



Parent Handbook



TransAlta
Tri Leisure Centre

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1 TLC SUMMER CAMPS

TLC SUMMER CAMP PHILOSOPHY

The TransAlta Tri Leisure Centre is committed to enriching the well-being of our communities by providing exceptional activity and lifestyle opportunities in high-quality facilities. The TLC Summer Camps will encompass this facility mission by providing child centered programs that are supportive, inclusive, and responsive to the unique needs of the children in the camps. The TLC Summer Camps provides children with opportunities to practice new skills, explore their imagination and experience new friends through structured and unstructured activities. TLC Summer Camp leaders will support the children through healthy child development as participants learn through play and they begin to make meaning of the world that surrounds them.

CONTACT US

If you would like to speak to a member of our team please contact:

Children and Youth Program Coordinator, Kody Kisiloski

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Wellness Supervisor, Samantha Saunders

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GUARDIAN INVOLVMENT

TLC Summer Camps recognizes guardians as the foundation for our participants' success. We ask that guardians take the time to review and follow all established policy and procedures outlined in this handbook. In addition, we ask guardians to:

- Keep their email up to date as we will be using email for all camp-related information and updates.
- Confirm their booking information prior to camp starting.
- Review TLC Summer Camp weekly emails.
- Communicate any special accommodations required for your child while attending camps in advance by contacting the Children and Youth Program Coordinator.
- Have your child prepared each day at drop off with the communicated supplies outlined in the TLC Summer Camps weekly email and this handbook.
- Complete TLC Summer Camp's Participant Information Form and any additional paperwork required.

Guardians are an important resource in understanding each child participating in our program. When a child has a difficult day or experience, we will inform the guardian at pick up, seeking their input on strategies that could prevent or improve the situation in the future. If the circumstance involves a safety concern to the staff, child, or other children in our care, staff will advise our Child Guidance Policy (see page 11). If your child expresses negative experiences after a day at camp, please email the Children and Youth Program Coordinator so it can be addressed or speak with a TLC Summer Camp Staff the next morning.

FEEDBACK

TLC Summer Camps will distribute program evaluations at the end of each camp week to allow guardians the opportunity to provide feedback time.

TLC SUMMER CAMP OFFERINGS and DAILY SCHEDULES

3-5 Years

		4-DAY CAMP						
WEEK:		Week 1 July 7-11	Week 2 July 14-18	Week 3 July 21-25	Week 4 July 28-Aug 1	Week 5 August 5-8	Week 6 August 11-15	Week 7 August 18-22
Pre Care		60357	60358	60359	60360	60363	60361	60362
	3-5 YEARS	Building Blocks 60336	Kick Start 60337	Ready, Set, PLAY! 60338	Mini Movers 60339	Tiny Explorers 60348	Crafty Creations 60340	Storybook Adventures 60341

	3-5 YEARS	Storybook Adventures 60342	Tiny Explorers 60343	Superhero Training 60344	Crafty Creations 60345	Building Blocks 60349	Ready, Set, PLAY! 60346	Mini Movers 60347
Post Care		60364	60365	60366	60367	60370	60368	60369

9:00- 9:30am	Sign in and Free play
9:30-10:30am	Go over camp rules/expectations, Get to know you games and/or Craft
10:30-10:45am	Snack Break
10:45-11:45am	Park, Outdoor Activity or Gym time
12:00pm	Home Time



TLC SUMMER CAMP OFFERINGS and DAILY SCHEDULES

6-11 Years

					4-DAY CAMP			
WEEK:		Week 1 July 7-11	Week 2 July 14-18	Week 3 July 21-25	Week 4 July 28-Aug 1	Week 5 August 5-8	Week 6 August 11-15	Week 7 August 18-22
Pre Care		60357	60358	60359	60360	60363	60361	60362
	6-11 YEARS	FUNDamentals 60350	Game On! 60351	Venture Out! 60352	Artist HUB 60353	Odd & Even Sports 60356	Wizardly Ways 60354	Trail Blazers 60355
Post Care		60364	60365	60366	60367	60370	60368	60369

9:00- 9:45am	Sign In and Free play
9:45-10:00am	Go over camp rules/expectations and daily plans.
10:00-11:00am	Programmed Activity or Craft
11:00-11:15am	Snack
11:15am-12:15pm	Outdoor Activities
12:15-1:00pm	Lunch
1:00-3:00pm	Large Group Activity (ex. Swimming, Skating, Capture the Flag, Scavenger Hunt, etc.)
3:00-3:15pm	Snack
3:15-4:00pm	Free Play and sign Out



REGISTRATION

All program fees must be paid in full at time of registration.

