



Fun Explorers Day Camp FAQ Package

Hello Parents & Guardians!

Welcome to False Creek Community Centre's Fun Explorers Summer Camp! We are so excited to have you join us this summer.

This FAQ Includes:

- Camp Hours & Location
- Drop off & Pick up
- What to Bring to Camp
- Extra Camper Support
- Camp Staff
- Policies

Camp Hours & Location

Where is the camp located?

False Creek Community Centre (1318 Cartwright St, Vancouver, BC V6H 3R8) on Granville Island. Fun Explorers will run out of our mini-gym.

What are the hours of camp?

The camp runs from 9:30AM to 3:30PM. Please ensure you drop off your child before 9:45am as late arrivals may disrupt camp activities. The camp will leave promptly on out-trip days and late arrivals may miss bus departure.

Drop Off & Pick Up

Where is Check In & Check Out?

Check in & check out will be at the exterior doors of the mini gym, on the west side of the centre. The doors are right off of Cartwright St, in front of the 10 minute drop off/pick up parking spots. There will be a table with staff ready to welcome you in! If you are having trouble locating us, please visit the front desk and they will be able to direct you.

How does the Check-In Process Work?

- When you arrive at the check-in table, you will need to sign in your camper with the time and your initials. If you note so on your waiver, your camper will be able to do this themselves. Campers must be at least 8 years old to sign themselves out.
- Staff will be collecting the Day Camp Waivers upon arrival. Please print & bring these on your child's first day of camp. If your child is attending multiple weeks, you will only need to complete it once. There will be copies available for families to fill out upon arrival if you do not bring it with you. Staff will check for completeness and may need you to make corrections if it is not filled out properly.
- Campers will receive a day camp shirt on their first day of camp. Please ensure they wear this especially on days where the camp is leaving the site.

How does the Check-Out Process Work?

Similar to check-in, you will need to sign out your child with the time & your initials on our sign-out sheet. If the staff do not recognize the caregiver at pickup, they may ask for a photo ID or call the primary contact for confirmation. If you have given permission for your child to walk home themselves, they will be able to sign out at 3:30pm.

Do I have to come in to drop off or pick up my camper?

If you would like to drop off or pick up your camper without coming in the centre, please note on your waiver form that your child is able to sign themselves in/out. Please make sure your camper brings the completed waiver with them on the first day of camp.

Am I able to pick up my child while the camp is on an out-trip?

Unfortunately, we are not able to accommodate pick ups that are away from site, unless it is an emergency. Our staff work hard to ensure sign out runs smoothly and safely, and staff will not be bringing all the necessary materials for sign out on out-trips.

FIFA World Cup Considerations

Granville Island will be hosting viewing events on the island during Week 1 & Week 2 of camp. We anticipate that the island will be very busy. Please allow for extra travel time during these weeks. If you anticipate a late arrival or experience any challenges, please call our front desk at (604) 257-8195.

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

- Please note any alternate pick-ups on your waiver form. Anyone not noted on this form will not be able to pick up your child.

- If you would like to change your pick up list, please alert a staff at check-in and they will bring you your waiver to update.

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

If you are going to be late to drop off/pick up, or are going to be missing a day of camp, please call our front desk and leave a message with them at [\(604\) 257-8195](tel:6042578195). If you know in advance, you can let the leaders know ahead of time or email the Day Camp Manager (sarah.brosebennett@vancouver.ca). If your child does not arrive by 9:30am, we will contact you.

Camp Hours & Location

What should my child bring to camp?

- **Lunch & Snacks** - Please pack lunch & snacks for your day at camp! Please note that campers will not have access to a refrigerator or microwave.
- **Water Bottle** - Campers will have access to a water fountain inside the centre. However, a water bottle is a necessity when we are outside or off-site.
- **Weather & Activity Appropriate Clothing**- For swim/waterpark days, please bring a swimsuit and towel. Some out-trips may require close-toed shoes and this will be noted in your Welcome to Camp email. We also ask that your camper wears their camp t-shirt, especially on days where we go off-site.
- **Sunscreen** - Please supply your child with an easy-to-apply sunscreen that they can reapply themselves during the day. Staff will give reminders throughout the day but are not authorized to apply sunscreen to campers.

