



CENTRE **FRANCOPHONE**  
H A M I L T O N 

# Policies and procedures Francophone summer camps in Hamilton and Burlington

Last updated June 14<sup>th</sup>, 2024



CENTRE **FRANCOPHONE**  
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### Welcome

A new camp season is starting, and we want to thank you for choosing the CFHs Francophone summer camp, the one and only 100% French-speaking camp in the greater Hamilton and Burlington regions. We are happy to have your child(ren) with us in 2024.

For more than 30 years, the CFH has helped provide an unforgettable and rewarding camp experience for its campers. Once again this year, our dynamic camp team is ready to welcome your child(ren) with open arms for 7 weeks in Hamilton and Burlington. Our camp leaders are eager to share many active games, unique art projects, memorable outings, and fun themes with the campers. In addition, our camp leaders will have the pleasure of accompanying your children on excursions, and special activities with special guests. The planned activities will aim at solidifying your child(ren)'s sense of belonging and identity feeling with regards to Franco-Ontarian language and culture.

We hope that your camp experience this summer will exceed your expectations and that your children will leave camp proud of their experience, confident in their abilities and positive about their accomplishments and in their language.

### Who can register to our camp?

Children aged 4 to 11 who speak French fluently, who are attending a French school in the fall or have been in a French immersion program for at least 3 years.

Our summer camp provides a 100% French-speaking environment for your children, although most of our staff is bilingual and able to communicate with parents in both French and English. We encourage your child to speak French at all times during their stay at camp and while we do not look for perfection, we value all efforts in this direction. The camp leaders only speak to campers in French and are trained to encourage and strengthen your children's Franco-Ontarian identity while they attend camp.



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For security reasons, we reserve the right to withdraw a child who is unable or who refuses to communicate in French with the other campers and the camp team, insofar as this impacts the French-speaking environment that we are committed to maintaining for our clients.

### Registration

Registration begins on January 30<sup>th</sup>, 2024 and ends on August 8<sup>th</sup>, 2024. All registrations for both camp sites can be made online on our website [www.campscfh.com](http://www.campscfh.com). Simply select the desired camp and then complete the accompanying registration and payment form. The 3 options are:

- march break camp 4-11-years-olds in Hamilton
- summer camp for 4–11-year-olds in Hamilton
- summer camp for 4–11-year-olds in Burlington

Registration is open until groups are full and are on a first come, first served basis. Registration and payment are mandatory for the registration to be validated and the camper accepted at the camp. No camper will be admitted without having been registered in advance and having a completed authorization form. Each Thursday preceding a week of camp, registration for that week will be closed at 5pm. No late registration will be accepted after this time.

### Locations

In Hamilton: ÉS Georges-P-Vanier, 100 Macklin St N, Hamilton ON

In Burlington: ÉÉ Renaissance, 1226 Lockhart Rd, Burlington ON

Camp locations are confirmed no later than April 30<sup>th</sup> each year. CFH must annually apply for permits with the French school boards, which explains the late location confirmation. However, any customer who has made a reservation in advance with the current address may request a cancellation, with full refund, if the confirmed camp location differs from the tentative one and the client cannot go to the new location.



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### Hours of operation

Morning extended Care  
7:30 a.m. to 8:30 a.m.

Camp Hours  
8:30 a.m. to 3:30 p.m.

Evening extended Care  
3:30 p.m. to 5 p.m.

Hours are the same for all sites. CFH employees can be reached Monday to Friday from 9am to 5pm, excluding public holidays. Any parent who wishes to communicate with the CFH team is asked to do so during these hours of operation. Any request made on Friday after 4:30 p.m. will not be addressed before Monday morning, unless it concerns an emergency (serious injury, complaint against an employee, illness, death, family emergency, etc.).

In case of an emergency, please call one of the CFH employees listed in the last section of this document, under the category “Contact us”.

### Rates

Our camp’s full rate is \$250 per week. The week of August that includes a statutory holiday is priced at \$200. Extended care costs \$70 per full week and \$55 for the weeks including a statutory holiday.