We offer 3 ways for you to register:

In-Person

- Visit our Customer Experience Desk at the TransAlta Tri Leisure Centre (221 Jennifer Heil Way).
- Have your program codes, names and dates ready for all registrants.

By Phone

- Call our Customer Experience Desk at 780.960.5080.
- Have your program codes, names and dates ready for all registrants.

Online at www.trileisure.com

- Call the front desk to set up your account if needed.

CAMP FEES

3-5 Years

4-DAY CAMP (HALF-DAY)

\$80 members/\$92 non-members

5-DAY CAMP (HALF-DAY)

\$100 members/\$115 non-members

6-11 Years

4-DAY CAMP (FULL DAY)

\$160 members/\$180 non-members

5-DAY CAMP (FULL DAY)

\$200 members/\$225 non-members

CANCELLATION & WITHDRAWALS

Camps Cancellations

Camps with insufficient enrollment may be cancelled three days prior to the program start date. We will contact you via phone in these cases and will offer a full credit or refund.

Unexpected cancellations during the scheduled length of the program (due to facility closures for example), will result in a one class credit or refund.

Participants Withdrawal

10+ Days Notice: If you provide 10+ days notice ahead of a program start date, you may withdrawal subject to a 15% administration fee on the camp fee, to a maximum of \$25.00.

Less than 10 Days Notice: No refund or credit will be issued to any participant who withdraws less than 10 days prior to the start of the program.

Medical Withdrawal: Consideration for credits/ refunds will be made due to medical reasons if accompanied by a Doctor's Certificate. Please email the Children and Youth Program Coordinator with a copy of your doctor's note to discuss withdrawal.

Waiting Lists

Waiting lists are available for all camps. You will be contacted if a place becomes available in the camp in which you are waitlisted. Wait listing can be done online or by calling the front desk.

CAMP AGES

- 3-5 Years - Preschool Camps
- 6-11 Years - Full Day Camps

Children must be of age for their appropriate Summer Camp before September 1

CAMP HOURS

- 3-5 Years Morning Camp | 9:00 AM – 12:00 PM
- 3-5 Years Afternoon Camp | 1:00 PM-4:00 PM
- 6-11 Years Afternoon Camp | 9:00 AM-4:00 PM

PRE / POST CARE

Need an early start or late pickup? We are here to help!

- Camp Pre Care | 8:00 AM-9:00 AM
- Camp Post Care | 4:00 PM-5:00 PM

4-Day Pre or Post Care | \$22 members / \$28 non-members

5-Day Pre or Post Care | \$27.50 members / \$35 non-members

Pre and Post Care are weekly registrations, and we do not do daily bookings. As per our facility guidelines, children 6 years and younger must be actively supervised by an adult 14 years or older and children 7-9 years must be visually supervised by an adult 14 years or older.



DROP OFF and PICK UP

As a commitment to safety, a sign-in and sign-out process has been implemented to ensure your child is safely accompanied by the appropriate guardian.

Sign-In Procedure:

Camp doors will open 5 minutes prior to camp start time. Please arrive on time to allow an organized and timely sign-in process. We recommend you complete any required paperwork at home prior to arrival. Campers' morning routines and activities will start 15 minutes after camp start time. If you plan on dropping your child off past this time, please inform the Children and Youth Program Coordinator ahead of time or a TLC Summer Camp Staff the day before.

Sign-Out Procedure:

Camps will be at the pickup location 1 hour prior to camp end time. During this time, the children will wind down from the day as they spend time participating in supervised non-structured free play. Our doors close at 4:00pm so our staff can end their shift. Please pick up and check out your child before 4:00pm unless you are registered for post care.

Staffing and Ratios

All TLC Summer Camp staff are required to have Intermediate First Aid and Level C - CPR certification, a cleared criminal record check, vulnerable sector check, and child intervention check dated no later than six months. Prior to camps starting staff participate in detailed training focusing on customer service, health and safety practices, organizational policy and procedures, camper care and supervision, fundamental movement skills, and program planning. In addition to our TLC specific training, each staff is certified in HIGH Five Health Child Development.

