

**GRANDER SUMMERS**

CITY OF  
**GRANDE**  
prairie

# SUMMER CAMPS 2025 PARENT HANDBOOK



## **SAFE APPROPRIATE SUPERVISION**

When parents/caregivers register their children for a program, they need to feel confident that their children will receive the care they need.

Activities will take place in both indoor and outdoor spaces. Program instructors always supervise all children in the program and maintain awareness of the physical play environments.

At the beginning of every week, children are introduced to the environment with a group Boundary and Safety tour. During the tour, key safety landmarks, safe people, and clear, simple instructions of what the plan is while they are visiting this location for the activity taking place are.

Program Instructors act as role models, demonstrating respect, acceptance, honesty, inclusion, and fun in using best practices in positive child guidance and behavior management. Program Instructors actively engage with the children during unstructured and structured play times while observing behavior. All children are encouraged to participate in each activity, promoting feelings of competency and self-esteem. We ask that any concerns you may have regarding the care provided by our Program Instructors be addressed with the Program Supervisor as soon as possible.

Attendance is taken as soon as your child arrives, and head counts are to be taken every 15 minutes, during transitions, and constantly when in the water. If someone other than the parents/caregivers will be responsible for drop-off/pick-up, the parent /caregiver must let the Program Instructor or Coordinator know and fill out an Child Release Form before drop-off/pick-up time. If the person is unknown to the Program Instructor, they will be asked to prove who they are by showing a piece of government-issued photo I.D.

## **STAFF QUALIFICATIONS**

The City of Grande Prairie is dedicated to fair and inclusive hiring practices, ensuring we select the most qualified candidate for each position. Our Program Instructors hold current certifications in Standard First Aid AED/CPR and have completed Intervention Check, as well as a Vulnerable Sector Check. They also possess an Early Childhood Development Certificate/Diploma or equivalent training in childcare. Additionally, our instructors are trained in High 5, NCCP-Safe Sport, Food Safe, Respect in Sport, and Equity, Diversity, and Inclusion Training. The City of Grande Prairie Program Instructors are also trained to deal with any suspected allergy symptoms and conditions.

## **POTENTIAL HEALTH RISKS**

When individuals contract certain communicable illnesses or conditions, their health may impact the health and well-being of others. Therefore, for the health and wellness of all program participants, staff, and volunteers, any ill child must be kept home until their condition is no longer deemed contagious by a medical professional or symptoms have subsided.

The City of Grande Prairie follows the guidelines and direction of Alberta Health Services when identifying and reporting suspected outbreaks and communicable diseases or illnesses.

# Sick Kids



## When to Stay Home

<b>FEVER</b> A temperature of over 38 degrees celsius	<b>RUNNING NOSE</b> A runny nose with yellow or green secretions	<b>COUGHING THAT WON'T STOP</b> Or other breathing problems	<b>DIARRHEA OR VOMITING</b> Within the past 24 hours	<b>RASH OR BLISTERS</b> Body rash with itching or blisters on your hands, feet or mouth	<b>HEAD LICE</b> Itchy head, active head lice	<b>EYE INFECTION</b> Eye is red and oozing a yellow or green discharge
--	---	--	---	--	--	---



## When to Return to Programs & Playcare

Fever free for 24 hours without the use of fever reducing medication such as Ibuprofen	Child is no longer exhibiting a runny nose, or the excretions are clear	Cough is mild and infrequent or evaluated by doctor if needed	Free from diarrhea and or vomiting for at least 24 hours or evaluated by a doctor	Free from rash, itching or fever or evaluated by a doctor	After first head lice treatment	24 hours after starting antibiotic eye drops or ointment
--	---	---	---	---	---------------------------------	--

### MEDICATIONS

Medications needed must be brought daily and in their original container. The label must indicate the type of medication, dosage, participant's name, physician's name, and any instructions our staff may need to be aware of. In addition, a medication consent and release form must be filled out by the parent/caregiver.

### ALLERGY AWARE PRACTICES

To ensure the safety of all children, we ask that you **DO NOT** send any food that contains peanuts, peanut butter, peanut oil, or tree nuts. Parent/caregiver will be updated regarding all allergies specific to the current program participants. Hand-washing practices are often done throughout the program, especially before and after eating, to prevent cross-contamination. Instructors are monitoring what food is packed in lunch kits to regulate City Child and Youth Programs' "no food sharing" practice. When packing your child's food for the program, we ask parents/guardians to be mindful of ingredient labels and kitchen safety. We encourage parents/caregiver to teach children about food allergies and kitchen safety. The City of Grande Prairie Program Instructors are trained to deal with any suspected allergy symptoms and conditions. If a child shows signs of an allergic reaction, they will be cared for until the parent/guardian arrives. In severe cases, Program Instructors will contact 911 and follow the directions of a 911 operator.