CFH offers cumulative and non-cumulative decreasing rates for its camps, based on the following criteria:

Cumulative:

- Month of booking : the earlier you book, the lower the rate. Rate schedule can be found on our website [www.campscfh.com](http://www.campscfh.com)

Non-cumulative:

- Membership status: being a CFH member gives you access to a reduced rate of 10% per child per week.
- Loyalty: get a 7% reduction per child per week if you come to camp for a 3rd year or more in 2024, or if you refer a new family to our summer camp (upon their 1<sup>st</sup> registration)
- Large family: benefit from a 7% reduction per child per week if you register more than 3 or more children at our camp.
- Full summer: register your child for the 7 weeks of camp to get one week free (equivalent to roughly 14% discount)



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- Subsidised rate: the CFH offers a subsidised discounted rate of -65% per week for families in need. Request the application form from our team by emailing [camps@cfhamilton.ca](mailto:camps@cfhamilton.ca). Proof of tax return will be required to confirm your eligibility. The CFH limits the number of subsidised spots available to 25% of confirmed registrations per site. If no subsidised spots are available at the time of your reservation, you will be placed in a waiting list until an available spot opens up as more children are registered for the camp.

CFH reserves the right to increase its camp fees annually due to inflation, minimum wage increases and/or increases in management fees.

### Payment

The total amount due must be paid when registering your child using the form. For amounts over \$1,000, you can contact us at [camps@cfhamilton.ca](mailto:camps@cfhamilton.ca) to request a payment arrangement of 2 instalments. However, the total amount of the invoice must be paid in full and our team must have confirmed its reception before the start of your child's week at camp, otherwise they will not be accepted at the camp. A registration form completed without payment will not be considered a valid registration and therefore will not guarantee a spot for your child.

Our registration form accepts credit and debit cards as well as payments via Link. For customers who wish to pay in instalments, we can accept e-transfers. Our email address is [paie@cfhamilton.ca](mailto:paie@cfhamilton.ca).

### Pick-up

For your child's safety, only the persons listed on the authorization form will be allowed to pick up your child. When we meet any authorised person for the first time, even if they are listed on the form, they will need to present a currently valid government-issued identification. If you want a person who is not listed on the authorization form to pick up your child, please ask for and fill out the "Pick-up authorization form" and give it back to the camp leader responsible for check-in in the morning.

### Late fees

Any parent who is late for picking up their child without prior warning will be charged \$10 of late fees for every 15 minutes after their pick-up time (3:30pm or 5pm), which



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must be paid immediately. We will make no exception to this rule. We reserve the right to charge parents who are late for pick up despite prior warning if the delay is longer than reasonable or if lateness has been occurring repeatedly .

### Registration cancellation

For any cancellation made 4 weeks or more before your camp start date (Monday at 8:30 a.m.), we will refund the total amount of the reservation minus a \$50 administrative fee.

For any cancellation made between 4 and 2 weeks before your camp start date, we will refund half (50%) of the amount of the reservation.

No refunds will be made if the cancellation is made within 2 weeks of your camp start date nor during a week in progress, on the grounds that we will already have spent money towards supplies and activities relating to their registration and possibly have rejected others from registering.

#### Exceptions:

- If your cancellation is due to a major event beyond your control (ex: death in your family, serious illness or injury, etc.) and the cancellation is made within 2 weeks preceding the date of your camp start date, we will offer a partial refund (50%) of the weeks/days you will be missing.
- A full refund, minus the \$50 administrative fee, will be offered to all clients in the event of camp closure or cancellation by the CFH.

To cancel or modify your reservation, simply contact us by email at [camps@cfhamilton.ca](mailto:camps@cfhamilton.ca) or by phone at 905-547-5702.

### Age of campers

The CFH accepts children aged 4 and up for its summer camps. If a child hasn't turned 4 yet but is registered for school in the fall, the following rule applies:

Parents must first agree to confirm to CFH staff that their child is clean, independent, knows how to listen to adult instructions and understands French. The parents accept that in the event of a problem related to cleanliness, autonomy, listening to adults or understanding French during the camp, CFH staff may request that the child be withdrawn from camp, without a refund for the remaining days at camp.