- **3-5 Years Camps:**
16 Kids Maximum 2 Staff
Staff to child Ratio: 1:8
- **6-11 Years Camps:**
50 Kids Maximum 5 Staff
Staff to child Ratio: 1:10

Other Sign-In/Sign-Out Arrangements:

- **Alternate Sign in/out:** If an adult other than the child's guardian is completing pickup, please complete our Alternate Sign Out form.
- **Self-Sign In/Out:** Children who are aged 10 years or older have the ability to sign themselves in and out. A guardian must complete a Self Sign In/Out form ahead of time.
- **Legal Court Arrangements:** If your child is not to be dropped off or picked up by a specific individual due to legal reasons, you must provide proof of legal documentation to TLC Summer Camp staff. TLC Summer Camp staff will not take responsibility for calling law enforcement if the court ordered individual shows up however TLC Summer Camp staff will keep the child in our care until the primary guardian is contacted to discuss next steps.

Late Pickups:

- Be mindful our staff have been working all day, as well have clean up to do. We appreciate your child being picked up and checked out by camp end time so we can close our doors on time.
- If you are late for pickup, a warning will be given for the first occurrence. For each late pickup after the warning, a late pick-up fee of \$25.00 will be charged. (Please note chronic late pickups will be grounds for cancelling your child's registration).

Lost and Found

TLC Summer Camps is not responsible for any lost or damaged items. TLC Summer Camp staff will make every effort to keep participants belongings organized and in their respectful backpacks however belongings are sometimes misplaced. To avoid lost and found items, we ask guardians to label your child's items with their first and last name and to send their children to camp with a large enough backpack to hold all their belongings. Throughout the week, lost and found items will be placed at the Sign-In/Out table for guardians to collect on behalf of their child. At the end of each camp week, lost and found items will be added to our facility lost and found bins.



HOW TO PREPARE

FIRST DAY OF CAMP

Guardians are required to complete a Participant Information form for the first day of camp. This form only needs to be completed **once** over the summer unless your child's information changes. We understand a child's first day in a new program can be intimidating but we are here to support them. We welcome parents to see our program space and stay for the first few minutes at drop off until their child is comfortable if needed.

WHAT TO WEAR, BRING, AND NOT TO BRING

What to Bring:

We actively engage children in several different activities including games, crafts and sports. We encourage children to dress in comfortable clothing and closed-toe shoes for safety. We also encourage children to dress in layers to be prepared for the changing weather throughout the day.

Each day please pack the following items. All belongings should be clearly labelled with the child's first and last name.

- A 2-strap backpack that is comfortable and not too heavy to carry. It should be clearly labeled.
- Food. Preschool camps require one snack. Kids camps require 2 snacks and lunch.
- A labeled refillable water bottle.
- Close-toed shoes like sneakers for walking and playing active games (no flip flops, sandals, crocs, or boots).
- Hat (recommended) & Sunglasses (optional).
- Sunscreen & Bug Spray in a plastic bag to prevent spilling. Camp staff will not apply these products so please practice with your child at home.

Special Activities

- We are fortunate to have facilities that allow camps to participate in unique activities including swimming, skating, and biking. Please read what to expect and pack for these special activities on page 9.



What NOT to Bring:

- Foods containing nut by-products are not permitted.
- Microwavable or food needing to be refrigerated.
- Pop/Soda or Chewing Gum.
- Please limit the amount of candy, treats and junk food being sent to camp.
- Money. The use of snack vending machines or concession stands is not permitted during camp.
- Any toys, trading cards or electronics from home are not permitted at camp.
- Valuable items – jewelry, pocketknives, portable music devices, cell phones, etc.

SPECIAL ACTIVITIES

3-5 Years Special Activities

Splash Park:

On days when the sun is extra hot, we will visit Fuhr Sports Park Splash Pad or use our facility sprinkler for some water fun. On these days, please pack your child a bathing suit, water shoes, and a towel.