## **INCLUSION AND SPECIAL REQUIREMENTS**

The City of Grande Prairie is an inclusive environment where all children can register for our programs. Please inform us of any prompts and tips that may better support your child's participation, an inclusive meeting may be scheduled to benefit both parties.

While our goal is inclusive participation, there are times when a child requires more support than our Program Instructors can provide. Therefore, program Instructors reserve the right to request an aide or caregiver to accompany the child. If a certified aide or parent /caregiver that is over the age 18 years or older is required, the parent /caregiver must arrange for and provide the Aide. A meeting will be required between the parent /caregiver and the program coordinator to determine the best success plan for the child. Each plan will be custom to each child's needs. Do not hesitate to contact the Program Coordinator or Supervisor for further questions or information. In the event that an Aide or Parent/ Caregiver is not available to attend, we reserve the right to refuse service.

Contact information can be found on page 6.

## **GENDER IDENTITY AND EXPRESSION**

The City of Grand Prairie programs aim to encourage each child to feel comfortable being themselves while participating in our programs. For more information on the legislation of Gender Identity and Expression please visit <https://justice.gc.ca/>

## **CODE OF CONDUCT**

A safe and inviting environment is essential for optimum social, emotional, intellectual, and physical growth. With this comes responsibility towards self, others, the environment, and the community. Therefore, within our programs, only appropriate behaviors are accepted. Participants are expected to be respectful, cooperative, involved, and positive during all programming.

## **BEHAVIOR MANAGEMENT**

All children who participate in City Child and Youth Programs are treated in a positive manner that supports healthy development. All children are respected and recognized, in ways that protect their well-being, individuality, self-worth and self-esteem.

Our programming team works closely with all children with the expectation of them in return to take direction and get along in a cooperative manner. If a child exhibits disruptive behavior, we take the time to explain what the problem with their behavior is, guide them verbally through what we expect from them and give them the opportunity to express their thoughts and feelings. If their behavior does not improve, they may be separated from the group to calm feelings, think about their actions and/or find a solution. They are then reminded of the expectations and are encouraged to express their feelings with a Program Instructor. After a pattern of behavior is observed and the child has had support and guidance from the Program Instructor regarding their unacceptable behaviors, the child is given three chances to correct the behavior and their caregiver will be informed regarding their child. After three chances, the child's caregiver will be asked to come and pick up their child. We reserve the right to withdraw a child when the safety of the child, other children or staff is at risk. The decision to withdraw a child is at the discretion of the Program Supervisor or Manager. This includes when a child is not practicing the requirements of Alberta Health.

If disruptive behavior continues, or if there are multiple acts of intentional aggression in 2 days, parent /caregiver will be asked to pick their child up for the day and may be asked to keep the child home for a specified period, up to 48 hours. Severe incidents may result in a suspension of up to six months from city programming.

Parent/caregivers who have been asked to keep their child at home for up to 48 hours will be asked to meet with the Program Supervisor or manager to discuss and implement a reintegration plan. We will work with the parent/caregiver for further guidance and recommendations in responding to the child's behavior. For children who have received a suspension of more than 48 hour and up to 6 months will be required to re-enter our day camps using an aide, caregiver, or program support individual.

If the disruptive behavior persists after the child has gone through the Behavior Guidance and Reintegration Plan, it will be up to the Program Supervisor or Manager to determine what the next steps might be.

City programs reserves the right to withdraw a child when the safety of the child, other children or the staff of the recreation program is considered to be threatened, at the discretion of the program supervisor or manager.

### **AFTERHOURS PICK UP POLICY**

The City programs are set up to operate only during the hours outlined at time of registration. While we understand that unforeseen circumstances do occur from time to time, we request that you call to make the Program Coordinator or Supervisor aware immediately if you are going to be late picking up your child. After a second occurrence of picking up your child late you will incur a late fee of \$10.00 per 5-minute increments. If a pattern occurs, this may result in removal from the program. You can email [programming@cityofgp.com](mailto:programming@cityofgp.com) or call Access GP at 780-538-0300 to inform the programming staff in these circumstances.

