

THEMUSEUM Day Camp Parent Handbook



Dear Camper Parents/Guardians,

It is a pleasure to welcome your child(ren) to THEMUSEUM's Day and Underground Studio MakerSpace Camps. This year we will offer a combination of in-person and virtual camps. Be sure to check our website for details about each program.

The policies and procedures outlined in this handbook are designed to provide you with pertinent information about the way our camps operate. Your cooperation in following these guidelines is appreciated. Please keep this handbook as a reference. Updates related to COVID-19 are included within the handbook, however you can find the complete COVID-19 Policy at the back of the manual on page 25.

We are excited about our programming and are looking forward to meeting each camper!

Sincerely,
THEMUSEUM Day Camp Team

CONTACT US
Registration & Information
Guest Services Desk
519-749-9387 ext. 221
Camps@THEMUSEUM.ca

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REGISTRATION INFORMATION

Camp Offerings

THEMUSEUM offers camps for school breaks throughout the year. Such school breaks include all WRDSB PD Days & Easter Monday, Winter Break, March Break and Summer Break. Due to the ongoing pandemic, this year THEMUSEUM is offering the following camps:

- Two **Virtual** Day Camps for children between the ages of 5-9 years.
- Two **In-Person** Day Camps for children between the ages of 4-12 years.
- Two Underground Studio MakerSpace **In-Person** Camps for children between the ages of 9 – 14 years.

THEMUSEUM Day Camps Virtual Registration Fees

	THEMUSEUM MEMBERS	NON-MEMBERS
PD Days	\$18.00	\$20.00

THEMUSEUM Day Camps In-person Registration Fees

	THEMUSEUM MEMBERS	NON-MEMBERS
PD Days	\$47.00	\$52.00

The Underground Studio MakerSpace Virtual Camp Registration Fees

	THEMUSEUM MEMBERS	NON-MEMBERS
PD Days	52.00	57.00

THEMUSEUM accepts registrations on a first come-first served basis. If the camp is at capacity, you may sign up for the waitlist. Registration for THEMUSEUM Day Camps, Virtual and In-Person, will close **five days** before the camp date. The Underground Studio MakerSpace camps close registration **seven days** before. This is to allow sufficient time to prepare materials/supply kits. THEMUSEUM and The Underground Studio MakerSpace are not responsible for late, lost, broken or stolen items.

COVID-19 Amendments – Grouping and Cohorts

- The Underground Studio MakerSpace camp will consist of no more than ten campers per week. Wherever possible, campers are encouraged to maintain social distancing of 2m with individuals outside of their household or social bubble. The room and seating arrangements will be set-up to facilitate social distancing.
- When THEMUSEUM opens to the general public, guests will not be permitted in the basement level to avoid contact and proximity with campers. This is subject to change based on provincial guidelines.

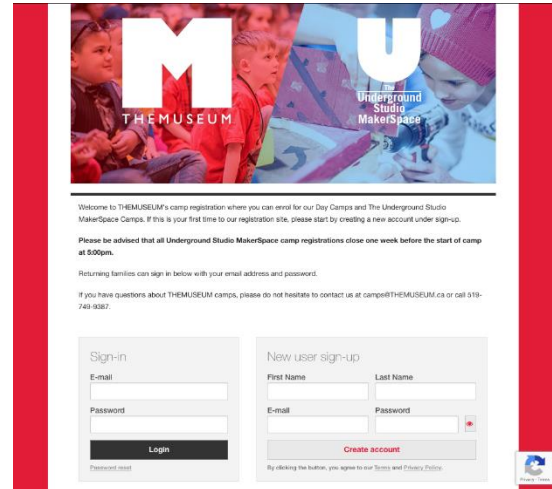
CampBrain Online Registration

CAMPBRAIN

CampBrain is an online software specifically designed to process and manage camp registrations. This intuitive and easy-to-use system will make it easier for you to register your child for THEMUSEUM's camps by saving your account information from season to season.

To register your child(ren) for any of our camps please click the CampBrain Registration link and follow the instructions below:

1. Log in to your account or sign-up as a new user.
2. Create profiles for each child that you'd like to register for camp and indicate your membership status
3. Select the camps you'd like to enrol in and add them to your cart.
4. Complete the necessary forms and submit credit card payment.
5. Review your confirmation email for further details and a copy of your tax receipt.



First-time registration will take approximately 20 minutes. Forms need only to be completed once per season. They will auto-populate from previous seasons but can be updated when enrolling for a new season.