6-11 Years Special Activities

Swimming:

Once a week, camps will spend the afternoon swimming in our Century 21 Aquatics Centre. Children who are 6 years old must wear a life jacket and stay within arms reach of their assigned TLC Summer Camp staff, regardless of their swimming level. Children aged 7-11 years will be visually supervised by TLC Summer Camp staff. If a TLC Summer Camp staff or Lifeguard deems a swimmer not strong enough to be in the deep end without a lifejacket, that swimmer will be asked to put a lifejacket on in the deep end without questions being asked.

On swim days please pack a bathing suit and towel in a separate bag. Free code lockers will be used to store valuables while swimming.

Skating:

Once a week, campers will spend the afternoon skating in our NWT Promotions Arena. We have helmets and skates in a variety of sizes for children to borrow. Participants are also welcome to bring their own equipment. Every participant must wear a CSA Certified helmet. We understand children will have a variety of skill levels on the ice. Safety precautions will be taken to ensure the safety of all skaters including designating and supervising half the ice for free skate and the other half of the ice for sticks and pucks, providing skate aids, and offering off ice activities and supervision for skaters to take a break and warm up when required.

On skate days please pack warm clothing, mitts, and equipment.

Biking: Wheels Up Day (bikes, scooter or roller blades)

TLC Summer Camps will ride to Marlboro Park via Heritage Grove Trail (about 30min walk from the TLC to the park). All participants are required to wear a helmet. TLC Summer Camps will store participants wheels in a locked area before and after use. TLC Summer Camp staff will divide the participants into groups of matching riding levels and ensure groups are always within the 1:10 staff to child ratio. Safety precautions and rules will be established before and during riding including frequent head counts, additional staff support, travelling as a close group, and will have pre-planned routes with designate stops for breaks and water.

For Wheels Up Day please bring your wheels, closed toed shoes, helmet, and dress appropriate for the weather.



NUTRITION

Each day, preschool camps will require one snack and kids camps will require two snacks and a lunch. Children will be required to bring their own snack/lunches of choice and will be encouraged, and given sufficient time, to rest and eat it. Snacks must be peanut free to ensure the safety of all children. The program will also be sensitive to other specific allergies if necessary and where reasonably possible. We encourage families to pack healthy snacks that efficiently fuel the children for lots of activity throughout the program. Children will not be allowed to visit the vending machines or concession at any time during the program. Please avoid food that requires a microwave or refrigerator as we do not have access to either of these appliances.



FREQUENTLY ASKED QUESTIONS

Where do I Sign in and Sign Out my child?

6-11 Years Full Day Camps will be located on the 2nd floor in the TLC Meeting Room, next to the Mountain Top Concession.

3-5 Years Preschool Camps will be located downstairs in the Parkland Room, next to the Children's Play Centre.

Pre and Post Care will be located downstairs in the Parkland Room, next to the Children's Play Centre.

What is a PIF?

A PIF is a Participant Information Form where guardians will document if their child has any allergies, emergency contact information and any additional information that would help our staff provide your child with a great camp experience.

Is Pre Care and Post Care included in my TLC Summer Camp registration?

Pre Care (8am-9am) and Post Care (4pm-5pm) is not included in your TLC Summer Camp registration. Make sure to complete the additional registration for Pre and/or Post Care before camp starts to guarantee your child's spot.

What if my child does not have the correct size of helmets and/or skates?

No worries, we have extra CSA Approved helmets and adjustable skates for all of our campers. Just let us know which sizes your child needs and we are happy to provide them free of charge.

Can my child and their best friend be placed in the same camp group?

We do our best to accommodate placing friends together in groups, however sometimes this does not always work with our weekly registration. If you are hoping for your child to be with another specific child, please respond to the weekly email you will receive from the Children and Youth Program Coordinator the week before your camp starts and let us know your preference. This does not guarantee that they will be together, but we will do our best to make as many accommodations as possible.

**NO SKATES
& HELMET?**

No problem!
We have some to lend you so
that you don't miss out on
our skating days!