### **PROGRAM CANCELTATION POLICY**

The City retains the right to cancel, combine, or divide classes up to the date of the first session in a program. A full refund will be offered to the program participant.

- A program participant will receive a full refund on cancellation of Programming when the customer provides up to ten (10) Business Days' notice prior to the first session in a program.
- A program participant will receive a partial refund, equal to 50% of the programming fees, when the program participant provides between five (5) to ten (10) Business Days notice (120 to 240 hours) notice of cancellation.
- If cancellation notice is provided with less than five (5) Business Days' notice (120 hours) prior to the commencement of the first session of Programming, no refund will be provided.

### **MEDICAL CIRCUMSTANCES**

Withdrawals for medical reasons are subject to supervisor or manager approval. A Doctor's note may be requested. This note must be received within two weeks after notification of withdrawal in most cases.

### **PROGRAM CANCELLATIONS**

Programs may be canceled due to insufficient registrations. You will be notified as soon as a decision regarding class cancellation has been made. If The City cancels a program, you are entitled to a full refund or may transfer to another program, space permitting. Refunds may not be granted immediately but will be processed in a timely manner.

### **FEEDBACK AND COMMENTS**

The City of Grande Prairie programs strive to provide the best possible programming for your child. If you are concerned about course content or have any feedback, please get in touch with us at [programming@cityofgp.com](mailto:programming@cityofgp.com) immediately. A satisfaction survey is sent out periodically throughout the year.

## ACKNOWLEDGEMENT OF RISK

By registering, the participant and/or parent/caregiver of the participant accepts the risks of physical injury consistent with the programs and services in which they are registered and waives any claim for injury arising therefrom. Participants are expected to follow all safety precautions and to use appropriate protective equipment as outlined by the program/service provider and/or instructor. If you have any questions about specific risks involved in the program or activity your child is registered in, do not hesitate to get in touch with the Program Coordinator and/or Program Supervisor.

## FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY (FOIP)

### *Collection of personal information*

Any personal information that you provide is collected under the authority of the Freedom of Information and Protection of Privacy (FOIP) Act RSA 2000 c. F-25 s.33 (c). The information is used only for the intent it is collected or for a consistent purpose. The information is only kept for the length of time necessary to fulfill the purpose for which it was collected. If you have any questions about collecting this information, you may contact the City of Grande Prairie FOIP Coordinator at 780-538-0300.

The City of Grande Prairie requests permission to use the registering child's personal information, such as name, participation photos, videos, audio, and reproductions of their work, for consistent purposes within the program they are participating in. The consistent purposes may include, but are not limited to, the following:

- Educational or promotional reasons in City of Grande Prairie publications, calendars, newsletters, displays, websites, and social media.
- On the sign in/out sheets, group lists, or awards within the program,
- For absenteeism verification

If you would like to deny permission to the city to use this information, please inform the Supervisor and indicate so on your child's enrollment form.

## RECEIPTS

The City of Grande Prairie no longer issues receipts for tax purposes. Please keep the receipt that you are provided at the time of registration.

---

## PROGRAM MANAGER, SUPERVIROR AND COORDINATOR | ACTIVE LIVING

Name	Position	Phone Number	Email
Hayley Kramps	Active Living Manager	780-357-8728	programming@cityofgp.com
Ashleigh Wills	Program Supervisor	780-357-4998	
Kaeli Fraser	Program and Event Coordinator	780-978-4795	

**LOCATIONS MAY INLCLUDE:** The Activity and Reception Centre, Eastlink Centre, Ernie Radbourne Pavilion, CKC Grande Stands, Eastlink Centre, Dave Barr Community Centre, South Bear Creek Pavilion, and the Grande Prairie Museum, Maude Clifford Community Gym, Mother Teresa Community Gym.

## WHAT TO EXPECT

This section of our handbook will outline what you can expect from a program at any of our City locations. These locations may have site-specific requirements. We recommend you read all communication, such as welcome emails and attachments prior to participating in a program at these locations.

## PRIOR TO DROP-OFF:

Please ensure that your child is ready for the day. If they are exhibiting any flu-like symptoms, please keep them home.

## WHAT TO BRING:

Please be sure to always pack the following items for any of our programs:

- re-fillable water bottle
- large -healthy nut-free snacks and lunch
- indoor and outdoor running shoes
- appropriate clothing for weather and outdoor active play



Exclusive to:

(As per the dates specified on the Activity Calendar received on first day of camp or welcome email)

- **all full day programs and camps** located at the Eastlink Centre - swimwear and towel.
- **summer camps** are sunscreen and bug spray packed in a labeled Ziploc bag, and a hat
- **skating programs-** Canadian Safety Association (CSA) approved helmet, ice-skates and warm outdoor clothes.

