



City of Orillia

Parent Handbook





Welcome to our Day Camps!

Parent Acknowledgement and Commitment

This Parent Handbook outlines the expectations, policies, and procedures in place to ensure the safety, well-being, and enjoyment of all campers. It includes important information about camper conduct, staff responsibilities, medical and safety procedures, and what families can expect during their child's camp experience. Your cooperation and adherence to the procedures outlined in this guide help us create a positive, inclusive, and safe environment for every participant. We look forward to working in partnership with you to make this a memorable and enriching experience for your child.

Parent Agreement

By registering your child for our programs, you:

- Agree to abide by the rules and policies outlined in this handbook.
- Commit to supporting your child in understanding and following the expectations set forth.
- Acknowledge that failure to comply with these policies may result in consequences including removal from camp.

Our Staff

Our trained and certified staff are responsible for your child's safety and engagement during camp. All staff:

- Hold certifications in Standard First Aid & CPR-C, High Five Principles of Healthy Child Development, Rockwall training, and BMS (Behaviour Management Systems).
- Are screened with interviews, references, and background checks.

Staff Conduct

The City of Orillia is committed to creating a safe environment—both physically and emotionally—for everyone. To uphold this commitment, we all staff must abide by our Code of Conduct which guides our employees and volunteers. We encourage supportive relationships with patrons and participants while maintaining appropriate boundaries.

This Code of Conduct is designed to prevent issues that could negatively impact our community and ensure a safe and positive environment. Safe practices and consistent consequences are key to achieving this goal. By agreeing to this Code of Conduct, employees and volunteers affirm their understanding of the rules and the potential consequences of violating them.

Program Conduct and Goals

The City of Orillia is committed to providing a safe, positive, and inclusive camp experience for all participants. Our programs are designed to foster respect, teamwork, and personal growth through engaging and enjoyable activities. Our goal is to ensure that all campers have a rewarding and enjoyable experience while upholding a safe and respectful environment for everyone.

What to Expect at Camp

Camp Hours and Fees

Regular hours are 9 a.m. to 4:30 p.m. daily. Campers may arrive five minutes prior to the start time. Late pickups will be charged \$5 per 15-minute interval, unless you have paid for extended care.

Extended Care: Extended care is an optional, additional fee you can add to your camp registration. It must be purchased at time of registration. This is an extra service, separate from the regular day camp program. Extended care provides supervised activities for one hour before and after the regular camp hours. Extended care is available from 8 to 9 a.m. and from 4:30 to 5:30 p.m.

Camp Locations & Supervision

Campers remain at designated locations unless otherwise noted. Notifications of off-site activities will be posted with contact information. Parents agree to monitor posted signage for updates.

Some camps include scheduled trips or off-site experiences. These will be outlined at the time of registration and/or in your child's weekly camp newsletter. It is the responsibility of the parent or guardian to review this information in advance and ensure that their child is prepared for such excursions.

Supervision Ratios

The City of Orillia Day Camps operate with the following camper-to-staff ratios:

- Regular: 1 staff to 10 campers (1:10)
- Kiddie Camp (4-6Y): 1 staff to 8 campers (1:8)

By enrolling your child in camp, you acknowledge and accept these supervision ratios. If your child requires additional support to participate safely and successfully within these ratios, a discussion with staff will be required to determine if alternate arrangements or supports are necessary. Failure to participate safely within these ratios may result in a reassessment of your child's continued participation in the program.

Camper Expectations

All campers are expected to:

- 1 Be active participants in program activities.
- 2 Use respectful language
- 3 Follow program guidelines, including the "Hands Off" policy
- 4 Be independent in toileting and personal care.
- 5 Can safely interact within the program environment
- 6 Participate safely within the program environment, with or without additional supports.
- 7 Inform parents/caregivers and/or contact a supervisor if conflict or bullying persists.

Please be aware: if your child requires additional support, you can visit orillia.ca/BuddyProgram to find out more about additional services that may be available for your child.



Camper Checklist

- Nutritional lunch and drinks (**nut free**)
- Additional snacks for morning and afternoon (**nut free**)
- Refillable water bottle
- Indoor running shoes/closed-toe shoes (no flip flops, sandals or cros)
- Sunscreen
- Bug spray (if they would like)
- Extra t-shirt and an extra change of clothes (just in case)
- Bathing suit and towel for camps that go swimming

Parent Checklist

- Child is registered for camp by the Thursday before camp starts
- Camp fees are paid in full
- Any doctor-prescribed medications are provided in their original containers with clear instructions for dosage



Behavior Expectations and Procedures

At the City of Orillia Recreation, the safety, well-being, and inclusion of all participants and staff are our top priorities. Our programs are designed to provide a positive, respectful, and supportive environment where every child feels safe, welcomed, and able to be themselves.

We recognize that children are still developing the skills to manage emotions, solve problems, and interact with others. Staff respond to behaviour with patience, empathy, and consistency, focusing on guidance, learning, and positive development.

To support this, staff use a structured approach to help children understand the impact of their actions, learn from situations, and develop better strategies. Most behaviours are addressed through redirection, problem-solving, and communication with families.

Behaviours that involve harm to others such as physical aggression, bullying, or discriminatory language (including racism, homophobia, transphobia, or ableism) are taken seriously and addressed promptly. Depending on the situation, this may include parent/guardian contact, removal from activities, or suspension from the program.

If a child's behaviour poses a safety risk to themselves or others, parents/guardians will be contacted for immediate pick-up. Parents/guardians are expected to arrange for timely pick-up as soon as possible when contacted.

