

Canadian Parents For French Camp Procedure Handbook

Camp Procedure Handbook

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FOREWORD

Canadian Parents for French (“CPF”) is a non-profit corporation and registered charity established in 1977 and governed by a volunteer Board of Directors. CPF’s mission statement reads, “***Canadian Parents for French is the national network of volunteers which values French as an integral part of Canada and which is dedicated to the promotion and creation of French-second-language learning opportunities for young Canadians***”.

All CPF Camps must contribute to the completion of the mission and the language of communication is to be French.

Section 1: Definitions

- 1.1 “Employer” means **Canadian Parents for French** (“CPF”) or any successor thereof.
- 1.2 “Employee” shall include full time, part time, volunteer or contract camp personnel.
- 1.3 "Day" camp means a camp that takes place during an 8 hour period during the day.
- 1.4 "Residential" camp includes overnight camps requiring overnight supervision.
- 1.5 "Camp Coordinator" is CPF staff or volunteer responsible for the supervision and organization of the camp.
- 1.6 “Camp Director” staff person with overall responsibility for program implementation and camp administration who reports to the Camp Coordinator.

Section II: General Administration

2.1 Registration Forms

All camps must use registration forms for all campers that includes but is not limited to: their name, address, age, telephone contact numbers in case of emergency; the name and address of their parent(s) or guardian(s); the name and phone number of the camper's physician; camper's provincial medical insurance number; swimming level and any special medical conditions or medications pertaining to the individual.

All registration forms must have a disclaimer which states: "I hereby release CPF, its officers, employees and contracted staff connected with CPF camps from all liability for damage resulting from the participation of my child or ward in CPF camps."

All forms must be kept in a confidential and secure manner.

Each camp must have a procedure in place with respect to whom, how and when, campers will be released.

2.2 Accident Reports

A complete written report must be made of the incident within 5 days and must be kept in a secure spot for at least three years. The report must include how and when the accident took place, the name of the attending adults and names of any witnesses to the accident as well as what was done as treatment or follow-up.

2.3 General

The camp must have written release forms from parents or legal guardians for campers whose photographs are likely to be used in brochures advertising the camp. All published statements such as brochures must be accurate and complete and clearly describe the activities and objectives of the camp.

2.4 Evaluation Process

- 1) The Camp Director, in consultation with CPF staff and volunteers should devise evaluation procedures which will allow campers, staff members and parents to provide feedback concerning the camping experience.
- 2) The Director will provide a final written report to Camp Coordinator within 3 weeks of the end of camp which may include the following:
 - a. a summary of the activities undertaken at the camp which can be provided in the form of a schedule;
 - b. a review of the strengths and weakness of the facilities, meals, equipment, organization, activities, staff members or any other aspects of the camp that the Director feels is important.
 - c. a description of any incidents that the Director feels should be brought to the attention of the Board of Directors of CPF;

- d. suggestions for improvements that can be made to any element of the camping program including revisions to the manuals for the various members of the staff;
- e. incident reports made during the camp and all evaluation instruments, including any surveys or other written documents collected from the campers, staff or parents that were used in preparing the report, should be submitted as appendices to the report. So too should the lesson plans used by the counsellors.

Other documents such as financial statements and receipts for the camper staff supplies and/or expenses should also be submitted with the report.

Section III: Employment Procedures

3.1 Job Competition

Vacancies will be filled by competition, open to both members and non-members of CPF. Positions will be advertised at least one month prior to the starting date.

3.11 Hiring Practices

Employees applying for camp positions will complete an application and submit a resume and two references. The Hiring Committee will verify references. Employees shall submit to a Criminal Record check and a Sexual Abuse Registry check and the results of these checks must be received prior to the start of camp.

3.12 Application Forms

Application forms will include the following question:

"Have you ever been convicted of a criminal offense for which you have not received a pardon including sex abuse or child abuse related offenses?"

Applicants with a criminal record will be asked on the application form to disclose the nature of the criminal offense, and to provide related details. The Hiring Committee will have final decision for the suitability of the applicant.

Proof of no criminal record will be issued and verified by a police organization within Canada, which will have examined records contained within a Canada-wide inventory and will have been issued within six months prior to the date of hire.