Our programs are a place to have fun and be active. However, keep in mind that clothing may become soiled during some of the activities.

Children must be 100% washroom independent before registration into the program for ages three and older.

Purchasing food during program hours from facility vendors or vending machines is prohibited. In addition, all sharing of snacks and beverages is also strictly prohibited.

## WHEN YOU ARRIVE:

- Be sure to follow all signage.
- Please allow extra time for the drop-off and pick-up of your child(ren) as each child will need to be signed in before being allowed into the camp or program.
- Please dress for the weather conditions in the event the camp or program will be going outside.
- Upon each drop-off and pick-up, you are required to check in and out your child. This is mandatory.

On the first day of camp or program, you may talk to the instructor and view the daily schedule. A copy of the Parent Handbook can be found on the webpage, or you may request a copy: [www.cityofgp.com/parks-recreation/programs-workshops-and-camps](http://www.cityofgp.com/parks-recreation/programs-workshops-and-camps). Your child will have their own place to store their belongings and access to craft/art supplies for the duration of the program if appropriate. In addition, labeled items make it easy to identify their owner. Leave valuables at home as there are no electronic devices permitted. City staff are not responsible for lost or stolen items.

Please arrive on time. After the drop-off, the program may travel to other parts of the facility or off-site.

If you are late or picking up early, check in with Guest Services, check the program door for posted number or contacting the Program Supervisor or Coordinator.

### **DURING THE CAMP, PROGRAM OR COURSE:**

Structured and unstructured play activities are alternated throughout the program, both indoors and outdoors.

The health and wellness of your child is monitored throughout the day. City programs practice good hand hygiene and general safety procedures in maintaining the wellness of all program participants and staff.

### **PICKING-UP**

You are welcome and expected to follow all signs and guidelines before approaching. Sign out your child by visiting your program instructor. Signing your child in or out each time is mandatory for Program instructors to keep track of your child.

---

## **FAQ's**

### **What can my child expect to be doing in the program or camp?**

- Structured and unstructured play activities are alternated throughout the program, which can be adapted so everyone can play. Activities may include but are not limited to swimming, skating, outdoor and indoor active play, arts & crafts, visiting neighborhood playgrounds and parks, baking, cooking treats, exploring engineering challenges, and science experiments.
- During the transition to the pool, everyone will be permitted to use the family change room with supervision. Instructors will change prior to swimming or after all children are changed. Lifejackets are available on deck at the Eastlink Centre.
- Children at a level 4 or higher skill level will not be expected to wear a lifejacket in pools. However, a swim assessment can be requested, providing a lifeguard on duty can be scheduled. Children between the ages of 6 and 7 will be subject to a



supervision ratio of 1:3 with a designated program instructor. Meanwhile, children between the ages of 8 and 12 will be paired with a "buddy" and will be overseen by a program instructor during their time in the swimming pool.

**I need to drop off my child late today or, I need to pick them up early today. Where can I find my child?**

- Ensure you have emailed [programming@cityofgp.com](mailto:programming@cityofgp.com)
- Do expect to sign your child in or out as per the procedure.
- If your child is in the pool area, please ensure that you have pre-arranged an early pick up. Please meet them at the programming room for pick up. An instructor will assist in getting their dry clothes from their group locker.

**Is it possible to have someone other than myself pick up or dropping off my child(ren)?**

- Under the guidelines set out by the Government of Alberta, a designated parent / caregiver for pick up and drop off the child(ren) is preferred.
- Contact the Program Coordinator to make arrangements prior to the day of the arrangement or immediately in the event of an emergency if you need an alternate person to pick up or drop off your child(ren) and email [programming@cityofgp.com](mailto:programming@cityofgp.com)

**I am excited to hear about my child's day, how can I get this information?**

- A Program Instructor is excited to provide an update at the sign in/out table or by contacting the Program Supervisor or Coordinator to receive an update or share concerns and ask questions.

**My child has a lost or missing belonging?**

- Lost or forgotten items will be stored in the facility's main Lost and Found on the last day of the program.
- Labelled items are easy to identify to their owner. Instructors are not responsible for lost or stolen items.
- Please keep valuables or electronics at home.