Additional Information:

- If you have trouble with the registration process please review our [FAQ](#) document.
- You may make updates to your household information at any time. Any changes to your child(ren)'s medical and personal history must be completed by our staff and all requests must be sent via email (see the [Communications and Feedback](#) section of the manual).
- Your child is not officially registered for camp until you receive an email confirmation. Please check your junk mail or spam folders for this important email. Please be sure to read the email carefully, particularly if registering for multiple camps and have also selected the waitlist. You may be enrolled in one of the camps you were hoping for.
- The Camps@THEMUSEUM.ca email address is monitored from **on weekdays** (our [Hours of Operations](#)) during the school year. **Please expect longer wait times for replies during our peak seasons.**

Waitlist Policy

THEMUSEUM will contact parents and guardians on the waitlist as soon as spots become available. Families have 24 hours to accept the camp spot or the spot will go to the next family in line.


Cancellations Policy

Cancellations must be received prior to the start of camp to receive a 90% refund of the total cost. The 10% Administration Charge covers administrative time and credit card fees. Free transfers are available to another

date/camp dependent on availability. Any requests for camp cancellations or transfers must be emailed to Camps@THEMUSEUM.ca with the subject line: “Camp Cancellation – Camper’s Name”

Reservations cancelled prior to the charge date will not incur the 10% Administration Charge.

COVID-19 Payment and Registration amendments



Due to the changing provincial guidelines, there is a possibility our camps will need to be changed. We will keep camp parents informed as soon as possible on any changes that we will need to make with the future of THEMUSEUM and The Underground Studio MakerSpace Camps.

THEMUSEUM reserves the right to cancel a camp due to low enrolment or a positive COVID-19 test result among campers or staff. At which time parents/guardians are encouraged to transfer their child(ren) to another camp date or can request a full refund.

Registration Closure & Late Registration Fees

To ensure that we have adequate staffing and supplies for each camp, THEMUSEUM Day Camps close at 5:00pm five days before the start of camp while The Underground Studio MakerSpace camp registration closes at 5:00 pm seven days before the start of camp.

Tax receipts

Tax receipts for all camp registrations from 2019 onward are emailed to you at the time of booking and are also available through your CampBrain Profile. The document listed as “Household Account Statement” will act as your tax receipt.

If you require a Tax Receipt for camp registrations before Camp 2019, please email us at Camps@THEMUSEUM.ca and include the following information:

- Your child’s full name
- Your child’s date of birth
- The year(s) that your children were registered for our camps
- The camp season(s) (i.e. PD Day, Winter Break, March Break or Summer)
- The session(s) or dates of your registration

Requests for Tax Receipts can take 5-10 business days to process. Calling our Guest Services desk will **not** expedite the process.

SIGN-IN AND SIGN-OUT

Arrival Policy for In-Person

- All campers should be dropped off at THEMUSEUM's front entrance each morning between 8:00 am and 9:00 am and **must be signed in each day at the designated sign-in station by their parent/guardian or Additional Authorized Pick-up (adult, aged 18+). Exceptions are available for Underground Studio MakerSpace Campers who are 14 years old (see below).**
- If you arrive after check-in time, ask the Guest Services personnel to contact camp staff to meet your child and take them to their group. Please note, there may be a longer wait time when dropping campers off after the designated sign-in time. When possible, please note your late arrival in advance.

Departure Policy

- Camp concludes each day at 4:00 pm. All campers must be signed out each day at the designated sign out desk.
- All campers must be signed out by a parent or a person approved by the parent and indicated in the Authorized Additional Pick-up section of the registration form.
- If you arrive prior to the designated sign-out time, ask the Guest Services personnel to contact camp staff. Please note, there may be a longer wait time when picking up campers before the designated sign-out time.
- Extended supervision is available from 4:00 pm to 5:30 pm each day of camp at no additional charge.

Late Pick-up fees

Pick-up after 5:30 pm will incur late fees of \$25 for the first 15 minutes (i.e. 5:30 – 5:45 pm) and \$5 for every additional 15 minutes or part thereafter.

For security, THEMUSEUM's doors automatically lock at 5:30 pm. If you arrive after this time, you must use a buzzer to call in and be let into the building.

COVID-19 Sign-In and Sign-Out Ammendments

- We ask that families maintain 2 metre social distancing from one another while waiting to sign in for camp and during pick-up. Parents and guardians dropping off campers (along with other accompanying family members over the age of 4) are asked to wear a face covering, even while outside of the building.
- At the start of the week/camp, parents/guardians will complete a robust COVID screening that must be completed digitally before the start of camp on Monday. The electronic screening form will be sent via email and must be completed by 8:00 am on the Monday of camp.
 - Questions in the digital screening tool are adapted from the Government of Ontario Guidelines found here: https://covid-19.ontario.ca/covid19-cms-assets/2021-02/COVID-19%20school%20and%20child%20care%20screening_ENG_AODA.pdf
- Each day campers will receive a temperature check and verbal COVID-19 screening before they are admitted into the building.
 - Screening tool here: <https://covid-19.ontario.ca/school-screening/>
- Parents/guardians are encouraged to complete the above health screening and a temperature check before arriving on-site to avoid being turned away or risking



exposure. (Temperature must be below 37.8 degrees Celsius/100 degrees Fahrenheit).