3.13 Letters of Employment

All offers of employment shall be made by the Employer in writing and shall set forth the terms and conditions of employment, job description, commencement date and starting salary. The offer of employment, when accepted by the employee in writing, shall constitute a binding contract of employment between the parties.

Any changes in employment shall be in writing.

Unless otherwise specified, the Chapter President/Branch Executive Director in conjunction with the Camp Director shall be responsible for acting on behalf of the Employer in hiring employees.

3.14 Job Description

A job description shall be prepared by the Employer in conjunction with the Camp Director and placed on the personnel record of each employee.

All camp staff must sign a form that indicates that the staff has read, understood and agrees to comply with all camp policies and job description requirements. This form will be filed with their personnel file.

All camp directors must be at least 21 years of age.

Day camp counsellors must be least 17 years of age and at least 2 years older than the oldest camper they are supervising.

Residential camp counsellors must be at least 17 years old and at least 2 years older than the oldest camper they are supervising.

Junior counsellors must be least 16 years of age and at least 2 years older than the oldest camper they are supervising.

3.15 Personnel Record

The Employer shall maintain a personnel record for each employee. The personnel record shall contain information which relates to the employment of the employee by the Employer including, but without limitation, the application for employment, references, offer of employment and acceptance thereof, job description, performance appraisal(s), correspondence, details of salary and benefits, medical statements and police and child abuse registry check results. The personnel file shall also record all certification information as required.

The personnel record shall be available to the employee and/or his/her authorized agent in the presence of the Employer and/or its authorized agent upon reasonable notice in writing to the Employer.

The personnel record shall be kept by the Employer on a strictly confidential basis in a place of safekeeping.

3.2 Code of Ethics

Professional ethics is another term for standards of conduct to promote and maintain the highest standards of service and personal conduct among staff. These standards serve to assure public confidence in the integrity of our association.

All employees are expected to:

1. maintain high standards of personal and professional conduct;
2. maintain loyalty to the Employer and pursue its objectives;
3. keep confidential information entrusted through distributed material (mail, telephone, etc.);
4. discourage and refrain from dissemination of malicious information concerning campers, other staff members or the Employer;
5. accept responsibility for cooperating in every reasonable and proper way with other staff;
6. issue no false or misleading statements to other staff members or professional contacts;
7. be courteous, helpful and professional at all times to associates and the general public;
8. support professionally all other staff members at all times;
9. disclose any conflict of interest or potential conflict of interest in writing and disclose, in writing,

relevant information concerning any activities and financial dealings which may affect the Employer;

10. obtain approval before acting in any public capacity on behalf of the Employer or before publishing any work about the Employer;

3.21 Harassment

Definition of Harassment

Harassment is the repetition or perseverance of any conduct, action, or comment that is intended to be intimidating, offensive, hostile, or humiliating.

Definition of Sexual Harassment

1. Unwanted attention (either at or away from the usual workplace) of a sexually-oriented nature directed at an individual by a person who knows or ought to know, that such attention is unwanted. Such attention would include unnecessary touching or patting, leering at a person's body and suggestive remarks.
2. An expressed or clearly implied promise of reward for complying or reprisal for failing to comply with a sexually oriented request.
3. Sexually oriented, derogatory or degrading remarks directed toward members of one gender or one sexual preference group.

Definition of Discrimination

Discrimination is the granting, refusal, or withdrawal of job privileges or entitlements (including opportunities for advancement, promotion, benefits) on grounds other than a) the requirements for the job, or b) the performance and qualifications of the employee.

Specifically, it is the granting, refusal, or withdrawal of job privileges or entitlements based solely on race, skin color, ancestry, place of origin, ethnic origin, language or dialect spoken, religion, sex, sexual orientation, age, marital status, family status, pregnancy/childbirth, or physical or mental disability (or illness).

Employees Rights and Responsibilities to Address Harassment and Discrimination

All employees have the right to fair and equitable condition of employment without discrimination and harassment. Employees have a right to file a harassment and discrimination complaint. They also have the right to have that complaint recognized and investigated in an unbiased manner while preserving the dignity, privacy, confidentiality and self-respect of all individuals involved in the complaint during its investigation. The right to fair treatment and the preservation of dignity, privacy and self-respect also exists for individuals subject to a complaint.

