

OCEAN WISE AQUACAMPS

Summer Parent Handbook



Welcome to AquaCamps at the Vancouver Aquarium! This handbook is a guide to help you and your camper prepare for camp. AquaCamps experiences and activities have been developed for your camper to highlight our local habitats, ocean conservation, and the many species that inhabit marine environments with hands-on activities and outdoor games. Our amazing staff are eagerly awaiting the start of camp and are all trained for any unexpected emergencies if they arise.

The Ocean Wise mission is to inspire the global community to become Ocean Wise by increasing its understanding, wonder and appreciation for our oceans.

The AquaCamps mission is to inspire awe and wonder, educate, and motivate campers of all ages to care for and protect our oceans.

I am excited to welcome you to our community and am confident your camper will have a wonderful experience at AquaCamps this summer. I look forward to meeting you and seeing the new and returning smiles at camp this season!

Hailey Renaud
Manager, Children & Youth Programs

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JOIN OUR NEW FACEBOOK GROUP

AquaCamps now has its own Facebook group where we will upload all photos of the week and provide important updates to parents.

Please join the group here: <https://www.facebook.com/groups/1172632099746638/> using passcode **SeaLion2020**

Only those with the code will be accepted into the group, which is private.

We will only post photos of children that have submitted a signed media release waiver. No photos will be taken of children that do not have a waiver signed.

NEW WAIVER AND MEDIA RELEASE FORM

Due to COVID-19, we will require everyone to fill out our new waiver and media release form. These are attached in the associated email. No camper will be permitted onsite without completion of this **NEW** waiver form.

Hard copies of the forms are available here:

- Waiver form: https://www.vanaqua.org/application/files/9915/9407/0388/OWCA_-_2020_Waiver_-_AquaCamps.pdf
- Note: If you would like to fill in the form, you must download to your computer and edit in the Adobe app. instead of filling out on Chrome/Internet Explorer/Firefox/etc/

ITINERARY

All camp participants will receive an outline of the weekly highlights on the back of the parking pass on the first day of camp. This schedule provides an outline of possible activities, including planned special activities, and if your child will need to bring special gear that day.

*Please note activities or trips may change due to unforeseen circumstances at any time. We prefer not to share copies of our schedules with guardians, as the content is subject to change.

STAFF ACCREDITATIONS AND TRAINING

The health and safety of your camper is of the highest priority at Ocean Wise AquaCamps. All camp educators and staff employed by Ocean Wise AquaCamps are required to be over the age of 16 and have experience working with children. Most educators and staff are training in their Occupational First Aid Level 1, and there are always camp support staff on site with Standard and Wilderness First Aid. All first aid will be completed by our highly trained security team, and the AquaCamps team will begin first aid in an emergency until security arrives to take over. All camp staff are screened and have successfully passed reference and background checks. Additionally, all camp staff receive extensive training on classroom management, child development, emergency protocols, behaviour management, and child protection policies.

CONTACT INFORMATION

AQUACAMPS DIRECT LINE: 604-659-3493

EMAIL: campsandclubs@ocean.org

Name	Title	Phone Number	Email
Hailey Renaud	Manager	Desk: 604-659-3493 Cell: 236-886-4191	Hailey.renaud@ocean.org
Brett Vo	Administrator	Desk: 604-659-3763 Cell: 236-886-4191	Brett.Vo@ocean.org

Contact the manager first for any camp business. Do not hesitate to contact us for any of the following:

1. You are running late/there is traffic
2. Your camper is not feeling well and will not attend camp that day
3. You need to unexpectedly pick your camper up early/late
4. You have questions about activities
5. Another person will be picking up your camper (they will need to bring ID)
6. You have a concern/constructive feedback

Office Hours are from 8am-4:30pm on Monday to Friday. Please respect these hours to the best of your ability and send requests and inquiries along by email. You may call the Manager cell in case of emergency outside of camp hours.

CANCELLATION AND REFUND POLICY

Please contact our administrator at 604-659-3763 or campsandclubs@ocean.org in regard to cancellations.

