



# Spring Break Day Camp

## Welcome Package

Hello Parents and Guardians!

Welcome to the Vancouver Maritime Museum Camps! We are excited you chose VMM for your child(ren's) fun and educational Day-Camp adventure.

**Please review our VMM Day Camp Welcome Package outlined below.**

These policies are in place to ensure the safety and well-being of your child, other campers and our staff members and volunteers.

### WELCOME PACKAGE

This Welcome Package Includes:

- **Camp Important Information & FAQs:** Includes information on everything you need to know about this year's camps.
  - **Camp Hours & Location**
  - **Drop off & Pick Up**
  - **What to Bring to Camp**
  - **Food At Camp**
  - **Camp Activities and Spaces**
  - **Camp Staff**
  - **Requirements of Campers**
  
- **Behavioural Expectations & Code of Conduct:** Please take the time to read through this with your child so they know the rules and expectations during camps.
  
- **Policies & Procedures:** Please read through this document carefully so that we can best assist you should you need to withdraw from camps or pick up your child after camp hours.

## **VMM Day Camp Important Information & FAQs**

### Camp Hours & Location

#### **Where is the camp located?**

Vancouver Maritime Museum, 1905 Ogden Avenue, Vancouver, BC V6J 1A3

#### **What are the hours of the camp?**

The camp runs from 9:00 AM to 3:00 PM  
(drop off starts at 9:00 and pick-up begins at 3:00pm and ends at 3:30 pm)

### Drop-Off and Pick-Up

#### **What are the drop off and pick up times?**

- Drop-off time is between **9:00 a.m. to 9:15 a.m.**
- The pick-up time is between **3:00 p.m. to 3:30 p.m.**

#### **Where do I drop off and pick up my child?**

Drop-off and pick-up will take place in the museum's TK Gallery. Please enter through the standard museum entrances and let the front desk know you're here for Camp Drop Off.

#### **Is parking free?**

- Parking at the museum is paid; to avoid parking fees, please ensure you first receive a parking pass from the front desk before checking in your child.
- We will be providing parking passes for drop off and pick up. You can claim yours from the front desk. Your parking pass will be valid for the whole day.
- If you will be using multiple vehicles, let us know and we can provide additional passes as needed.
- If you receive a ticket while parked with a parking pass, send a photo of the ticket to [bookings@vanmaritime.com](mailto:bookings@vanmaritime.com)

## What is the check-in process for my child(ren)?

- At check-in, in the morning, museum camp staff will ask for the name of the guardian who will pick up your child in the afternoon. We understand how plans change in a day. Should a guardian, other than the name provided at drop off, come to pick up at the end of the camp day. Please email [bookings@vanmaritime.com](mailto:bookings@vanmaritime.com), and call our Programs Coordinator at 604 257 8312 in advance so they can confirm this change.
- All Parents/Guardians are asked to provide I. D, when picking up campers to confirm their name and identity.
- **\*Please bring I.D. when picking up your camper(s).**

## What should I do if someone else will be picking up my child(ren)?

Parents/Guardians may allow others outside of the provided names of Parents and Guardians to pick up their camper(s). We ask that if you are having someone outside of identified Parents and Guardians pick up your camper, you first email [bookings@vanmaritime.com](mailto:bookings@vanmaritime.com) OR call (604) 836-9823 OR provide the name of the person picking up during check-in in the morning.

## Who do I contact regarding late arrival/pick up and cancellation?

If you are late to drop-off or pick-up or are going to miss a day of camp, please let staff know as soon as possible by emailing [bookings@vanmaritime.com](mailto:bookings@vanmaritime.com) or by calling (604) 836-9823

## What to Bring to Camp

### What should my child bring to camp?

- Pack a Lunch- we are a nut-aware camp. Please do not pack your child a lunch that contains nuts.
- Pack a **water bottle!** There is a water fountain inside the museum. However, a water bottle is a must when we are down by the beach or on a nature walk.
- **Dress for the weather! Running shoes or waterproof boots and comfortable clothing** that can get dirty are recommended for campers.
- A **change of clothes** is recommended. This is in case of any accidents, and while campers will not be in the water, they will still be near it.
- **Sunscreen** (applied before arrival), Please supply your child with an easy-to-apply (preferably spray-on) sunscreen that they can reapply themselves during the day. **Staff will not directly apply sunscreen on your child.**

- A **raincoat** (depending on the weather) is suggested. This camp will take place inside the museum and outside in the surrounding parks/beaches, and they should be prepared to be outside if it is raining.