Parking

- There is free 2-hour street parking on King Street that you may use when dropping off campers.
- The Duke and Ontario Municipal parking garage is free if you are parked less than 15 minutes. The entrance to THEMUSEUM is on the P2 level of the garage.
- Please do not park in the bus-loading zone at the front of the building when dropping off children. THEMUSEUM is not responsible for any parking tickets that parents may receive.



The Underground Studio MakerSpace Campers

- Campers 14 years of age or older will be permitted to sign themselves in and out of Day Camp as long as parents/guardians submit the “Self Sign-Out” form in their CampBrain registration.

WHAT TO BRING

Please ensure that all of your campers' possessions are clearly labelled with their names.

Lunch/Food

- Campers must bring **nut-free** lunches and snacks that require no refrigeration or heating.
- Please ensure that your child(ren) have enough food for two healthy snacks and a lunch. Remember that a day at THEMUSEUM's camp is longer than a day at school.
- Campers will not have access to a fridge or microwave during camp.
- Please provide your child(ren) with a reusable water bottle so that they stay hydrated throughout the day.

Clothing/Camp Supplies

- Some camp activities will be messy or involve physical activity. Campers should wear comfortable clothing and closed-toe shoes. In the interest of safety, please do not send your child to camp with flip-flops. If your child comes to The Underground Studio MakerSpace Camp in open-toed footwear, they will not be able to participate in certain activities.


The Underground Studio MakerSpace Camp Supplies

In addition to their lunch, please send your camper with an additional bag (or larger backpack) to store supplies. They may be asked to make a prototype of their project or bring in additional materials and will need to transport them home. For safety when using tools and equipment, please ensure that MakerSpace campers also bring a hair-tie or headband to secure hair from their face if it is longer than chin-length.

Toys, Sports Equipment

THEMUSEUM is not responsible for broken, lost or stolen items.

COVID-19 Amendments - Masks

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- Campers will be expected to wear masks covering their nose, mouth and chin while indoors and unable to maintain social distancing (2 metres distance). Exceptions made when eating or drinking.
 - Masks should be replaced when broken, wet, or soiled and we ask that parents pack at least one extra clean mask for their camper.
 - THEMUSEUM staff will wear face masks and shields while on-site except while eating or drinking.
 - Parents and guardians (and accompanying family members over the age of 4) are expected to wear masks (where possible) during drop-off and pick-up, even while waiting outside of THEMUSEUM.

Lost and Found

Please clearly mark your child(ren)'s belongings with their names. THEMUSEUM Day Camps maintain a Lost and Found bin for any items left behind during our camp season. You may email or visit THEMUSEUM to recover your child(ren)'s lost items in the Camp Lost and Found. Unclaimed items will be donated to local charity every two months. It is parents' and guardians' responsibility to collect their child(ren)'s lost and found items before the bi-monthly cut-off date.

HEALTH AND WELLNESS

Please see our COVID-19 Policies at the end of this document for further details.

THEMUSEUM's Medical and Personal History Form

For your child's safety and well-being we ask that all guardians complete THEMUSEUM's Medical and Personal History Form in CampBrain which provides our staff with pertinent information about your child's health status, allergies, behavioral considerations and management strategies. Please be aware that withholding relevant details about your child's health and behavior denies THEMUSEUM staff access to the knowledge, tools, and strategies to ensure your child's safety, well-being and success at camp.

COVID-19 Amendments – Pre-existing Conditions

For an ill camper who has a known alternative diagnosis provided by a health care professional, they may return to camp if they do not have a fever and their symptoms have been improving for at least 24 hours. Individuals will still need to use THEMUSEUM's screening tool daily before attending camp and may also be required to provide confirmation of self-screening prior to or upon arrival to school.

Medications

- If your child takes regular medicine during camp hours, the *Medications and Treatments* section of the Medical and Personal History Form must be completed in detail. If your child takes medication outside of camp hours that contain side effects that might affect their behavior and wellness at camp, please also list them in the *Medications and Treatments* section.
- If your child will take medication that is not a normal part of their lives during camp hours (e.g. cough medicine, short-term antibiotics), please fill out a Quick Note (at the end of this document) and clearly indicate the type of medication, the timing and the volume/amount that must be administered.
- Medication to be administered during camp hours must be in the original packaging in a clear bag with your child's name written on it.