Cancellations 14+ days from the start of camp – 100% refund.

For any program cancelled by Ocean Wise Education, full refunds will be issued to parents & guardians. The Children & Youth team will contact you via email if a program has been cancelled, and there will be instructions on how refunds will be processed.

Withdrawals made between 7-14 days of the program start date will be subject to a **50% cancellation fee**. Withdrawals made within 7 days of the program start date will **not be refunded**.

Missed programs will not be refunded or rescheduled, unless the program is missed for a COVID-19 related illness. If a family member or camper is showing any of the symptoms of COVID-19, they must stay home, and a prorated amount will be refunded.

Symptoms of COVID-19 include:

- Cough
- Fever
- Shortness of breath/difficulty breathing

- Pneumonia in lungs

For more information on COVID-19 updates, symptoms and support, please

visit: <https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>

WHAT WILL MY CAMPER NEED TO BRING?

AquaCampers are required to wear their camp t-shirts every day during summer camp programs. This allows us to easily recognize campers, and they are also easily identified by other members of the Aquarium as an AquaCamper. Each child receives one camp t-shirt with each week's registration. If you are registered for more than one week you will receive one t-shirt on the first day of each week.

Campers should bring:

- Reusable water bottle
- Nut free lunch and snacks (one lunch and two snack breaks provided)
- Weather appropriate clothing, camps will run outside in the rain (jacket, hat)
- Closed-toe shoes that can get wet and muddy
- Sunscreen and hat
- Backpack
- Necessary medications (2 EpiPen's, Inhalers, etc.) – these will need to be signed in every day with our camp support staff
- Extra pair of clothes and underwear
- Electronics, money, and valuables should be kept at home.
- Water Park Days: campers should wear their bathing suit under their clothes and bring extra clothes, shoes, and a towel. Campers are required to wear shoes while at the waterpark, so water shoes (flip flops are not advised, as children run around through the water park) are recommended.

NEW*** to our Packing List:

- Cloth mask, which will be provided by AquaCamps staff on first day of camp. These must be packed every day.
- Pencil case with art supplies (scissors, glue, pencil crayons, crayons and markers) – this is to limit sharing of camp art supplies between campers.
- Pre and post camp will be supervised free play, keeping in mind that campers cannot intermingle. Please pack books, arts & crafts, toys, etc. to keep your child occupied during free play.

Please label all items sent to camp to help us minimize the amount of **Lost & Found**. Lost & Found items will be displayed at the end of everyday, so please make sure to check everyday for lost items. If you are missing an item, or came home with someone else's item, please contact the camp office.

Due to serious allergies, there are no peanut, nut products or items containing peanuts/nuts allowed at AquaCamps.

SIGN IN/SIGN OUT PROCEDURES

AquaCamp runs from 9:00 am to 4:00 pm every day. Sign-in will begin at 8:45am and sign-out will begin at 3:45 pm. You **MUST** show photo ID upon pick up and your name must match that on our sign-out sheet in order for us to release your child. If you would like to authorize someone to pick up your child other than the name(s) already provided on your registration form, please contact us.

Drop-off begins at 8:45AM, if you arrive earlier please be patient as the staff are still organizing our volunteers and activities for the day. Educators will be outside at 8:45AM to greet you. Our program starts at 9:00AM and we encourage you to have your camper here by 9:00AM so they don't miss out on anything. If you are running late and do not see us at the drop-off location, head to our AquaQuest Reception door and camp support staff will greet you there. If you do not see any staff, please call 236-886-4191. Guardians will **not** be permitted into any indoor spaces.

There is parking available in the AquaQuest lot – however, it is often very busy/hectic during these times. Each guardian will be provided with a parking pass that must be displayed on your dash and will cover legal parking in the Aquarium lot for 30min during sign in and sign out.



Sign in will look a little different this year!