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If they agree with these terms, the parents can register the child for 1 week of camp at first, so that the team observes the behaviour of the child, their safety and well-being as well as the rest of the campers'. Thereafter, if validated, parents can register the child for more weeks of camp (depending on availability).

### Tax receipts

Tax receipts will be made in the name of the parent who made the payment and sent out to your email address by March 31st.

### Meals

Meals are not included. Your child will need to bring two snacks (morning and afternoon) and a nutritious cold meal for their lunch as well as a refillable bottle of water.

It may happen that the CFH organises a collective lunch (pizza, pancakes, etc.). In this event, parents will be notified at least 24 hours in advance and asked to give their child the money requested for the cost of that meal, if needed.

CFH occasionally offers free snacks to children (ice cream, popcorn, freezies, fruits, etc.). Parents will be notified in advance in order to plan the content of the snacks accordingly and will be able to decide whether or not they want their child to receive this snack.

### Allergies

Some of our campers have severe allergies, particularly to nuts and peanuts. We ask for our client's cooperation in helping us make our camp as safe as possible for everyone. Therefore, we ask that you avoid snacks, meals or other food items that may contain products that have been in contact with, or contain nuts or peanuts.

Our team needs to know all the allergies of the children present at the camp in order to better know how to respond to situations that could arise and anticipate dangerous situations. In the authorization form, sent out to parents at least 2 weeks before their children come to camp, parents are asked to inform us as precisely as possible about their child's allergies, even if they may seem trivial.

We also ask permission to use an Epi-pen in this form if the need arises. Parents who refuse to give this consent thus waive all recourse against the CFH in the event that their





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child has a serious allergic reaction. However, they understand that camp staff will take the appropriate measures to ensure the safety of the child in all situations, by ensuring that they use their own Epi-pen or by applying their first-aid training.

### Sunscreen

CFH camp leaders are responsible for making sure all children at camp are adequately protected against the sun during the daily camp activities. In the authorization form, we ask parents for their consent with regards to allowing camp leaders to apply sunscreen to their child.

Ways to provide adequate sun protection includes the following:

- 1) Ensure that all children apply sunscreen;
- 2) Ensure that children are in the shade whenever possible;
- 3) Make sure children always wear hats and sweaters.

Parents are responsible for first applying sunscreen to their child before arriving at camp.

Each morning, the camp leaders who welcome a child at camp must ensure that:

- 1) The child has an adequate hat;
- 2) The child has their bottle of sunscreen;
- 3) The child arrived at camp with sunscreen on already.

CFH camp leaders will assist the children with applying sunscreen.

- 1) They will ensure that older children properly apply sunscreen to all exposed parts of their body (face, ears, arms, legs);
- 2) They will apply sunscreen to the sun-exposed body parts of younger children unable to do so themselves, if they have received parental permission in the form. They will proceed as follows:
  - a) Carefully apply the sunscreen to the child's face, avoiding the eyelids;
  - b) Apply the cream to the child's body, particularly protecting the back of the knees, the tops of the feet, the neck, the shoulders, the chest and the head if they have little hair, and even if they wear a sweater and a hat;
  - c) Always wash their hands between each child;
  - d) Apply sunscreen after each hour of swimming.
- 3) Camp staff will ensure that any child they cannot help (because the parent did not allow camp staff to apply sunscreen to their child) applies the sunscreen properly, even if they cannot apply it themselves.



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Before going outdoors, CFH camp leaders will make sure that all children are wearing their hats and t-shirts.

Parents must be notified if:

- 1) The child has been poorly protected from the sun;
- 2) The child is the victim of a sunstroke or shows the symptoms thereof;
- 3) The child has skin lesions after applying sunscreen.

The parent who refuses to give their consent for sunscreen application by our camp leaders thus waives all recourse against the camp in the event that their child suffers from the consequences of forgetting or of incorrectly applying sunscreen during their day at camp. They understand that camp staff will supervise the sunscreen application process without however being able to touch their child, which limits their ability to help. The proper application of sunscreen will depend on the child following staff instructions and self-application skills.

