opportunity to be in their group photo. All campers receive Crestwood Valley Day Camp t-shirts on this day!

PARENT PHONE CALLS

- Counsellors will be reaching out to parents, prior to the start of camp. At this time they will be able to introduce themselves, explain what cabin group your camper will be placed in and what time you can expect the bus in the morning and afternoon.
- If you have any questions or concerns either prior to the start of camp or during the summer, please do not hesitate to contact the camp office.

PARENT NIGHTS

- Parent nights take place once a month and the dates can be found on the camp calendars. All specialty areas will be open. The swim staff will be available to answer all of your questions! Counsellors look forward to meeting you! A special sing-along and the camp dance kick off the evening!

SUNSCREEN

- Please send a bottle of sunscreen each day with your camper. Please apply sunscreen prior to leaving the house and we will apply sunscreen throughout the day and following each swim period. It is recommended that sunscreen contains UVA/UVB protection, broad spectrum and have no less of an SPF 45. Please make sure this bottle is labelled and has no coconut and/or nut oils. No aerosol spray sunscreen will be allowed at camp.

INSECT REPELLENT

- Campers bringing insect repellent to camp must bring a cream, roll-on or pump bottle. No aerosol spray insect repellent will be allowed at camp in order to ensure a safe environment for our campers.

BIRTHDAYS

- Birthdays are celebrated at camp. Special birthday treats will be supplied by the camp and therefore **NO** outside treats are allowed to be sent to camp. Photos from the birthday celebrations can be viewed in our photo gallery at the end of the day at www.crestwoodcamp.com !

REST PERIOD

- Young full day Dino's have a scheduled daily rest period following lunch. There will be quiet story time and programming for these campers in indoor air-conditioned spaces.

LOST & FOUND

- If your child has lost a belonging please email the camp office and we will do our best to locate the item. Crestwood Valley Day Camp is not responsible for any lost articles. Please label EVERYTHING to make it easy

to find your lost items. Lost and Found will be open to parents at all Parents Nights. Please note that any unclaimed items that are not labelled will be donated to charity on the last day of camp at 6pm.

DAILY PHOTOS

- Our staff take photos of the daily life at camp for families to view together that evening or at their leisure. The daily photos can be found at www.crestwoodcamp.com. If you have any concerns with having your camper photographed and viewed on our website please call the camp office to let them know. These photos are password protected.

TRANSITIONING BETWEEN SESSIONS

- There are a few times throughout the summer when a session ends and a new session begins. Transitions occur between weeks 4 and 5, and weeks 6 and 7. During these times many campers leave and many new campers begin. We are committed to ensuring that during these times, camp remains as consistent as possible, although some changes to buses and cabins may occur.

THINGS TO LEAVE AT HOME

- **Please do not send cell phones or any other electronic equipment to camp** (i.e. iPods, iPads etc.). **Please do not send your camper with toy guns, knives or weapon toys.** Leave toys, dolls and stuffed animals at home! We cannot be responsible for favourite toys that go missing!
- **Please do not send any food or drinks (other than water)!**

CAMP POLICIES

- There are many important policies on our website. Please make sure you and your campers read through them and are aware of our policies before the beginning of camp.
- The policies that can be found on our website include our Accessibility Policy, Allergy Policy, Grouping Policy, Privacy Policy, Safe Camp Policy as well as our Camper Behaviour Agreement.