- Camp assignments will be sent out the week prior to camp, and you will be assigned 1 of 6 cohorts.
- When you arrive, you will need to line up at one of the six tables labelled cohort 1 to 6 from left to right, (there will be signs to let you know which cohort is at which table). There will be blue cones to ensure everyone will be follow physical distancing between other guardians.
- When it is your turn to sign in, the camp support staff will call you forward to the table. They will be wearing a mask and ask that you maintain the distance of 2m.
- All guardians and campers will undergo a COVID-19 screening assessment, in which you will be asked the following questions, which align with the BC Self Assessment. If you answer **YES** to any of the below questions, **you will not be permitted in AquaCamps**, and will be provided a refund. We ask that guardians review these questions daily before they decide to head to camp.
 - Are you experiencing any of the following; severe difficulty breathing, severe chest pain, having a hard time waking up, feeling confused, losing consciousness?
 - Are you experiencing any of the following; mild to moderate shortness of breath, inability to lie down because of difficulty breathing, chronic health conditions that you are having difficulty managing because of difficulty breathing?

- Are you experiencing cold, flu or COVID-19-like symptoms, even mild ones? Symptoms include; fever, chills, cough, shortness of breath, sore throat, painful swallowing, stuffy or runny nose, loss of sense or smell, headache, muscles aches, fatigue or loss of appetite.
- Have you travelled to any countries outside Canada (including the United States) within the last 14 days?
- Did you provide care or have close contact with a person with confirmed COVID-19? Note: this means you would have been contacted by your health authority's public health team.
- You will be asked to confirm emergency details, authorized pickups, medical notes and allergies, and will need to **hand in your completed waiver form** (we will have extras available if you forget to print one out).
- One of the camp support staff will verbally sign in your child to avoid sharing pens and will hail over an educator to escort your child to the camp group. Guardians will not be permitted past our camp support staff, as this is an AquaCamps only space. Goodbyes will need to be said at the sign in tables!

Important note: Parents & guardians will not be permitted in any indoor spaces or past our sign in tables. Please ensure your child is prepared for a quick goodbye at drop off – we will not be able to accommodate long goodbyes this summer.

NEW* Sign Out Procedures**

- Guardians will line up at designated sign out table, maintaining physical distance from others following signage and pylons.
- Once called forward, guardians will need to provide **photo ID** that matches the information provided in the emergency contact sheet. We will not allow any adult other than those listed on the sign out sheet to pick up your child unless arrangement has been made. Support staff will approve and receive verbal approval to sign out camper.
- Support staff notifies educator that their camper's guardian has arrived, and the educator will collect them and escort them to guardian in the waiting area.
- Lost and Found items will be displayed daily by the exit areas for guardians to scan through. Guardians must not touch any items except those that belong to their child.

EMERGENCY PICKUP

In case of emergency, the camp manager will be in contact to discuss emergency pick up locations/times.

EXTENDED CAMP

We have two types of extended camp available for an additional fee: Before Care pre-camp from **8:00-9:00 am** and After Care post-camp from **4:00-5:30 pm**. You can add this to your booking at any time by contacting us.

Both pre and post camp will be delivered outdoors this summer. The key to a safe summer is limiting interactions between campers, which is why they will be grouped into 6 distinct cohorts of campers. However, pre and post camp will be a mix of all campers, thus physical distancing must be maintained. This means that children will be encouraged to engage in individual play until their guardian arrives. Please pack activities for your child during these hours.

For further information, check our FAQs page at <https://www.vanaqua.org/education/camps-and-clubs/aquacamps>. Please feel free to direct any remaining questions to our AquaCamps team at campsandclubs@ocean.org or 604-659-3493.

ILLNESS POLICY

Call the camp cell phone at 236-886-4191 prior to check-in at 9:00 am and leave a message if your camper is ill and will miss camp. After check-in is complete, a camp staff member will call the guardians of any camper not in attendance to verify that they will not attend camp that day, unless a message has been left on this phone.

To provide a healthy camp environment for all, please keep your camper home if there are any signs of illness. Campers may not participate in camp if they exhibit any of the following conditions:

- Fever (over 100 degrees Fahrenheit) within the past 24 hours of the camp's start time.
- Vomiting or diarrhea within the past 24 hours of the camp's start time.
- Any contagious disease, including Hand, Foot and Mouth Disease, head lice, chicken pox, measles, Fifth's disease, or COVID-19.
- Suspicious rashes or lesions with bleeding or oozing.
- Lice or other infestation. A doctor's note verifying no infestation is required to be able to return to camp.
- Conditions preventing a camper from active participation such as lethargy, sleepiness, constant coughing and runny nose.