Third-Party Initiated Complaint

If an employee who is not directly involved but is a witness to harassment/discrimination reports a situation, the Camp Coordinator/Branch Executive Director in conjunction with the Camp Director will:

- i) obtain from the employee all the facts of the matter;
- ii) determine with the employee if s/he wishes to remain anonymous;
- iii) advise the employee that all harassment/discrimination complaints are treated as strictly confidential and that the privacy of the victim of harassment/discrimination must be safeguarded;
- iv) meet with the employee who is allegedly being harassed/discriminated against to determine a) the accuracy of the facts, and b) the viability of filing a complaint;
- v) determines whether to pursue an investigation;
- vi) inform the third party and the affected employee;
- vii) document actions taken.

Complaints of harassment can be addressed through the procedures for reviewing employee complaints outlined in Section 3.3.

3.3 *Employee Complaint/Problem Resolution*

3.31 *General*

If any employee has a question about interpretation or application of Employer policy, is in disagreement with a fellow worker or supervisor, feels that he/she has been harassed, discriminated against or treated unfairly, then he/she may use the following procedure for resolution of such problems without fear of recrimination.

3.32 *Procedure*

- (1) The employee should discuss the situation with his/her immediate supervisor formally indicating that s/he is commencing the resolution process by explaining the nature of the problem/complaint and allowing the supervisor the first opportunity to resolve the situation. Written documentation of the problem/complaint, the solution sought, the process, and answer or resolution will be filed and kept in a secure spot.
- (2) If the answer or resolution the supervisor gives the employee does not resolve the situation, the employee may refer the matter to the Camp Coordinator. The Camp Coordinator will meet with the employee, the supervisor and any other affected parties and attempt to reach a satisfactory solution. (If the employee's immediate supervisor is the Camp Coordinator, this step is excluded). Written documentation of the problem/ complaint, the solution sought, the process and the proposed answer or resolution will be filed and kept in a secure spot.
- (3) If the employee is dissatisfied with the answer or resolution provided by the Camp Coordinator,

he/she may refer the matter to the Branch Executive Director. At this step, written documentation to establish the facts of the situation and the solution sought shall be sent to the Branch Executive Director within a maximum of fifteen (15) working days of the Camp Coordinator's resolution being received by the employee.

- (4) It shall be the responsibility of the Branch Executive Director to ensure that, in the absence of the Camp Coordinator, the Camp Director receives the employee's written documentation. The Camp Coordinator shall also submit a written report on the situation.
- (5) The Branch Executive Director shall inform the provincial Board members and the Board of Directors shall render its decision in writing within a maximum of twenty (20) working days following receipt by the President or his/her replacement of the employee's written statement. The Branch Board of Directors may communicate by conference call or facsimile if a regular meeting is not scheduled within that time.

3.4 *Discipline*

3.41 *Standards of Behaviour*

Each employee is responsible for complying with standards of behaviour which the Employer has determined are acceptable in the workplace (see Section 3.2). The Employer is responsible for advising each employee of these standards. The Employer may use disciplinary action, if required, to ensure compliance with these standards.

3.42 *Disciplinary Action*

- (a) If disciplinary action is required, the specific problems will be identified, expectations will be discussed, and the situation will be monitored and reviewed.
- (2) Disciplinary action may include any of the following: an oral reprimand, a written reprimand, suspension with or without pay or dismissal.
- (3) If the employee disagrees with the disciplinary action taken, he/she may pursue the matter through the procedures outlined in Section 3.3.

3.5 Termination of Employment

3.51 Voluntary Termination

A letter of resignation must be submitted if an employee wishes to leave the employ of the Employer.

3.52 Involuntary Termination

The Employer may terminate the employment of an employee for cause at any time without notice or payment in lieu thereof.

The Employer may terminate the employment of an employee without any cause at any time by giving the employee the minimum notice and/or severance required by the applicable federal and/or provincial legislation. (Minimum periods of notice and provisions for severance vary considerably from province to province. Individually negotiated terms of employment may include longer periods of notice or more generous severance amounts than these minimums.)