### Is there anything my child(ren) can't bring to camp?

- We are a **Nut-aware camp**, we ask that you ensure to not pack any lunch or snacks that contain nuts in them.
- We would prefer that your child **does not bring a mobile device or other valuables to camp**. They will be asked to store them in their bags, which may not always be monitored.

### Is there a lost and found?

- Yes, we will have a lost and found. We ask that you collect any lost items by the end of the following week. If you are aware of a lost item please send an email to [bookings@vanmaritime.com](mailto:bookings@vanmaritime.com) with a description of the item and we will do our best to return it to you

## Food At Camp

### Do you provide any snacks?

- **Yes, we will provide an afternoon snack** for all campers. There are two snack breaks each day. We ask that you pack a morning snack for your child(ren).
- Please let staff know if you **DO NOT** want your child to receive our provided snack.

### What should I pack for lunch?

- **Lunch is not provided.** Please pack a lunch as well as a morning snack. Please ensure your child comes prepared with an adequate amount of food to fuel their body and brain for the day.
- We recommend preparing a cold, unrefrigerated lunch for your child. Microwaves and fridges are not available for use.

## Are VMM Camps Nut-Free and how do you take precautions for allergies?

**No. While our camps are Nut-Aware** and we ensure all provided food provisions do not contain nuts. The Vancouver Maritime Museum is not a Nut-free facility. We recognize that many camp participants have food and nut allergies. We are committed to providing a safe environment for all children; however, we do not describe our programs as being nut-free as we cannot guarantee that other camp participants or the public visiting the museum have not brought nuts or traces of nuts into our facility. If your child has a food allergy, please make sure you send your child to camp with the appropriate medications such as their EpiPen, and our staff are made aware of their allergy.

### Our Safety Precautions include:

- All snacks provided by VMM camps are nut-free.
- VMM Camps ask that guardians and caregivers exercise care when preparing their child(ren)'s lunches and snacks and carefully check labels to avoid sending products that contain nuts or traces of nuts.
- VMM Camps have a **no-sharing policy**, which means participants are strongly discouraged from sharing or trading snacks and lunches with other campers.
- VMM Camp staff members are trained in Standard First Aid and CPR-C and are trained to recognize the symptoms of an allergic reaction. **WE DO NOT HAVE AN EPIPEN ON SITE AT THE MUSEUM.** Please pack your child with their own EpiPen and/ or other medications should your child potentially require them.

## Camp Activities and Spaces

### What should we expect from camp and the type of activities campers will experience?

We have plenty of art activities planned for the day that will include lessons with learning objectives, crafts and mindfulness!

This is not a sports camp. While we will ensure a good balance of outside activity, we will dedicate most time during the day to calm art practices and observational learning.

To ensure the safety of all campers **NO Swimming is permitted** during camp hours. While campers will explore the shoreline and beaches, we do not allow any campers to go further than ankle-deep.

### **Is this an indoor or outdoor camp?**

This is an outdoor and indoor camp; we have an indoor space (TK Gallery) we can use as needed. We do ask parents to come prepared for your child to be outside for most of the day, this includes if there is light rain. With heavy rain, extreme heat or other weather scenarios we will move the camp indoors.

### **Where will we be exploring?**

Camp takes place primarily **inside the museum**. Additionally, we plan to bring campers to the Vanier Park shorelines, this could include Hadden Beach, Heritage Harbour, or Teatotaler Beach (weather depending).

### **Will camps be affected or cancelled due to weather?**

**Yes.** If there is a power outage or an extreme weather warning issued in the City of Vancouver and Lower Mainland, VMM will monitor the warning, make necessary changes, and keep guardians informed. These potential changes include cancellations of activities, providing indoor activities, half-days of camp or camp cancellations. Any camp cancellations prior to the beginning of the camp day due to a power outage or extreme weather will result in a full refund. Staff will monitor the weather regularly and keep all staff informed of necessary actions.

### **Air Quality:**

Should your child's camp be affected by air quality, we will do our best to inform you of changes to facilities, activities, or field trips. If your child has asthma, a respiratory or other medical conditions that may affect their health and well-being while at camp, please inform our staff.

## **Camp Staff**

### **What qualifications do camp staff have?**

All summer camp staff and volunteers are subject to an interview and training process led by experienced children and youth professionals to ensure they are qualified and able to care for your child.