If a child in camp is exhibiting any of the above conditions, educators will inform coordinators who will assess the camper and communicate with the parents. If they are exhibiting symptoms, coordinators will contact guardians and the camper will be sent home until symptoms clear.

If a child is unable to attend camp due to their illness, contact the Manager and Administrative and they will decide on a case by case basis if a refund or reschedule will be provided.

CAMPER INJURY and ILLNESS DURING CAMP

In the event your camper is injured or becomes ill while attending camp, the Camp coordinators will contact the emergency phone number provided on the sign-in sheet. The coordinator will explain the injury/illness and who it was treated. It will be determined at that time if they camper will stay with camp or be picked up. At pick up time, camp staff will discuss with the guardian the injury/illness and verify the treatment. Any camper sent home from camp due to an illness must be symptom free for 24 hours before returning to camp, unless given written permission by a physician.

If your camper is displaying signs and symptoms of COVID-19 as outlined above, they will not pass their screening assessment and will not be permitted onsite until they can. We advise that you call 811 in such cases and follow direction from public health officials.

It is a parent and/or guardian's responsibility to collect their child **immediately** if asked by the AquaCamps team. It is for the health and safety of your child, all other campers, and our staff and volunteers.

COVID-19 and CAMP

The Children & Youth team has implemented new protocols and program changes in line with the [BC Centre for Disease Control](#) Guidance for Child Care Settings and [WorkSafe BC](#) for Child Care and Day Camps. We have also incorporated the Vancouver Aquarium Operational Protocols and Aquarium Facility Access in our new camp.

If you have attended AquaCamps before, it will look very different this summer. The health and safety of our campers, staff and volunteers are our top priority and we have been proactive in managing risk to ensure campers can enjoy a quality AquaCamps experience in a safe environment. There is no way to eliminate all risks associated with COVID-19 in a camp setting, but below we have outlined the measures we will take to minimize the risks as much as possible.

All camp activities will be centered on experiential and inquiry-based learning. Our camp team has created new games and activities in consideration of the guidelines provided by British Columbia's Provincial Public Health Office and Health Canada, as well as day camp professionals to provide a new and exciting AquaCamps experience.

The following high-level adjustments have been made to the AquaCamps program to provide a safe learning environment for all camp participants, staff and youth volunteers.

- Reduced our camp size by half compared to previous years.
- Increased staffing ratios to allow for smaller group sizes. Our camp group size will be five, compared to ten in previous years. This means there will be five campers to one camp staff - a 5:1 ratio.
- Increased the number of indoor spaces to minimize contact between distinct camp groups.
- All camp staff will be required to wear masks whenever within 2m of children and other adults.
- All campers will be encouraged to wear masks inside – masks will be provided.
- Campers and staff will be outside as much as possible when not engaged in Aquarium-related activities
- Increased cleaning and disinfection of all commonly touched surfaces.
- Daily morning check of every camper and staff for Covid-19 symptoms.

The new protocols approved by WorkSafe BC for the Vancouver Aquarium has meant many changes to our programming. Some classic camp activities will **not** be possible this summer, including;

- Gallery access (except for Frogs Forever and Underwater Steller)
- Animal handling
- Field trips to Marine Mammal Rescue Centre
- Behind the Scenes tours
- Animal shows and visits

This left many gaps in our schedule, which our educators and coordinators have spent time filling. We are excited to showcase brand new programming this year, including brand new games, new experiments and crafts.

If you would like more information on our new COVID-19 policies, please contact the camp office.