3.6 Evaluation

Job performance appraisals are ongoing with at least one written appraisal towards the end of the term or fiscal year. The Camp Coordinator will perform the appraisal for the Camp Director and the Camp Director will perform the appraisal of all other staff under his/her supervision with the input of the person's immediate supervisor if other than the Camp Director. The Camp Director will also follow through by acting upon previously negotiated consequences of non-performance.

The Camp Director will discuss the following with each employee at the start, throughout or near the end of the term, as appropriate with a record in writing of a mutually agreed upon summary of the items discussed:

- short and long term performance goals
- a mutually acceptable performance strategy that will allow the employee to achieve these goals
- mutually acceptable indicators that will signify whether or not the goals have been reached
- clear consequences of failure to meet the goals
- strengths and weaknesses
- job-related behaviour and any incidents
- clarification of any questions regarding policies and procedures
- employee progress in developing and improving work competencies and achieving performance goals

The employee is evaluated based on the following criteria:

- job description
- general skills, behaviours and attributes (relationship with co-workers, campers, supervisor, public)
- goals and objectives

Section IV: Camper Behaviour

4.1 French-only rule

French is the language of communication to be used during camps. Campers are expected to speak to the staff, volunteers and other campers only in French for the duration of the camp. This can be a challenge, and the camp staff will do everything possible to help campers achieve this. Using the dictionary and the phrase "Comment dit-on ___?" for single words (not complete sentences) is encouraged.

4.2 General behaviour

In addition to following the French-only rule, campers are expected to behave in an appropriate manner while at camp.

This includes:

- respecting the boundaries of the camp (ie. staying within the designated area of the camp, etc.)
- respecting the curfews of camp (ie. no boys in the girl's cabin or vice versa or being in bed at a certain time, etc.)
- following the procedures indicated (ie. cafeteria clean-up, returning equipment, swimming safeguards, etc.)
- respecting the facility (ie. no marking on walls, littering, plugging toilets, abusing equipment, etc.)
- respecting the staff and other campers (ie. insulting, intimidating, ridiculing, lying, etc.)
- not engaging in any form of sexual behaviour (ie. kissing, innuendo, etc.)

In general, campers are expected to follow instructions, participate in all activities, cooperate with camp staff and other campers and demonstrate goodwill toward other campers.

4.3 Consequences

Any failure to comply with appropriate behaviour expectations will result in one or more of the following:

- oral reprimand and/or warning
- detention/time out during activities
- phone call to parents
- dismissal from the camp – sent home with no refunds given
- ban on attending this or all CPF camps in the future

The Camp Director, in cooperation with the CPF Coordinator, will determine the appropriate consequences depending on the severity of the misbehaviour.

4.4 Zero-tolerance behaviours

More serious behaviour violations, such as being in the possession of or under the influence of any type of non-prescription drug (tobacco products, alcohol, marijuana, etc.), vandalism, bullying or any violence (physical or emotional) against other campers, stealing, etc. will automatically result in dismissal and/or

ban. The police will be called for any illegal activities. The camper's family may also be expected to pay for any willful damages as a result of the camper's behaviour.

Section V: Health & Safety

5.1 General

Campers are never to be left unsupervised at any time. If a child goes missing, the Camp Director should be informed immediately. The Director will create teams to search areas where the child is likely to be found. The regular activities stop and an appropriate number of counsellors stay with the other campers. When all teams have reported back to a designated area within the designated time, if the camper still has not been found, the Director contacts the police and camper's parents while the staff continue their search.

All staff must be trained in procedures to follow in the event of an emergency. At least one member of camp personnel must hold a current Cardiopulmonary Resuscitation (CPR) certificate. There must be at least one staff member that holds a current Basic First Aid certificate for every 50 campers.

If the camp is located more than 20 minutes (by ambulance) away from a hospital, at least one camp staff member must hold a valid Advanced First Aid Certificate.

The Camp Director must make every reasonable effort to obtain accurate and up to date medical information on campers just prior to their arrival at camp. This information must be stored in a secure place and accessible only to the appropriate staff.

