

## Summer Camp FAQ'S

**Q: What should my child bring to camp each day?**

A: A lot of snacks and a big lunch, as we keep very active, sunscreen, water bottle, bug spray, extra change of clothes, swim gear and a towel too. Please do not dress your child for winter in the summer. The days are busy and active, and they quickly over heat. Your child will have the same counsellor all week, and can store a bag with them if you are worried about packing all items, all week too! Discuss this with our staff each week, if needed.

Please send spray sunscreen with your camper, as staff will not assist with applying rub-on products on campers.

Please note that, even in field-trip locations that allow it, campers may not be allowed to purchase lunch or food at other destinations. Please send your child with a packed lunch instead.

**Q: Is lunch provided at camp?**

A: No, lunch is not provided at Summer Camp. However, we do have an abundance of snacks and treats that we hand out each day. Also, on Fridays we host Breakfast Program, so a hot meal will be provided on this day.

All meals and snacks are provided on Wilderness Overnight Camps.

**Q: Why are your hours of operation different on Fridays vs the rest of the week?**

A: We are an activity-based summer camp program vs a licensed childcare centre; as such, our programs do not reflect licensed childcare hours. We have researched camps across Alberta and have discovered that we are very reasonable with our hours of operation.

Fridays are shorter days because we utilize this time to plan for the upcoming week, and deep clean our facilities.

**Q: Why do your activities change sometimes from what is advertised?**

A: We plan most of our camps prior to being able to connect with our out-trip destinations. We have decades of partnerships with these facilities, and they often welcome us with open arms once we can start the booking process. Sometimes, they can not accommodate us, or they have drastically changed their rates, making it not an affordable option for our group. If you notice a change and are not satisfied with our back up plan, please ensure that you give one weeks notice to remove your child from camp. Many times we have waitlists for each week, so this allows them to be accommodated, and you to get your money back.

**Q: Is your camp sensory friendly for my child who struggles with large group sizes, noise, and high impact programing?**

A: Although we offer opportunities for a child to engage in a “chill zone”, even this space often supports 25-30 children at a time. If your child is sensitive to a louder environment and gets overwhelmed quickly, our camps may not meet your needs. You are more than welcome to send your child to camp with a 1:1 Supportive Aid to help support them further. If your child is highly sensitive to noise, fast paced activities, and unpredictable group dynamics, we may not be the camp experience your child needs for the summer.

**Q: Can my child get sent home due to behavioural setbacks such as verbal or physical altercations with other campers, or summer staff?**

A: Yes.

We will work through conflicts with most campers but if there is a pattern of physical or verbal bullying towards other campers and staff, your child will be sent home from wherever we are at the time, and you will be expected to pick them up.

**Q: If I have concerns regarding how BGC Camp Staff handled a situation during camp, who can I speak with?**

A: We have Management and Directors available onsite, daily. Please ask to speak with them regarding an incident with our staff and we will respond immediately, or within 24 hours of your grievance.

**Q: If I need financial assistance to enroll my child or multiple children in camps, is this available to us?**

A: Our Directors support this process for you.

If your child is a youth (ages 10-15), please ensure you contact Abby Charlton at [acharlton@bgcairdrie.com](mailto:acharlton@bgcairdrie.com)

If your child is aged 5-9, please ensure that you contact Cassandra Clem at [ccllem@bgcairdrie.com](mailto:ccllem@bgcairdrie.com)

If you have multiple children within that age range, please contact a Director, based on the \*\*\*oldest age of your child

**Q: If my child has intensive medical concerns, and I am worried that the counsellor will forget, or the information won't be passed on efficiently, what do I do?**

A: If your child is a youth (ages 10-15), please ensure you contact Abby Charlton at [acharlton@bgcairdrie.com](mailto:acharlton@bgcairdrie.com)

If your child is aged 5-9, please ensure that you contact Cassandra Clem at [ccllem@bgcairdrie.com](mailto:ccllem@bgcairdrie.com)

Please email individually for your family if you have multiple children so we can ensure that information is going where it needs to go.

**Q: What if my child has seasonal allergies, and is severely allergic to certain adventures on your out trips that week, such as animal fur, or farm allergies during animal planet week?**

**A: Please do not send them for the day if they have intense allergies based on our daily trip.**

They are more than welcome to come during Airdrie based days when we are not around items that trigger severe allergies.

**Q: How do you support severe food allergies for my child?**

A: We operate camps much like how the schools handle food allergies. If you have any special requests and needs for your child prior to camp, again,

please contact the appropriate Directors to ensure that your child's needs can be accommodated best we can.

**Q: Do I need to show I.D. at pickup time? Why?**

A: During the first few weeks of camp, you will be asked for I.D. because most of our staff are new, and will not know who you are. This process is designed to ensure the safety of our campers, and that they are released to the proper individuals.

Please have it available. If you are not comfortable with our process, and express frustration to our staff in negative ways, we may ask that you seek summer camp services from other providers. Abuse is not tolerated towards staff in our organization.

Please trust that as we get to know your family, and your child, staff may not request I.D. if you are a familiar face (ie: BGC Staff Member Children, Consistent Campers in same groups etc)

**Q: Can I request a specific camp group for my child, or that my child be placed in a group with their friends?**

A: We will do what we can to accommodate requests, but we cannot make guarantees. Here are a few things to know:

- Camp groups are separated by age. Campers with large age gaps may not be able to be in the same group. But don't worry: we spend lots of time together as a big group, so there will be lots of chances to see friends! Similarly, many counsellors stick with the same age group of campers all summer, so this may prevent campers from being with specific counselors.
- Requests must be made in advance. Please contact Anika at the front desk by **the Wednesday before the start of camp** to make that request.

**Q: My kid is sick; can I get a refund for the day they missed?**

A: Camps can be refunded up to 2 weeks before the start of camp. After that, camps will not be refunded for any reason, including missed individual days.

**Q: Can my child bring electronics or personal items to camp?**

A: BGCA is not liable for any lost, stolen or damaged personal items that come to camp. It is strongly suggested that personal valuables be left at home. Use of electronics is not allowed during camps, so they will have to stay in backpacks during the day.

**Q: I need someone else to pick up my child from camp. What do I do?**

A: If you have already added this individual to your child's file as an authorized pick-up person, you are good to go.

If this individual is not on your child's file, please do one of the following:

- Let your child's counsellor know in the morning.
- Call the front desk to have this information added to your child's file

Please be sure to let the individual picking up your child to bring I.D.!

**Q: I need to pick my camper up early. What do I do?**

A: Please do one of the following:

- Let your child's counsellor know in the morning. On non-field-trip days, camp groups visit various locations around Airdrie; your counsellor can arrange to meet you at a specific time and place.
- Call the front desk, who will let your child's counsellor know

Please note that, on field trip days, early pick-up are likely not possible due to scheduled bus times, unless you are able to pick up directly from the out trip location.

**Q: What do I do if I am running late to pick-up?**

A: We get it, things happen! Please call ahead as soon as possible so we can notify camp leaders. Please note that incidents of late pickup result in additional charges.