POLICIES AND PROCEDURES

CHILD GUIDANCE POLICY

TLC Summer Camp's believe that every child should be given the opportunity to play and learn in a supportive and safe environment. To maintain this experience for all participants, we establish the following rules for participants to follow:

1. **Respect:** Treat yourself, fellow participants, staff, volunteers, and all camp facilities and equipment with respect.
2. **Follow Instructions:** Listen to and follow directions from TLC Summer Camp staff and volunteers, who are there to ensure everyone's safety and fairness.
3. **Hands and Feet to Yourself:** Keep your hands and feet to yourself and use words to resolve conflicts and find solutions.
4. **Positive Attitude and Participation:** Maintain a positive attitude, be willing to try new games, share experiences with new people, and set a good example for others.
5. **Appropriate Language:** Always use kind and appropriate language.
6. **Stay Together:** Always stay with your assigned group and TLC Summer Camp Staff. Ask TLC Summer Camp staff for permission to leave the program area for the washroom or water fountain.
7. **Personal Belongings:** Take care of your belongings, keeping them organized and in their designated places, and do not touch or use others' belongings without permission.

Participants who are unable to follow camp rules will be given opportunities to improve their behavior through our 3 Strike Policy:

- **STRIKE 1:** First, the child will be provided with a verbal warning, where the staff will discuss with the child their inappropriate behavior and reiterate the rules and expectations. TLC Summer Camp staff will take the time to hear the child's perspective and find solutions to any problems the child is experiencing.
- **STRIKE 2:** If the child displays the behavior again, TLC Summer Camp staff will have the child sit out of the next activity to regulate their emotions and reflect on their choices. A TLC Summer Camp staff will once again discuss with the child their inappropriate behavior and reiterate the rules and expectations. Through this discussion the child will be reminded that a third strike will result in being sent home.
- **STRIKE 3:** If a child does not improve their behavior, the child's guardian will be contacted to take the child home for the day. An action plan for the remainder of camps will be discussed and developed with a TLC Summer Camp staff and the child's guardian.

Any violent actions, bullying or physical harm to themselves, another child or staff member in any way will not be tolerated at TLC Summer Camps and will immediately result in the child being sent home for the day. Returning to camp will be decided on a case-by-case scenario by the Children or Youth Program Coordinator or Wellness Supervisor.

No refund or credit will be given to any camper who has been removed from camp due to inappropriate behavior.

POTTY TRAINING

Although we highly recommend that your child is potty trained prior to attending preschool camp, we also recognize that every child develops at different times and ways. If your child is not yet potty trained, your child can still attend our camp if the child's guardian is willing to assist staff or when necessary, pick up their child if accidents occur. Our staff have strategies to help the children build washroom routines such as frequent reminders to use the washroom and washrooms within close proximity, however we do not have the staffing ratios to have staff step away to change diapers.

INCLUSION AND DIVERSITY

TLC Summer Camps are committed to fostering an inclusive and diverse environment where every participant feels welcomed, valued, and respected. Our mission is to provide enriching experiences for all campers regardless of their background, abilities, or identities. Guardians are encouraged to communicate any specific needs, concerns, or preferences related to their child's participation in camp before the program starts, so that we can work together to provide the best possible experience for your child. This could include but is not limited to behavioral challenges, diagnosed disabilities, or medical conditions that could require additional attention from TLC Summer Camp staff. If your child has an aide or support staff at school, we expect them to attend camps with an aide.

SUPERVISION

Environment | The layout of the TLC Summer Camp program space, both indoors and outdoors, must be conducive to effective supervision of children by TLC Summer Camp staff at all times. Each day before camp starts, staff will be asked to scan the program space for potential safety hazards, removing any identified hazards. Staff are required to plan and prepare camp activities and materials prior to the program start time to retain the staff's focus on the children's development, well-being, and safety during camp. TLC Summer Camp staff will be positioned to observe and hear all children at all times, circulating around the designated area to offer assistance to the children based on their individual abilities.

During low risk, low energy camp activities, staff will take the time to interact with the children and participate in their play experiences. During high-risk activities such as- transition periods, outdoor activities, and swimming/skating/biking, TLC Summer Camp staff will provide the children with rules, expectations, and boundaries as appropriate.

Development Support | In effort to support children's developmental needs, staff members use a number of techniques when supervising. These techniques include:

- Natural consequences
- Choice
- Redirection/guidance
- Boundaries and limit setting
- Emphasizing positive behavior and use of positive reinforcement
- Circulating the area

Head Counts | Child safety in TLC Summer Camps will be ensured through the use of head counts. Head counts must be conducted at the beginning of camp, the end of camps before any child is dismissed and every 15 minutes throughout the duration of the program. If the program moves from one location to another, head counts must be done before exiting the original space, and immediately after arriving at the destination.