All medications should be kept in a locked cabinet and be distributed from a central area by an adult. A sheet listing the medications, dosages and time administered must be kept and the camper receiving their medication must sign off on the sheet. Anyone with severe allergies or asthma should bring two inhalers and two epi pens. One to be kept in locked cabinet and the other to be carried with them at all times.

There should be a separate first aid station which includes an isolation area and the main first-aid kit.

The first-aid kit should be checked and restocked at the start of every camp. The first-aid kit should contain as a minimum but not limited to:

- 3: blankets
- 24: 14 cm x 19 cm antiseptic towelettes individually packaged
- 60: hand cleansing towelettes, individually packaged
- 100: sterile adhesive dressings, assorted sizes, individually packaged
- 12: 10 cm x 10 cm sterile gauze dressings, individually packaged
- 4: 10 cm x 16.5 cm sterile pressure dressings with crepe ties
- 2: 7.5 cm x 4.5 m crepe roller bandage
- 1: 2.5 cm x 4.5 m adhesive tape
- 4: 20 cm x 25 cm sterile abdominal dressings, individually packaged
- 6: cotton triangular bandages, minimum length of base 1.25 m
- 4: safety pins
- 1: 14 cm stainless steel bandage scissors
- 1: 11.5 cm stainless steel sliver forceps
- 12: cotton tip applicators
- 1: pocket mask with a one-way valve
- 6: pairs of latex gloves

- 1: first aid record book, and pencil or pen
- 1: flashlight
- 2: wood splints

Section VI: Site, Facilities and Equipment

6.1 General

All facilities must be well maintained, in clean condition and free from unnecessary hazards. Any existing hazards must be clearly identified and, if serious, fenced off. Campers must be made aware of any areas that are out of bounds.

Procedures to be followed in case of a fire must be posted in a central location and all camp staff must be aware of the procedures. Smoke detectors must be tested and in proper working order. Smoke detectors must be installed in all sleeping accommodations. Fire extinguishers must be tested and certified annually. Fire extinguishers must be located in all common areas.

6.2 Waste Management

The camp must have an acceptable method of collecting, storing, removing or disposing of garbage that minimizes odour, insect, animal and rodent problems. All garbage must be deposited in a leak-proof, durable container equipped with a tight fitting top. Garbage receptacles must be cleaned after being emptied. All garbage receptacles must be removed from eating areas as often as possible to maintain sanitary conditions.

6.3 Water Supply

The water supply must be sufficient to meet the needs of all campers and staff. Drinking water must be tested for bacterial content at least two weeks prior to start of season.

6.4 Sleeping Quarters

Each camper must be provided with either a single bed or a double-tiered bunk-bed. Beds must have 2 feet clearance between heads and 3 feet of unobstructed head room for each bunk.

Suitable escape routes and procedures must be identified to campers.

6.5 Equipment

Potentially hazardous materials and/or equipment must be clearly labeled and kept in a locked or secure storage area. All equipment must undergo regular safety and functional checks to ensure proper operation.

VII: Programs

7.1 General

The camp programs must reflect the stated objectives of the camp. The camp must maintain a written daily program record that is kept on file.

The camp staff must know the whereabouts of each camper at all times. Camp activities must be geared to all ages, abilities, limitations and interests of the campers. All participants must be made aware of the rules and procedures for each activity prior to participation.

For campers declining or unable to participate in a particular activity, adequate alternate supervision must be provided.

7.2 Archery

Archery instructors must be trained in archery safety procedures. All archery equipment must be stored in a secure, locked storage area when not in use. All equipment must be checked regularly and maintained in a safe operating condition. Campers and staff must be aware that access to the archery range is prohibited unless they are participating in that activity.

7.3 Arts and Crafts

All tools for woodworking, carving, pottery, etc. must be in good operating conditions and be stored safely after use.

7.4 Boating (includes sailing, windsurfing)

All participants, campers and staff must wear a Canadian Coast Guard approved Personal Flotation Device (PFD) while boating. The PFD's must be checked on an annual basis. Campers must be evaluated as to their swimming ability before participating in swimming or boating activities.