All medications must be given to staff. Campers are not allowed to keep any medications (prescribed or over-the-counter) in his/her personal belongings. Camp Staff carry medications on their person throughout the camp day and in the event of an emergency, Camp Staff can act accordingly and can assist in providing necessary medication. Exceptions are made for campers who carry medications on them at all times (e.g. Epi-Pens).

COVID-19 Amendments – Positive COVID-19 Test Result

- If a current camper or staff member tests positive for COVID-19, THEMUSEUM/The Underground Studio MakerSpace camps will cancel camp for the remainder of the week /day and will seek guidance from Waterloo Public Health as per Ontario government recommendations. In the event Waterloo Public Health suggests camp closure, it is suggested to have a back-up childcare plan.
- If a camper is absent from camp because they answered yes to one of the COVID-19 screening questions/symptoms, parents must notify THEMUSEUM camp team the camper cannot return to camp until symptoms have subsided or they receive a negative COVID-19 test result.

Accessibility

- THEMUSEUM Day Camps work to be inclusive to children with special needs. Please inform camp staff, **in the Medical and Personal History Form** of any exceptionalities your child may have. This will allow us to best accommodate your child so that they have a successful time at camp. Please include details about the child's exceptionalities along with strategies that have proven successful in the past at home or at school.
- It is recommended that a community support worker accompanies children with special needs. In some instances, a community worker will be **required**.
- Please include details about your child's Personal Support Worker (PSW) in the Special Assistance section of the Medical and Personal History Form.
- **THEMUSEUM cannot provide 1:1 care for campers with special needs.**
- If your child receives one-on-one support at school (e.g. with a dedicated Educational Assistant), requires withdrawal assistance, or is on a behaviour plan, you must provide your child with a community worker. Such options include:
 - **Private care agencies or websites (e.g. Bartimus, Premier Home Care, Care.com)**
 - **Resources available on the CHAP Resources section of [respiteservices.com](https://www.respiteservices.com).**
 - **For additional information and resources, please contact Extend-A-Family, a local support service.**

Extend-A-Family Waterloo Region

91 Moore Ave

Kitchener, Ontario

Canada

N2H 3S4

Tel: 519-741-0190 ext. 264

COVID-19 Amendments

If a camper requires a support worker or other additional personal assistance, this worker is not included in the cohort count. However, that worker must remain with the cohort at all times and follow all policies and protocols for staff (such as daily self-screening and wearing appropriate personal protective equipment.)

Behaviour Policy

- THEMUSEUM offers a safe environment for its campers. Therefore, a zero-tolerance policy for violence is in effect, including bullying and inappropriate language. A *Camper Behaviour Report* will be completed for any disruptive behaviour and parents will be notified.
- **THEMUSEUM reserves the right to temporarily dismiss anyone from the live stream call or Google Classroom whose behaviour becomes unmanageable, disruptive or endangers the safety and welfare of others. Refunds will not be given for any campers asked to leave for behavior issues.**
- Please review the [Communications and Feedback](#) section of the manual for information about when parents will be contacted regarding behavioural concerns.

- Please ensure your child is aware of THEMUSEUM's behaviour expectations.

THEMUSEUM's In-Person Behaviour Policy and Expectations

- **Follow directions from Camp Leaders**
 - Camp Leaders will provide instructions for activities and guidance during supervised play. Following instructions is important for safety and success. Campers must also follow the directions of any special guests and performers.
- **Stay with the group**
 - Camp groups will stick together while on the gallery floor and while at offsite trips. Campers are not permitted to leave the group without permission or enter restricted areas.
- **Respect themselves and others**
 - THEMUSEUM has a zero-tolerance policy regarding physical aggression, verbal aggression and property destruction. Campers who physically or verbally assault Camp Staff and volunteers will be sent home. Campers should not go through another camper's belongings.
- **Communicate to your Camp Leaders**
 - Please ensure that your children are aware that they should come to Camp Leaders for help if they have any problems and that the staff are there to make sure everyone has a good time.