TLC Summer Camp staff will keep documentation of the arrival and pick-up of each child to the program, ensuring each head count accurately reflects that number of children signed in for the day. TLC Summer Camp staff will bring the daily attendance records with them whenever travelling to another location.



MEDICATIONS, ACCIDENTS, or ILLNESSES

Medications:

TLC Summer Camp staff will not administer non-emergent medication. If your child requires to take non-emergent medication while in the program, please inform TLC Summer Camp staff and they can assist in reminding the child when to take the medication and supervise the self-administration. The medication must be stored in its original container, containing only one day's required dosage, and the camper must be able to open the container independently.

TLC Summer Camp staff will only administer emergency medication after a "Medication Administration form" is completed by the child's guardian and reviewed with TLC Summer Camp staff. TLC Summer Camp staff will keep the "Medication Administration form" in their portable records throughout the duration of the program. If the emergency medication is administered, TLC Summer Camp staff will make a record of the administration and immediately inform the guardian.

Accidents:

In the event of serious accident involving a child, the guardian of the child will be notified as soon as safely possible by a TLC Summer Camp staff member via telephone. If the guardian of the child cannot be reached by any provided telephone numbers, the emergency contact provided will be called.

In the event of an accident involving a child, a TLC Summer Camp staff will ensure medical attention is immediately given. In the case of a serious accident or emergency the TLC Summer Camp staff will call 9-1-1 for a qualified medical physician to attend to the child.

The Children and Youth Program Coordinator and/or the Wellness Supervisor will be available to provide additional support to primary staff ensuring all the children receive supervision and safety.

Illnesses:

To ensure the good health and safety of all children and staff in TLC Summer Camps, we ask that guardians monitor their children's health before attending camp each day. Children should not attend or may be asked to leave TLC Summer Camps if any of the following signs or symptoms have been detected:

- Vomiting, fever, diarrhea, or any new unexplained rash or cough.
- If a child has an illness that requires greater care and attention than can be provided without compromising the care of other children in the program.
- If a child is observed having or displaying any other illness or symptom that a staff member knows or believes may indicate that the child poses a health risk to persons on the premises.

A child may stay in the TLC Summer Camps if the child's guardian provides written notice from a physician indicating that the child does not pose a health risk to persons on the program premises or has been symptom-free for 24 hours. Consideration for credits/ refunds will be made due to medical reasons if accompanied by a Doctor's Certificate. Please email the Children and Youth Program Coordinator with a copy of your doctor's note to discuss withdrawal.





OUTSIDE ACTIVITIES

Outside activities are planned to enhance children's experiences and introduce them to new materials and environments. When choosing an outdoor location, staff will educate themselves on the space, taking into consideration the location's walking distance, and potential hazards. Staff will prepare a backpack that includes: first aid kit, cellphone and radio, children's potable records, daily attendance list and any essential medications in case of emergency.

When travelling to and from the outdoor space, staff will emphasize to the participants that the program must stay together as one group. One staff will be designated to stand at the front of the group to lead them and a second staff will stay at the back of the group to observe the children. Head counts will be conducted by the staff prior to leaving the facility, halfway to the off-site location, and when they arrive.

When arriving to the outdoor space, one TLC Summer Camp staff will complete a site check to inspect the space for safety hazards. When possible, staff will safely remove any hazards from the space. If the hazard cannot be safely removed, TLC Summer Camp staff will create appropriate boundaries to ensure children will not be in contact with the hazardous area. Boundaries created for the children will be conducive to effective supervision of children at all times. Effective supervision includes staff strategically positioning themselves so they can see and hear all the children at all times, actively scanning for potential or new safety hazards, and circulating around the designated area to offer assistance to the children based on their individual ability. Boundaries will be visually represented through coloured cones or by permanent or natural boundaries already in place (e.g. playground walls, fences, sidewalks). Prior to letting the children play, staff will give the children appropriate safety instructions, will show them the boundaries, and introduce them to the available play materials. The staff will complete head counts every 15 minutes for the duration of the visit.

CONTACT US

If you would like to speak to a member of our team please contact:

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780.948.3214

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