All summer camp staff will be required to have Standard First Aid certification and CPR-C as well as supply a valid criminal record check.

### Can camp staff help my child with medication?

VMM staff are Standard First Aid certified, however, they are not medical professionals and **are not authorized to administer medication**. Campers are required to be able to self-administer medication with staff supervision and support.

All medication used at camp must be prescribed by a physician or if it is necessary to support a child's exceptionality. All medication must be securely stored with the VMM Camp Staff and is not to be stored in a child's backpack.

A parent/guardian must discuss medications with the VMM staff before the first day of camp. Please contact [bookings@vanmaritime.com](mailto:bookings@vanmaritime.com)

### Can camp staff assist my child when using the washroom?

VMM staff cannot assist your child in the washroom. Please only send your child to camp if they can use the washroom independently.

## Requirement of Campers

### My child requires 1-on-1 support; can they attend VMM Camps?

While our staff continually works to adapt camp programming for participants with exceptionalities, and campers of all abilities, **VMM Camps are not authorized to provide 1-on-1 support**. Staff are Standard First Aid certified, however they are not medical professionals or trained support workers. Staff are unable to assist with toileting, changing, lifting, carrying, or administering medication.

Should your child require this type or similar assistance, please contact staff at [bookings@vanmaritime.com](mailto:bookings@vanmaritime.com). Please contact staff right away to help create a care plan and determine if the VMM has the resources or capacity to safely provide the care your child requires. **Personal support workers or family members are welcome to attend with a camper.**

Depending on the support required, we may or may not have the resources to properly accommodate your child and still ensure a successful camp experience. As the safety of your child is our top priority, VMM reserves the right to cancel and refund the registration of any child if VMM and the Primary Contact cannot create a care plan that ensures the safe participation of the child.

## **Are English Language Learners Welcome to camp?**

English language learners are welcome to VMM Camps! **Campers are required to understand basic English instructions.** This is to ensure they remain safe during camp. For their safety, they will need to be able to understand key rules, information, and safety measures. We can only guarantee that our educators are fluent in English, and all instructions can only be guaranteed to be delivered in English.

Please indicate this to our camp during the registration process. VMM may contact you to discuss your child's level of English Proficiency and our ability to support them.

## **What is VMM Camp's Behavioral Policy?**

All camp participants, staff, and volunteers are expected to treat fellow campers, and all instructors, including those from external partner organizations, with consideration and respect. We have a zero-tolerance policy on discrimination against any individuals.

If a camp participant has difficulty following our camp rules, staff and administrators will coach participants and remind them of the expectations. Staff will collaborate with or ask for suggestions from parents/caregivers if they encounter consistent behavioural issues from a camper.

At VMM Camps, bullying is inexcusable and will not be tolerated. If a camper continually breaches the rules of camp or acts in extreme behaviour that risks the health or safety of themselves or others, VMM administrators maintain the right to remove the participant from our program, with no refund awarded.

## **VMM CAMP BEHAVIOURAL RULES AND EXPECTATIONS**

The VMM (Vancouver Maritime Museum) camps strive to have a safe and nurturing community for kids to have fun and learn during the summer!

We ask that all campers and their guardians read our core values and behavioral policy together before coming to camps to ensure everyone is staying safe and being kind and respectful to themselves, others, and the spaces we will be using.

### **Respecting other campers**

We want all campers to feel safe at camp, and we want everyone to feel included. We don't tolerate any bullying, this includes:

- Verbal bullying. Such as name-calling, excluding other campers, and putting down others.
- Physical bullying. Such as pushing, hitting, and kicking. pinching, hair pulling or taking other campers belongings.
- Social/psychological bullying: Spreading rumors or gossip, excluding someone from a group, taunting, or spreading false information with the intent to ruin someone's reputation.

### **Respecting ourselves**

We ask campers respect themselves by staying safe at camp. This includes:

- Staying hydrated
- Wearing protection against the weather
- Asking for help when needed
- Following safety rules
- Staying with their assigned group and communicating where they are going to their leader

### **Respecting the staff**

Our staff work hard to make sure camps are fun for everyone! To make sure they can do that we ask that all campers:

- Listen to counsellors when they are speaking, and don't talk over them
- Follow all safety rules, especially when outside the museum
- Staying in assigned groups, with the group leader and asking permission before leaving group.