THEMUSEUM's Virtual Camp Behaviour Policy and Expectations

- **Follow directions from Camp Leaders**
 - Camp Leaders will provide instructions for activities and facilitate the conversations. Following instructions is important for safety and success. Campers must also follow the directions of any special guests and performers.
- **Stay with the group**
 - Camp groups will stick together online while participating in a Virtual Camp Session. Campers are not permitted to leave the group without permission from the Camp Leader. If a camper arrives late or leaves during a chat, they will miss out on opportunities to catch up on missed information. Due to the restrictions when working in a virtual environment, instructors may not be able to have one-on-one time with campers.
- **Respect themselves and others**
 - THEMUSEUM has a zero-tolerance policy regarding verbal aggression, inappropriate language or content.
- **Communicate to your Camp Leaders**
 - Please ensure that your children are aware that they should come to Camp Leaders for help if they have any problems and that the staff are there to make sure everyone has a good time.

Illness/Injury

- If your child is ill, please do not send them to camp. THEMUSEUM does not have provisions for giving nursing care, other than immediate First Aid. Should a child come to camp and become ill, parents will be notified and asked to pick up their child.
- In the event of an emergency, THEMUSEUM will call an ambulance if necessary to transport your child to the nearest hospital for treatment, and you will be contacted immediately.
- If your child is diagnosed with a contagious condition during their time at camp or immediately after a camp, please notify Camp Staff immediately. All other parents will be notified as soon as possible.

- THEMUSEUM will not give refunds for any camp time missed due to illness.

- **COVID-19 Amendments – Illness and Quarantine Procedure**

- Any camper or staff member exhibiting new, unaccounted for persistent symptoms associated with COVID-19 will be isolated and removed from camp. (I.e. campers with environmental allergies etc. will not be sent home).
- Reference guide for symptoms can be found here: https://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/2019_reference_doc_symptoms.pdf
- If symptoms are consistent with COVID-19, parents/guardians will be asked to pick up their child from camp immediately. Children exhibiting symptoms while at camp will be expected to wear a medical mask (where possible) and will be supervised by one staff member until their parents can collect them.
- Anyone exhibiting/reporting via pre-screening relevant symptoms (campers or staff) will not be permitted to participate in the programming until 48 hours after symptoms have subsided and they have received a negative COVID-19 test.

Suspected Abuse or Neglect

In accordance with Ontario's Child and Family Services Act, any camp personnel having reasonable cause to believe that a child known to them in their professional capacity may be abused or neglected shall immediately report the matter to their supervisor. Family & Children Services may be notified.

Photos

THEMUSEUM may take photographs of campers throughout the day camp session to be used in presentations, on THEMUSEUM's website, and in publicity pieces produced for THEMUSEUM. If you do not wish for photos/videos of your camper to be taken, please indicate so on "THEMUSEUM Camp Policies and Authorizations" form.

IN-PERSON CAMP PROGRAMMING

Staffing

All of our Day Camp Leaders (aged 18 years or older) are trained to work with children through THEMUSEUM's year-round public and education programs and have valid First Aid and CPR training.

Additional day camp volunteers (ages 14+) have been screened and trained by THEMUSEUM staff. All staff and volunteers (ages 18+) have submitted to Vulnerable Sector Police Checks. Volunteers and students under the age of 18 years have submitted character references.

THEMUSEUM Day Camp (4- 12 years)

Campers are separated into smaller groups who spend time in separate spaces as camp activities are designed to be age-appropriate. THEMUSEUM aims to maintain 1:10 ratio with staff and campers at all times. **As per “The New Child Care and Early Years Act (2014)”, THEMUSEUM cannot accept campers who are under 4 years of age at the start of camp. Proof of age may be requested at any time.**

Throughout the day, campers will participate in a number of activities designed to be educational, age-appropriate and fun. We ensure that campers get adequate nutrition breaks and free time to play and engage with other campers. During the *summer*, campers spend the morning outside at nearby parks for some fresh air and chance to play. During other times of the day, campers engage in structured programs and activities. These structured programs and activities include but are not limited to: crafts, science experiments, free-time in the galleries, access to public shows at THEMUSEUM, workshops with special guests and games.

The sample schedule below gives an overview of each day's structure:

Time	Activity
8:00 – 9:00	Extended supervision available at no charge (supervised play on the 1 st floor)
9:00 – 9:30	Introductions, Rules, Icebreakers
9:30 – 10: 00	Briefing on the day's theme and icebreakers
10:00 – 10:30	Morning Snack
10:30 – 12:00	Structured Programs and Activities
12:00 – 1:00	Lunch
1:00 – 2:30	Structured Programs and Activities
2:30 – 3:00	Afternoon Snack
3:00 – 3:45	Structured Programs and Activities
3:45 – 4:00	Debrief and Cleanup
4:00 - 5:30	Extended supervision available at no charge

Underground Studio MakerSpace Day Camp (9- 14 years)