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

- We are a nut-aware camp, we ask that you do not pack any lunch or snacks that contain nuts.
- Please do not bring any valuables, money, or electronic devices to camp.
- If your child brings a mobile device, they will be asked to store it in their bag.

Is there a lost and found?

- Yes, we have a lost and found located at the front desk. Any items left during camp will be placed there.

Do you provide any food to campers?

- We occasionally will participate in activities using food. Please note any allergies or dietary preferences on your child's waiver form.

What should I pack for lunch?

- Please ensure your child comes prepared with an adequate amount of food to fuel their body & brain for the day.
- We recommend providing a cold, unrefrigerated lunch as microwaves and refrigerators are not available for use.

Is Fun Explorers a Nut-Free Camp and how do you take precautions for allergies?

No. While our camps are nut-aware and we ensure all provided food does not contain nuts, False Creek Community Centre is not a nut-free facility. We recognize that many camp participants have nut and food allergies. We are committed to providing a safe environment for all children; however, we do not describe our programs as being nut-free as we can not guarantee that the public visiting the centre has not brought nuts or traces of nuts into our facility. If your child has an allergy please send your child to camp with the appropriate medications, alert staff on your waiver, and fill out the permission to administer medication attached to the waiver.

Our Safety Precautions Include:

- All snacks provided by FCCC are nut-free.
- FCCC Camps request guardians and caregivers exercise care when preparing their camper's lunches and snacks and carefully check labels to avoid sending products that contain nuts or traces of nuts.
- All Day Camp staff are trained in First Aid and are trained to recognize the symptoms of an allergic reaction. We do not have an EpiPen at the community centre. Please pack your child with their own EpiPen and/or other medications should your child potentially require them.

Extra Camper Support

My child requires extra support; can they attend Fun Explorers?

- Our staff continually works to adapt camp programming for participants of all abilities. A behavioural support leader will be working with our camp and will be able to provide extra support to campers. If your child requires extra support, please contact the Day Camp Manager at sarah.brosebennett@vancouver.ca so we are able to discuss how to best support your child.
- We are not authorized to provide 1-on-1 support. If your child needs 1-on-1 support, a personal support worker or family member is welcome to attend with the camper. A police information check will be required for any adult joining us at camp.
- The False Creek Community Association reserves the right to re-evaluate participant's registration if:

- The participant's needs cannot be safely met.
- The participant poses a danger to themselves or others.
- Staff are unable to meet the care level necessary for a participant's safe and successful program experience.
- The participant's medical, physical or behavioural condition is significantly different to what was disclosed.

Are English Language Learners Welcome to camp?

- English language learners are welcome to Fun Explorers! Campers are required to understand basic English instructions. For their safety, they will need to be able to understand key rules, information, and safety measures.
- Please contact us if you have any concerns regarding your child's level of English Proficiency so we are able to discuss our ability to support them.

Camp Staff

How many staff will be working at the camp?

Fun Explorers staff includes 1 Team Lead, 3 Program Leaders, 1 Behavioural Support Leader, and support from the Day Camp Manager & Recreation Programmer.

What qualifications do camp staff have?

- All summer camp staff are subject to an interview and training process led by experienced children and youth professionals to ensure they are qualified and able to care for your child.
- All summer camp staff are required to have a First Aid certification as well as supply a valid criminal record check.

Can camp staff help my child with their medication?

- All staff are First Aid certified, however, they are not medical professionals and are not authorized to administer medication. Campers are required to be able to self-administer medication with staff supervision and support.
- If your child requires medication while at camp, you must fill out the permission to administer medication form on the last page of the waiver package.

Can camp staff assist my child when using the washroom?

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

Policies

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

Refund Policy

- Day camps require at least 14 days' notice for a full refund or a program transfer, subject to a \$5 administrative fee.
- If your child is having a difficult time at camp, please let our staff know so we can provide support and help make their experience a positive one.
- Please note that refunds cannot be provided if you choose to withdraw your child from camp after it has begun.

Camp Transfer Policy

- Unfortunately, campers cannot switch to a different camp at our centre with less than 14 days' notice. Requests to change camps on the first day of camp cannot be accommodated.