### **Respecting our environment**

We do not tolerate any vandalism or purposeful destruction of camp facilities or materials:

- We ask all campers to be respectful to the environment by leaving wildlife such as plants, bugs, and animals as they are.
- Clean up after themselves and not litter.
- Be careful with camp supplies provided and share them with others.

## VMM CAMPS POLICIES

### Cancellation Policy:

We understand that unforeseen circumstances can affect your schedule. Should you find yourself in a position where you wish to cancel your registration, please contact our Camp Coordinator at [bookings@vanmaritime.ca](mailto:bookings@vanmaritime.ca). No cancellations 48 hours before the start of camp.

### Cancellation Policy by VMM Policy:

If the camp cannot be run safely, VMM Summer Camps reserves the right to cancel a program up to prior to the start date of a camp. In this case, a full refund will be awarded to all participants.

### Late Pick-Up Policy

For camp participants who are not picked up on time, a late fee will be charged starting 5 minutes after the scheduled closing time (3:30PM). Fees are per child, not per family. Time is based on the front desk clock.

- If a parent or authorized pick-up person **does not arrive or call by 10 minutes past the designated pick-up up time, staff will assume an emergency exists** and will begin to call emergency contacts for your child.
- If a parent/guardian does not arrive for pick up within 1-hour of camp closing time and staff has not been able to speak with a parent/guardian and/or all other contacts have been exhausted, police will be notified for assistance.
- Staff has work/personal obligations after closing time each day and late pick-ups incur extra costs to pay for staff. Please consider weather/traffic conditions and have an alternative pick-up plan with neighbours, relatives, or friends to ensure on-time pick-up.

### Late Fee Charges:

- Late 5-15 minutes: \$15
- Late 15-30 minutes: \$30
- Late 30-60 minutes: \$50
- Late 60 minutes: \$100

## Extreme Weather Policy:

In the event of an extreme weather warning issued in the City of Vancouver and Lower Mainland, VMM will monitor the warning, make necessary changes and keep guardians informed. These potential changes include cancellations of activities, providing indoor activities, low activity days, half-days of camp or camp cancellations. Camp cancellations prior to the beginning of the camp day due to extreme weather will result in a full refund. Staff will monitor the weather regularly and keep all staff informed of necessary actions, for example, indoor activities or more water breaks.

## Behavioural Policy:

All camp participants, staff, and volunteers are expected to treat fellow campers, and all instructors, including those from external partner organizations, with consideration and respect. We have a zero-tolerance policy on discrimination against any individual regarding one's race, colour, ancestry, place of origin, Indigenous identity, political belief, religion, family status, physical or mental abilities, sex, sexual orientation, gender identity or expression.

At VMM Camps, bullying is inexcusable and will not be tolerated. If a camper continually breaches rules of camp or acts in extreme behaviour that risks the health or safety of themselves or others, VMM administrators maintain the right to remove the participant from our program, with no refund awarded.

If a camp participant has difficulty following our camp rules, staff and administrators will coach participants and remind them of the expectations. Staff will collaborate with or ask for suggestions from parents/caregivers if they encounter consistent behavioural issues from a camper.

## Health and Safety Policy:

VMM staff have basic First Aid certification and have successful criminal record checks. They adhere to the VMM health and safety policies and procedures, including health and safety reports with incidents.

Staff, however, are not trained support workers or medical professionals. They are not authorized to administer medication and are not authorized to provide children with 1-on-1 medical support.

Participants must be able to self-administer medication with staff supervision and go to the washroom independently. Depending on the support required, we may or may not have the resources to properly accommodate your child and still ensure a successful

camp experience. As the safety of your child is our top priority, VMM reserves the right to cancel and refund the registration of any child if VMM and the Primary Contact cannot create a plan that ensures the safe participation of the child.

**Where do I direct my additional questions?**

If you have further questions or concerns, you can reach us at [bookings@vanmaritime.com](mailto:bookings@vanmaritime.com) or call (604) 257 8312

We are very excited to welcome everyone to our Pro-D camp! Please feel free to reach out to VMM's Public Programs Coordinator, Emma Forgie for any further questions.

**Emma Forgie**

Programs Coordinator  
Vancouver Maritime Museum  
[Programs.coordinator@vanmaritime.com](mailto:Programs.coordinator@vanmaritime.com)  
604-257-8312

**Thank You!**