Any application of sunscreen will always be done in the presence of adult witnesses.

### Medication/drugs

Parents must fill out the authorization form and specify in the medical section if any medication or drug must be administered to their child during camp. No medication or drug will be administered without a doctor's prescription as well as written instructions by the parent. The drug must be in its original container with the name of the child indicated on it.

### Illness and reintegration

Any child who presents symptoms of an illness that can prevent them from participating in camp activities or contaminate other children will not be accepted at camp. Every morning and throughout the day, the camper's health will be assessed by camp leaders. If campers present any of the symptoms below, parents will be called to pick them up, they will be isolated and sent back home:

- Presence of fever - temperature higher than 38°C/100°F.
- Presence of contagious disease.
- Presence of vomiting.
- Presence of diarrhoea.
- Presence of rash, infection, etc.



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Your child will be able to return to camp:

- If they have not had a fever for 24 hours without the use of medication.
- If they have not vomited for 24 hours.
- If they have not had an episode of diarrhoea for 24 hours.
- On presentation of a doctor's note in the case of contagious diseases, rashes, infection, etc. confirming that the child is no longer infectious.

### Outfits

All children must be able to participate fully in all physical activities at camp. We ask that children wear shoes that fit well. Flip flops and heels will not be accepted at camp. Valuable clothing that can be stained, torn or damaged is not recommended. CFH cannot be held responsible for the deterioration of a child's clothing following their participation in an activity.

### What to bring

It is important that your child's backpack includes every day:

- Sunscreen and a hat
- Refillable water bottle
- Spare clothes
- Towel and swimsuit
- Two snacks and one lunch
- Mosquito repellent, at your discretion

### Personal objects

Children are responsible for their own personal belongings. Neither the CFH or its camp staff can be held responsible for the loss or damage done to items belonging to a child. It is forbidden for children to bring an electronic device or electronic toy or any other similar item, unless the camp supervisor gave their written authorization.

### Trips and outings

There will be at least one educational, sportive, or cultural outing per camp week, on top of pool trips. Children must wear their camp t-shirt during outings. No pocket money will be allowed.



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If we have to cancel an outing due to bad weather, we will reschedule it within the same week, when and if possible.

It is important for parents to drop off their children on time on these days, because camp leaders try to follow a strict schedule. Any late comer will have to be dropped off at the outing location. Any parent wishing to pick up their child earlier than scheduled will have to do so from the outing location and let camp leaders know in advance.

### Summer camp employees

Camp staff are recruited according to CFH's human resources policies, which regulate selection processes, ensure respect for human rights and equity. The CFH subscribes to the principle of equal access to employment and is committed to respecting diversity and the principles of non-discrimination in its employment practices. We recognize the right of applicants and employees to be treated fairly and equitably under the Ontario Human Rights Code.

All workers and volunteers over the age of 18 operating on the camp site must obtain a criminal record check and a background check (vulnerable persons), as well as take a first aid course (paid by the employer).

CFH is funded by several provincial and federal grants to hire camp leaders according to specific criteria (age, hourly rate, immigration status, enrollment in studies, etc.). Any hiring criteria on CFH's job postings is a condition of one of the grants received.

CFH is committed to providing extensive training to employees before they start their job. The chosen camp leaders follow an intensive 3-day training with workshops at the end of June, before camp starts. This list is not exhaustive but details the training received by camp staff:

- Demonstration of workplace hazards and safety.
- Prevent and identify situations of violence, harassment, discrimination, or abuse.
- Job-specific training: ensuring your safety and that of the campers on a physical and emotional level; interact with children with behavioural difficulties.
- Training on CFH's code of conduct and the employee guide, which define the behaviour that is valued or not tolerated by the employer.
- Training in hygienic practices, cleaning and distancing measures in accordance with the health procedures adopted by CFH.
- Training on teamwork and the different types of personality at work, in order to better understand each person's profile and anticipate different reactions.