During the day campers will learn about the technology and equipment they will be using throughout the camp to create their project. The workshops in The Underground Studio MakerSpace are designed to be age-

appropriate, fun and safe. As it is a makerspace and the end goal is to create something new and exciting, the day has many structured activities. We ensure that campers get adequate training on the tools so they are confident and safe. In addition to the structured workshops, campers will also have an opportunity to explore THEMUSEUM's exhibitions, enjoy two nutrition breaks and lunch. It is important to note that all campers learn at a different pace and some come with previous maker experience. Camp in The Underground Studio MakerSpace is project-based. This means that by the end of the camp, each camper will go home with project(s) at varying levels of completion. The level of completion is not a reflection of your camper's "success". What we learn in the process of hands-on work is more valuable than the final piece. This is all part of the experience in The Underground Studio MakerSpace that allows us to learn and grow as makers.

The sample schedule below gives an overview of each day's structure:

Time	Activity
8:30 – 9:00	Extended supervision available at no charge
9:00 – 9:40	Introductions, Rules, Icebreakers
10:00– 10:15	Morning Snack
10:15 – 12:00	Program: Hands-on activity
12:00 – 12:30	Lunch
1:10 – 1:50	Exhibition exploration
2:00 – 2:10	Afternoon Snack
2:10 – 3:45	Testing out the final product and fixing if necessary
3:45 – 4:00	Clean-up
4:00 - 5:30	Extended supervision available at no charge

VIRTUAL CAMP PROGRAMMING

Live-Streamed Sessions

Our virtual camp programming will combine live-streamed chats with THEMUSEUM'S camp leader as well as activities away from the screen that will be sure to keep your children excited and entertained throughout the day. Our emphasis is on STEAM education and community; our campers will spend the day working on a STEAM project and connecting with peers. The following is a breakdown of the **virtual** schedule for camp.

THEMUSEUM Virtual PD Day Camp Schedule	
Call Time	Call Description
10:15am - 10:30am	Welcome Check-In
10:30am - 11:30am	Live Chat
12:30 pm - 1:00 pm	Lunchtime Games and Storytime
1:00pm - 1:15pm	Wrap-up

Activity Overview

Campers will have live video chat sessions with a staff member with one timeslot option. Within the registered timeslot, THEMUSEUM aims to maintain a 1:20 ratio with staff and campers at all times. Before camp, participants will receive a kit with the specialized supplies for the project. Some materials are to be found around the house which will add to the uniqueness of each project. In addition to the supply kits, campers will receive a printable PDF that outlines instructions and some activities to augment their understanding of the content.

Upon registration, campers will receive the following to support the fun and learning:

- Household supply list (see below)
- Printable activity booklet for each theme (downloadable PDF)
- A kit to be picked up with specialized supplies

Campers will receive a kit with specific supplies required for the activity. Additional supplies may be required with general household or craft supplies. Generally, our camps may require the following art supplies in addition to their mailed kits:

- Light weight paper (e.g. printer paper)
- Colourful Construction paper
- Crayons
- Paper plates
- Pencil Crayons
- Markers
- Age appropriate scissors

- Glue (glue guns at parent's discretion and supervision)
- Pencils
- Eraser
- Paints and Paint brushes

VIRTUAL CAMP PLATFORMS

Zoom

THEMUSEUM will be using Zoom as our main platform for our live-streamed check-ins. Zoom is an amazing video conferencing software that allows us to increase camper participation and offers robust security settings for our camp leaders and admins to ensure disruption-free virtual camp. This platform requires audio-visual capabilities.



We recommend that campers use headphones for best sound quality and use the video features for their live-streamed chat sessions. This platform works best as a downloaded app, but it can be run through your web browser.

Log-In Credentials and Meeting Times

On the Friday before the start of camp, you will receive an email with links to the pre-scheduled Zoom calls. Please check your junk mail or spam folder for the emails.

Staffing for Virtual Day Camp and Underground Studio Virtual Camp

All of our Day Camp Leaders (aged 18 years or older) are trained to work with children through THEMUSEUM's year-round public and education programs. Our staff will be responsible for leading the activities and moderating behavior in the Zoom calls.

As our staff are not with your child in-person, an adult must be home so they can easily assist the child in the event of an emergency.

WHAT TO EXPECT FOR VIRTUAL CAMP

Before Camp Starts

The Monday before camp, you will receive an email with resources and links to the various platforms. Please download all of the attachments and review them with your child so they know what to expect for the camp session. Please do not share your Zoom links with unauthorized individuals.

Zoom Calls

Your email will also include a link to your scheduled Zoom call. This link is password protected so please review the email carefully. You will receive links to the Zoom where your child will begin camp.