Staff respond to behaviour based on the impact it has on others, even when harm is unintentional. Together, we can ensure our camps remain safe, inclusive, and positive experiences for all participants.

Any aggressive, violent, or intentional behaviour that endangers the child, other participants, staff, equipment, or the facility cannot be tolerated. In such cases, the child will be immediately suspended for three days or removed from the program

Our Approach (RESPOND)

How We Respond to Behaviour

Most behaviours are managed through redirection, encouragement, and problem-solving. For minor or isolated behaviours, staff may complete a Communication Form to keep parents/guardians informed. This helps share what occurred and the strategies used to support your child.

If behaviour becomes more serious or repeated, staff will:

- Document the behaviour
- Work with the camper to develop better strategies
- Communicate with parents/guardians

When Parents Will Be Contacted

You may be contacted if:

- A Communication Form has been completed to share minor or developing concerns
- Behaviour is repeated or ongoing
- Your child is having difficulty participating safely
- Additional support or strategies are needed

We value partnership with families and will work with you to support your child's success at camp.

Serious Behaviour

If a child's behaviour:

- Poses a safety risk to themselves or others
- Involves physical aggression, bullying, harassment, or discriminatory language
- Continues after staff have provided support

More serious steps may be taken, including:

- Immediate parent/guardian contact for pick-up
- Short-term suspension from camp
- In rare cases, removal from the program

All decisions are made with safety as the top priority and with consideration of the child's age and development.

- R** Remove the camper from the situation
- E** Explore participants' point of view
- S** Summarize their feelings and connect feelings to their behaviour
- P** Present alternative behaviour
- O** Open discussion with participant to develop strategies to manage behaviour
- N** New strategies are put into practice
- D** Determine if further action or supervisor involvement is necessary

Parent Conduct and Expectations

The City of Orillia is committed to providing a positive and respectful environment for all participants, families, and staff. Parents and guardians are expected to model respectful behavior at all times when interacting with staff, other families, and participants.

All parents must abide by the City of Orillia's Respect+ Program- Acceptable Behaviour Policy, which outlines our commitment to respectful, solution-focused, and professional communication. This includes:

- Treating staff and other families with courtesy and respect
- Communicating concerns calmly and constructively
- Following appropriate channels to resolve issues
- Refraining from any aggressive, harassing, or inappropriate behaviour

Failure to adhere to the Respect+ Program- Acceptable Behaviour Policy may result in a suspension from that facility and alternate arrangements may be required in order for your child to be picked up from camps. In cases where conduct compromises the safety or well-being of others, the City of Orillia reserves the right to remove a child from the program.

Photo & Media Consent

Photos and videos may be taken for promotional purposes. By signing the waiver during registration, you have provided consent for this use. If you do not consent, you must notify us in writing at camps@orillia.ca.

Footwear and Clothing

Closed-toe shoes are mandatory for participation in camp activities. Parents agree to send their child in appropriate, weather- and activity-appropriate clothing each day to ensure safety and full inclusion in all programs.

Camp is all about fun and adventure—which can get messy! We strongly recommend sending an extra set of clothes each day. Please also dress your child in clothing that you don't mind getting stained or dirty due to the nature of outdoor play, creative arts, and active games.

Sign In/Out Procedures

Only individuals listed on your registration form may pick up your child. You must sign campers in and out daily. ID is required every day at pickup, regardless of familiarity. Campers age 10+ may self-sign with prior written permission. If there is an emergency and you cannot pick up your child please provide written permission from the email listed on your registration account to camps@orillia.ca. You agree to follow these procedures without exception.

"No Surprises"

Our goal is to communicate early and often with families so there are no surprises if behaviour concerns arise.



Sun and Heat Safety

Sunscreen should be sent daily. Parents agree to teach their child how to apply sunscreen independently. Camp staff will provide frequent reminders throughout the day but will not be responsible for applying sunscreen to campers.

During heat advisories, staff will ensure children have access to shaded areas and drinking water, and will follow the City's extreme heat procedures to ensure camper safety.

Personal Belongings

The City of Orillia is not responsible for lost or stolen items. Parents agree to label all belongings and understand that unclaimed items will be donated at summer's end.

Medication & Medical Information

Camp staff will supervise, not administer, medication. You agree to:

- Complete all required medical forms on the first day
- Provide medication in original containers with proper labels
- Keep emergency contacts and medical information up to date

Food and Allergies

All food must be nut-free. Campers should bring a litter-less lunch and reusable water bottle. Please be aware that the facilities themselves are not nut-free. You agree to comply with our allergy protocols.

Swimming Procedure

Most 7Y+ camps go swimming either at Moose Beach or at the Orillia Recreation Centre. City lifeguards and camp staff work together as a team to ensure the safety of all kids at camps when swimming at camp. Ratios are determined between camp staff and guards based on the result.

Moose Beach: All children swimming at Moose Beach are supervised at a 1:8 ratio and may swim freely in the water due to its shallow nature and do not require a lifejacket. There will be a designated Beach Counsellor who must be in the water, supplementing ratios and providing structured activities.

Orillia Recreation Centre: Camps swimming at the Orillia Recreation Centre swim in the Leisure Pool only. All campers are at a 1:8 ratio and no lifejackets are required.

Additional Safety Measures:

- All campers must stay within the designated camp area set out by the lifeguards.
- Only one camp goes swimming at a time to ensure best possible supervision.
- All staff wear a designated pinnie to better identify themselves to campers and the public.
- Buddy checks will be announced every 15 minutes, with lifeguards announcing "Buddy Check" clearly for all campers and camp staff to hear. At this time campers must exit the water immediately for a head count.