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- Training in early age activities: how to create a program that corresponds to the ages of the children, which is coherent and varied; how to be creative and show initiative in the event of a change of program.
- Presentation of camp facilitation tools and resources available to employees.
- Role play: Emergency response in the event of a problem (violence, injury, illness, fight, etc.).
- Learning camp policies and regulations as shared with parents.
- Analysis of surveys from previous summers in order to identify successes to reproduce and mistakes to avoid in this new year.
- Specific training for the profiles of campers enrolled in the summer of 2024: reading authorization forms, getting to know the children.
- Role play: a typical day at camp, schedule and organisation of tasks.

### Group ratios

The child/employee ratios are:

- 4-7 years old: 4 children for one camp leader
- 8-11 years old: 7 children for one camp leader

Any person, volunteer or employee, over the age of 18 who accompanies the group and whose criminal background has been verified, is counted in the accompaniment ratio. Employees under the age of 18 who have been trained and are paid full-time by the CFH are also counted in the ratio. Any volunteer under 18 who accompanies the group is not counted in this ratio.

For swimming pool visits, group ratios are different when children are in the water. In this case, we respect the ratios imposed by municipal policies:

- Children under 5 without a life jacket: 2 children for 1 camp leader
- Children under 5 years old with life jacket: 2 children for 1 camp leader
- Children from 6 to 9 years old without life jacket: 4 children for 1 camp leader
- Children from 6 to 9 years old with life jacket: 8 children for 1 camp leader
- Children over 9 years old who pass the swimming test: no animator camp leader
- Children over 9 years old who fail the swimming test: 8 children for 1 camp leader

### Accompanying parents



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For parents who would like to take part in outings with our camp, we are always happy to welcome you. In order to offer you a great experience, the camp supervisor will assign you the responsibility of four children (maximum), including yours. The accompanying parents will follow the schedule given to them by the camp leaders. We also ask you to respect the regulations established for outings, outlined in this policy.

The accompanying parent must provide a criminal record check and background check (vulnerable persons) to the camp supervisor, before the date of the outing.

### Volunteers

We welcome volunteers at camp all summer, for a minimum of 20 hours and a maximum of 60 hours of volunteering. They will help facilitate the activities, accompanying the groups during outings and ensuring the smooth running of the camp. Volunteers will never be responsible for your children or be counted in the child/employee ratio. They are there to help and support our camp staff and learn from them.

To become a volunteer, you must be at least 13 years old, meet the same hiring criteria as camp leaders and follow a 3-hour training course with the camp supervisor.

### Satisfaction survey

An online survey will be sent to all parents at the end of each camp week on Fridays. Please fill it out by Monday morning of the following week. The results will allow us to adjust our practices over time to improve our camper's experience at camp.

We also encourage parents to speak with our camp staff if you have any questions or comments. At each camp location, there is a camp supervisor you can speak to if necessary.

### Procedure for minor complaints

Any minor complaint or dissatisfaction is an opportunity for us to improve the quality of our services. Any client can make a complaint with our staff orally or in writing to denounce a fact, or if they notice a situation that threatens the health, safety and/or well-being of their child.

When a parent wishes to communicate their dissatisfaction or file a complaint with the services offered by the camp, the following steps can be taken:



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1. Discuss orally with the first camp leader you encounter, so they can relay the information to the rest of their team and take the appropriate measures;
2. Discuss orally again or in writing with the same or another camp leader if the problem is not solved;
3. Communicate in writing with the camp coordinator if the problem still is not solved or if the problem comes from one of the camp leaders;
4. Communicate with CFH's executive director if there is no change.

### Procedure for major complaints – abuse protocol

CFH does not tolerate any form of physical, sexual, emotional, verbal and psychological abuse, violence, harassment and discrimination, or any form of neglect in the face of harassment. We take such complaints very seriously and have an effective mechanism in place to resolve them.

The CFH encourages anyone who believes they are a victim to report the complaint orally or in writing to the designated person. The latter is by default Centre francophone Hamilton's executive director, unless they are the alleged abuser. In this case, the designated person is the chairperson of CFH's board of directors.