At the time of your scheduled call, please log-in a few minutes early to ensure that all the technology is working correctly. Campers will wait in Zoom's Waiting Room until the start of the session. We will lock the session 10 minutes after the start time for security. The group list will have the name of all campers and their parents/guardians. If the Account name logging into the Zoom meeting does not match our group list, they will not be permitted into the call. To change your account name or Zoom name for the duration of the call, please review the following resources:

- [Customizing your Zoom Profile](#)
- [Changing your Name in a Zoom Meeting](#)

Please review our Internet Safety Policy below for information about our Internet Policies and Code of Conduct.

While on the Zoom call, campers will be asked to share their video but will be muted unless they are in a facilitated discussion. If campers have a question, they can type it in Zoom's chat or raise their hand (physically or using Zoom's "Raise Hand" button) and the Camp Leader will unmute them so they can ask their question. THEMUSEUM staff will download all chat conversations for safety and security.

COMMUNICATION AND FEEDBACK

We encourage open communication with parents and guardians.

Communication In-Person

- If you need to get a message to your child or the camp staff during the day, call the Guest Services desk (8:30 am to 5:30 pm at 519-749-9387 x 221). The front desk staff will relay the message to the appropriate staff member.
- The use of cell phones by campers during camp time is not permitted. Special situations can be assessed on an individual basis.
- For both in-person and virtual camps, you may always e-mail Camps@THEMUSEUM.ca .

Parents should inform THEMUSEUM if:

- Information on your registration form has changed (See the table below)
- Someone other than those listed on the registration form is picking up your camper (fill out a Quick Note).
- A camper will be arriving late to camp or will not be attending camp (due to illness, etc.)
- A change occurs in your child's life that alters his/her attitude, behaviour or causes emotional upset (see table below)

Registration Changes

If you wish to make any changes to your registration or your child's profile please email Camps@THEMUSEUM.ca with the following details and we will process your request within 10 business days.

Group Request Form Changes

Subject Line: "Group Request Form Changes - Camper's Full Name"

Body text must include: Your full name (as it appears in your household details), your child(ren)'s full name, the full name and age of the camper you wish for your child(ren) to be grouped with and the specific dates this group request applies to.

Transfers to a new camp

Subject Line: "Camp Transfer - Camper's Full Name"

Body text must include: Your full name (as it appears in your household details), your child(ren)'s full name, the camp your child is registered for, and the camp you wish to transfer to.

Cancellations

Subject Line: "Camp Cancellation – Camper's Full Name"

Body text must include: Your full name (as it appears in your household details), your child(ren)'s full name, the day your child is registered for, the cancellation option you wish to use: free transfer (see above), 100% refund on a THEMUSEUM gift card, 50% registration refund to your credit card.

Health, Wellness, Behaviour Updates

Subject Line: "Health and Wellness Changes – Camper's Full Name"

Body text must include: Your full name (as it appears in your household details), your child(ren)'s full name, the week your child is registered for, the specific changes you would like made to each camper's wellness profile

Name or Gender Changes

Subject Line: "Name/Gender Change - Camper's Full Name as listed in CampBrain"

Body text must include: Your full name (as it appears in your household details), your child's listed full name, the updated name/preferred nickname/preferred name, and/or updated gender information. (At this time CampBrain only offers a binary gendering system and is in the development process of an updated gender system.)

Parents will be contacted immediately if:

- Your child has received an injury that may require immediate medical attention.
- Your child exhibits a medical condition that may be contagious or threatening to others such as COVID-19.
- Your child is ill and unable to participate in the daily activities.
- Your child exhibits a pattern of disruptive behaviour that interferes with the programming or other children.
- Your child exhibits a pattern of behaviour that effects the safety and wellbeing of staff or other campers.

Parents will be notified at pickup time if:

- Your child has a minor injury that does not require a professional in the medical field.
- Your child complains of non-emergency condition or symptom.
- Your child exhibits minor inappropriate behaviour.
- THEMUSEUM wants to share your child's accomplishments with you.

Post-Camp Survey

As part of your pre-camp and post-camp emails, you will receive a link to our camp evaluation survey. This survey will take 8-10 minutes to complete with your child and will help us improve our registration process and camp programming. Please take the time to fill out this survey. You can find a link to our feedback survey at www.THEMUSEUM.ca/Camps.

Thank you for registering your child(ren) with THEMUSEUM's Day Camps. We look forward to meeting each camper.

If you have any additional questions regarding programming, please contact:

THEMUSEUM Day Camps

Camps@THEMUSEUM.ca

519-749-9387 ext.221

THEMUSEUM'S INTERNET SAFETY POLICY

The following will be signed upon registering your child for virtual camps.