Activities must be supervised by fully qualified personnel. All campers must receive preliminary training in boarding and debarking, as well as safety procedures for the appropriate craft. All boaters must be made aware of local water hazards (tides, currents, shoals, shipping lanes). All water craft must be maintained in a good state of repair.

All small water crafts (less than 6m in length) must be equipped with: bailer, spare paddle, sound signaling device, light visible from 360 degrees and a 15m buoyant heaving line or approved throwing device.

All large water crafts more than 6m in length must also carry: a fire extinguisher (power boats), a water tight flashlight and 6 Canadian approved flares.

7.5 Canoeing/Kayaking

All instructors must have certification from the Canadian Recreational Canoeing Association. All canoes and kayaks must be inspected daily. All participants must wear PFD's.

7.6 Horseback Riding (see below)

Safe Riding Regulations must be clearly posted in the stable area. All instructors should be certified through Canadian Equestrian Federation Certification programs (NCCP Canada) and should be over 18 years of age. All instructors should have a valid first aid certificate and CPR training.

Rules and procedures to follow around the horses should be covered prior to riding. Instructors should ensure that all students can handle the horse appropriately and understand the basic safety and tacking-up rules.

All riders need to be at least six years of age before they are allowed to ride a horse without direct assistance. Until a rider is able to stop, turn, and ride in a balanced and controlled manner, they should not be allowed to ride without direct assistance in an uncontrolled environment.

Beginners should be supervised by a knowledgeable employee of the facility during the pre-mount handling and tacking-up of the horse or pony.

Riders and instructors must wear helmets (CSA approved) at all times when riding. All riding equipment, gear and tack must be inspected on a regular basis.

7.7 Cycling (see below)

All riders must wear CSA approved bike helmets. Helmets must be checked on a daily basis and any damaged helmets removed from use.

Bikes must be inspected prior to each trip and maintained on a regular basis. Helmets and bikes should be fitted to each rider. Closed toe shoes should be worn when riding.

All riders are responsible for carrying their own water bottle with them.

At least one instructor should have a First Aid certificate and CPR training.

7.8 Swimming Pools

The lifeguard must be at least 16 years of age and have a valid Royal Life Saving Society Canada – National Lifeguard Certification. The lifeguard should be readily available in case of emergency.

The pool must have the following emergency equipment: a spinal board and a first-aid kit equipped for aquatic emergencies.

All standard safety precautions must be taken by the pool including water quality and environmental testing.

7.9 Waterfront Activities (lakes, rivers, ocean)

The lifeguard must be at least 18 years of age and have a valid Royal Life Saving Society Canada – National Lifeguard Certification. There must be at least one 'backup' for the lifeguard on the waterfront at all times. There should be an established and practiced emergency procedure.

Campers must be evaluated as to their swimming ability before participating in swimming or boating activities. All rules and regulations must be explained to each camper at the start of each new session. Swimming alone is forbidden.

There must be safe access to the swimming area. Signs must be posted stating the rules of the area. The area must be properly maintained and be clear of garbage, pollution, dangerous rocks or other unnecessary hazards. The area used for swimming must be clearly defined with ropes, markers and/or floats. Other waterfront activity areas should be clearly marked as well. All piers, floats and platforms used for swimming or boating must be maintained in safe condition.

A waterfront safety inspection must be carried out on a daily basis by a member of the camp staff and recorded in a daily log.

At the beginning of each session and after all major storms, the bottom of the lake or river and shoreline must be checked for dangers such as broken glass, metal refuse and other potentially dangerous items. Water quality must be checked at the beginning of the camping season.

The waterfront should be equipped with 1 throwing ring, a 12 foot non-conductive pole with a blunt hook, and paddle boards or other flotation assistance. There should also be a rescue boat available.

Activities not covered by the policy include:

- Alpine Skiing
- Boxing
- Climbing Walls
- Contact Hockey
- Contact Martial Arts
- Cycling
- Fireworks (unless under the direction of a licensed pyrotechnician)
- Gymnastics
- Horse Related
- Kickboxing
- Lacrosse
- Minor Hockey (18 & under)
- Rugby
- Skateboarding/Skateboard Parks
- Snowboarding
- Tackle Football