EXPOSURE TO NATURAL ELEMENTS

AquaCamps educators will not apply any type of non-medicated/non-prescription sunscreen or bug spray to children without permission, supply and instructions from caregivers. It is the guardian's permission to apply sunscreen prior to the camp day to reduce risk of exposure while outdoors. If given verbal permission, supply, and directions the camp staff will apply sunscreen to non-sensitive areas while in view of other staff. Please notify our staff if sunscreen is in their bags. Educators strive to keep children out of direct sun as much as possible, utilizing shady areas and water breaks as needed. With permission, educators will help reapply sunscreen before outdoor activities.

AQUACAMPS TOILETING REQUIREMENTS

As a requirement for enrollment in AquaCamps, all children must be fully toilet trained. AquaCamps educators are not permitted to perform diaper changes. Being able to use the bathroom independently is essential to fully participate in our programs. This means that a child in our program:

- ❑ Knows when they have to go to the bathroom
- ❑ Can unfasten, pull down, pull up, and fasten underwear and pants
- ❑ Is able to get on the toilet, wipe themselves, flush, and wash their hands

Educators will monitor and assist children in the bathroom when needed. Educators are aware that accidents may happen, and assistance may be needed from time to time. If a child does have an accident, a coordinator will handle it discreetly, treating the campers with utmost respect. The child will be changed out of their clothing and given new clothing for the duration of the day. The soiled clothing will be placed in a plastic bag and given to the guardians at the end of the day. The coordinator will contact the guardians so they are aware, but the camper will not be required to leave camp.

DISCIPLINE POLICY

Take note what is considered as acceptable behavior and explain it to your camper so that our camps will be enjoyed by all. Children attending AquaCamps are expected to:

- Be responsible for their actions
- Respect each other and the environment
- Base all interactions on honesty
- Care for themselves and others around them
- Make appropriate choices for themselves

Behaviour considered to be unacceptable includes the following:

- Endangering the health and/or safety of a child, staff member, volunteer, intern or animal
- Entering a building, enclosure, or fenced area without permission
- Leaving the program area without permission

- Continuing to disrupt the program in any way
- The use of profanity, vulgar or obscene words and gestures
- Possession of a weapon
- Stealing or damaging property
- Inappropriate touching of themselves or another child
- We have a zero tolerance for bullying, humiliating or degrading. Any camper who is witnessed by staff bullying, humiliating or degrading another camper during camp will be immediately expelled from camp.
- We have a zero tolerance for violence. Any camper who is witnessed by staff purposefully hitting, kicking or causing injury with the intent to harm another camper or staff member during camp will be immediately expelled from camp.
- We are all aware of sibling interactions; please note that in order to be fair to every camper, siblings are expected to adhere to our rules when in camp together.
- Any action which may make another camper uncomfortable

The following steps will be taken if an unacceptable choice has been made:

1. All unacceptable choices will be documented on an incident report, including all staff behaviour re-directions, discussions with parents, and discussions with the Camp Coordinators.
2. Initially, staff will give a verbal reminder and redirect the camper to a more appropriate behaviour.
3. If there is a second incidence of unacceptable behaviour, staff will have a private discussion with the camper about the behaviour within the sight of another staff. Staff will document the situation to include the problem, possible cause of the problem, and any corrective measures taken. Camp Coordinators/Manager will be notified.
4. If unacceptable behaviour persists, the guardian will be notified at the end of the day, or sooner if necessary. Staff and Camp Coordinator will ask for input from the guardian regarding the behavior. Staff and Coordinators will check back with the guardian at the end of the following day to report on behaviour.
5. If unacceptable behaviour persists, or becomes excessive, and the child continues to disrupt the camp program, the Camp Manager reserves the right to suspend the child from the program for a period which will depend upon the severity of the issue
6. If a child's behaviour threatens the immediate safety of the individual, other children, or staff, the guardian will be contacted and expected to pick up the child immediately
7. Expulsion from the program will be considered by the Camp Manager on a case by case basis. There will be no refund offered for an expelled camper.

Thank you for reviewing our Parent Handbook. If you have any questions, please do not hesitate to ask our camp team via email to campsandclubs@ocean.org, phone via 604-659-3493 or on our Facebook group.

Best fishes,
The AquaCamps Team 2020