Camps at THEMUSEUM will be utilizing devices with audio and video capabilities connected to the internet. THEMUSEUM Virtual Camps will utilize Zoom (for live-streamed chats).

Campers will be invited to visit a curated list of safe and informative websites with content linked to the week's theme or participate in the Google Classroom forum. This is not, however, mandatory.

Campers are also welcome to watch THEMUSEUM's Guest performance (if any) during their camp day. This is not mandatory, but can provide a fun activity for the whole family.

THEMUSEUM Day Camps expects that all campers, while on Zoom, will:

- Interact in a courteous and respectful manner with THEMUSEUM Staff and other campers.
- Campers will not take pictures, audio or video recording of other campers and staff on Zoom.
- Campers will not use functions in Zoom that are not assigned by staff from THEMUSEUM.
- Campers will only be able to chat with the host or co-host of the assigned camp group
- Campers will not access other internet sites or use the computer for any other internet related uses while in camp session.
- Anyone receiving threatening or inappropriate chat messages should immediately report it to a trusted adult - parent/guardian, camp staff, etc.

THEMUSEUM reserves the right to deem certain uses of the internet or the Zoom platform unacceptable and not permitted during a THEMUSEUM Virtual camp session. Actions that are deemed in violation of the policy are as follows:

- Campers will not share personal information over Zoom to other campers (e.g. telephone number, address, etc.).
- Campers will not agree to meet anyone they have met online (their counselors or campers) in person without written and verbal parental consent and THEMUSEUM Family Experience Coordinator consent.
- Campers will not knowingly spread malicious hardware or viruses to other users.
- Campers will not try to hack into other user's computers or try to steal personal information from other participants.
- Sending anything obscene or harmful in nature is a direct offense of this policy.
- It is unacceptable to use the network and the internet in any way to promote or engage in any activities which are deemed criminal under federal, provincial, or local laws, including but not limited to copyright, credit card and electronic forgery laws or anything that is not within the scope of education use.

If campers are found to be in violation of THEMUSEUM camp's Internet Safety policies then the public programs coordinator will enact the Behavior Policy and follow the same discipline structure.

By registering for virtual camp, you understand and agree to the following:

- Campers will follow Zoom expectations set by THEMUSEUM's camp administration.
- THEMUSEUM is not liable for damages to your personal or real property while campers are participating in virtual camp.

- THEMUSEUM is not liable for any injuries to third parties or members of your family that occur in your home during THEMUSEUM virtual camp.
- You hereby agree to indemnify and hold harmless THEMUSEUM and its past, present and future affiliates, officers, directors, employees and agents, from any and all injuries, losses, claims and damages to you that arise outside the scope of THEMUSEUM camp and for all injuries, losses, claims and damages to others that occur in your home, and all related costs and expenses, including, without limitation, attorneys' fees.
- You will be solely responsible for providing, maintaining, and, as necessary, replacing other equipment, printer, scanner, smartphone, fax machine, etc. (collectively, "Personal Devices")
- THEMUSEUM will not be responsible for any operating costs, home maintenance, property or liability insurance, office furniture, or other expenses (e.g., utilities, cleaning services, etc.) associated with THEMUSEUM camps.
- THEMUSEUM is not responsible for any damage the user suffers including but not limited to the loss of data, delays, non-deliveries, or service interruptions caused by its negligence or the users' errors or omissions.

Considerations

THEMUSEUM reserves the right to review each offense and violation case by case to assess whether the camper has violated our internet safety policies. THEMUSEUM reserves the right to decide if a camper will be dismissed from camp, given stricter expectations on Zoom, allowed back into the program, on probation, for subsequent weeks/camps. Any further registration of a camper dismissed from camp must be discussed with the Family Experience Coordinator prior to registration. THEMUSEUM reserves the right to cancel registrations of a dismissed camper. Families will receive 90% refunds for camp weeks the camper has not yet attended.

THEMUSEUM camps is an inclusive experience that welcomes and supports children of all abilities. While the safety and quality experience of all campers is paramount, THEMUSEUM Camp Staff will consider individual camper needs in the enforcement of this internet safety policy.

QUICK NOTES

Please fill out the Quick Notes below if you need to make any changes to your child’s pick-up time, authorized pick-up individuals or if your child(ren) require medication not listed on their registration form.

THEMUSEUM
Day Camp Quick Note

Date: _____ Dates affected: _____

Camper’s Name: _____

Please provide details:

Parent/Guardian Signature: _____

THEMUSEUM
Day Camp Quick Note

Date: _____ Dates affected: _____

Camper’s Name: _____

Please provide details:

Parent/Guardian Signature: _____