The person who believes to be the victim of harassment, abuse of power, violence or discrimination by a CFH employee can refer to the complaint handling process present in CFH's human resources policy 3 12 HR P8. They have the right to request a copy of this policy in order to verify that their complaint corresponds to a situation applicable under this policy according to the definitions included therein, and to learn about the steps to follow.

The CFH will promptly and fairly investigate any complaint or incident of harassment or abuse in its camp and take the necessary measures: internal or external investigation, sanctions against the alleged abuser ranging from mediation to temporary suspension or dismissal, etc.

### Code of conduct

A code of conduct has been established for the well-being and safety of all campers and camp staff. It applies from the arrival and until the departure (including extended care) of your children in all places and in all activities organised as part of our summer camp.

The camper (your child) agrees to:



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- Speak in French at all times;
- Respond to roll call upon arrival and at any time when required;
- Participate in activities with enthusiasm, good humour and optimism;
- Respect the instructions of all camp staff and volunteers;
- Demonstrate respect for all persons who attend the camp (children, parents, camp leaders, coordinators, accompanying parents, invited guests, etc.);
- Not to destroy, break or damage the property of others, camp premises or equipment;
- Use polite and respectful language;
- Take into account the camp staff's demands and act accordingly;
- No form of violence will be accepted, be it verbal, physical, emotional, psychological violence, as defined in CFH's policy against abuse and violence ;
- Not to leave waste or personal effects lying around;
- Keep the premises clean, sanitary and in good condition.

In the case of a breach of the camper's code of conduct, and depending on the seriousness of the situation and the repetition of breaches, the following measures will be applied:

1. The camper is warned verbally by the animator. The parent is notified verbally at the end of the day by a camp employee.
2. The child is temporarily removed from the activities. The parent is notified verbally at the end of the day by a camp employee.
3. The child is suspended for one day, a decision made by the executive director. The parent is notified verbally by the camp supervisor. A written and verbal notice is issued to the parent advising them of the exact situation that led to the suspension. There is no refund for the lost day.
4. The child is excluded from all camps operated by the CFH for the current summer, a decision made by the executive director. The director of the CFH notifies the parent verbally and in writing. In this case, the refund will be issued according to the refund policy for the remaining weeks.

A child who is unable to participate in camp activities by respecting the rules mentioned above could therefore be suspended from camp, if that is in the best interests of other campers and camper staff.

For an offence deemed serious, management reserves the right to impose a sanction that will consider the seriousness of the act, in accordance with the gradation of disciplinary procedures.





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Any damage or destruction of equipment caused by the child will be the responsibility of the parent.

The entire camp team thanks you for reading this code of conduct with your child and for your collaboration. The code of conduct will be given to parents before the camp and will be considered read and accepted when the authorization form is returned. All camp leaders and staff are expected to follow the same code of conduct. Any failure to comply with the code can be reported by parents to management. See the “Procedures for minor complaints” section.

### Camper withdrawal

The CFH has the right to temporarily exclude or immediately cancel a camper’s registration if:

- The child’s behaviour at camp is contrary to the code of conduct;
- The conditions of registration are not respected;
- Registration fees are not paid in full;
- The child’s level of French is insufficient for their safety and the safety of other campers;
- The child has special needs that we cannot meet in order to ensure their safety and the safety of other campers.<sup>1</sup>

A withdrawal letter will be sent to you to confirm your child's withdrawal and reimbursement, if applicable.

### Contact us

For any questions about CFH’s summer camp, you can contact us by phone at 905 547-5702 ext 2 or by email at [camps@cfhamilton.ca](mailto:camps@cfhamilton.ca)

Emergency numbers:

- Julie Jardel, CFH’s executive director: 365-888-0207
- Emilie Page, day camps supervisor : 289-608-7449

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<sup>1</sup> We welcome campers of all abilities to our camp. All we ask from parents is to be given as much information about their child’s medical, physical and psychological profile prior to camp start so our counsellors can understand your child’s behaviour and needs. However, situations might arise in which counsellors will be unable to care for a child with special needs: camp week is full or very busy, a special outing is scheduled, etc. Please reach out to us in advance to avoid any disappointment and so we can ensure that we secure the right environment for your child.