

Camps Webinar
November 19, 2019
10:00 a.m. PST

Hosts

Kathleen Wirtanen - University of Victoria
Alison Fisher - University of Regina
Kevin Lindner - University of Guelph

Agenda

1. Introductions (Alison)

- a. School
- b. Role
- c. Number of years of camp
- d. What is your camp
- e. Camp structure

2. Staff Training (Alison)

- a. How many days
- b. What topics do you cover

Uvic (Kathleen) - 4 - 5 days, risk management, behavior management, certified high 5 training, children's mental health - full day of training

Guelph (Kevin) - 4 days, leading to camp, 1 day in May - May - give staff homework, memberships to websites - games training, debriefing which allows them to self teach, High 5 training, customer service - creating a camp community, Last day of training - set up like first day of camp, creating the atmosphere, helps with open communication styles. Brings in guest speakers, Canadian Mental Health - about the kids but also about self care, RBC - financial planning over the summer

UBC (Michael) - Similar to others, inclusive recreation session, how to adapt, modify programs/activities, parent panel - 3-5 parents, kids of different ages/abilities, prep with what questions that he will ask, questions from camp staff

Overnight camp - scenario based training, practice skills learnt in training

Brock: We do at least 5 days. 3 days all together with everyone with topics such as risk/behaviour/classroom management/community building and then 2 days of "stream content" such as art or robotics or sports.

Ottawa (Tash) - building relationships, positive interpersonal relationships with staff and kids, emotional maturity



Question: What do people do for online training - for training for students not available during the time

Guelph (Kevin) - training in May, all staff required to attend, including all athletes that work at varsity camps for one week, provide lots of resources

Sunday night revisit of important procedures, coaches provide the activities, possibly using Zoom, creating own webinars, microsoft teams to communicate with different groups

UBC (Michael) - films training - top level information they must know especially risk management, videos are provided to athletes, must complete and pass test (80%) before they are able to work, Works with coaches on planning and ensuring they are completing online assessments and videos. Tests are done on survey monkey (switching to campus)

Question: How long are webinars - is more than just the basics - have you seen a difference between the longer training vs the athletes. There is a difference, the demographic of attendees is a bit different, videos are about 90 minutes and 30 minute quiz. They are paid for 2 hours to complete the training

3. Risk Management (Kevin)

- a. Medical Emergencies
- b. Missing Child
- c. Child Protection

Parents forms - parental consent vs waivers (parents cannot wave their child's rights)

Criminal record checks with minors (staff under age of 18) - in Ontario will no longer provide them, form to sign that they haven't done anything - you are unable to ask that as they are a minor.

Queens (Lisa)

Form for children under age of 18, will require letter from principal

Vic (Kathleen)

Parent has to approve the form to have it signed, BC hasn't had the minor issue yet

Does anyone use 3rd party providers?

Toronto - Mississauga (Cameron) - hard to get Toronto police to complete - they use backcheck to have this processed

UVic (Kathleen) - High five - sets them up well for the week of training, risk manager and campus safety coordinator assist in covering the risk management piece. If lots of new staff it is done during the training, if not then it's done as part of another program which the new staff join in

Background checks -backcheck is not a vulnerable sector check, however other information provided to do an overall check is helpful

Guelph (Kevin) - field trip - now requires a separate form to collect health card number as the registration does not require that. From a medical standpoint more information is required

Dalhousie (Chris) - Can do checks on under 18 and are able to do vulnerable sector checks, also uses backcheck

What information is required at registration? Is health card numbers required?

Guelph (Kevin) - who can pick up child, custody issues we need to be aware of, medical conditions (this is on the parents to fill out annually, however that is not happening), Tshirt size
Off site trips will require a health cards number

Toronto - Mississauga (Cameron) - health information form, Red capp online system - parents can go in and do payment and fill in extra information

SFU - collects both care card and health insurance numbers

UFV - does not collect health card numbers

Brock (Maggie) - collect health cards, extensive medical and behavioral information . Use Camp Brain which links specific forms to specific camps, you can make the information mandatory. Spot isn't complete until payment and forms are received

Queesn (Lisa) - USED to collect Health Card numbers but have been told we cannot due to the privacy act

UVic (Kathleen) - they use Fusion - use paper and pen - has it updated just before camp

Alberta (Dana) - does not collect health cards

Critical Incident policy (ie child hit by a car)

Ottawa (Tash) - follows the processes as aquatics

Guelph (Kevin) - working on defining what is critical incident/accident - happy to share the information

Missing Children

McMaster (Maggie) - created a policy

Regina (Alison) - policy created and used on campus. Created with Occupational Health and Safety, campus security and with other camps on campus and is used campus wide

Child Protection

Guelph (Kevin) - Photos - left to the instructor as they know the kids and know who to leave out,

Pick up - parents required to show id on

Child disclosure - training, also provided assistance following a disclosure to help them deal with it

UVic (Kathleen) - Child disclosure - training on how to handle it and manage that situation, also signs to look for

Checking ID - what is the purpose?

Ottawa (Tash) - families in dispute, parents try to pick up not on their day, or alternate person picks up

Guelph (Kevin) - provides parents a sense of security, consistency for staff

Brock (Michelle) - check ID's every time, parent's are grateful for that

4. Behavior Management (Kathleen)

a. 1 to 1 support

McMaster (Maggie) - Questions asked on required forms are more related to what supports are required at school

Hired a behaviour support person for the summer who helps with in take, speaks to parents on what they use at home or at school, also have some students on placements to help strategize on what will work for campers

UBC (Michael) - time of registration all parents have to answer - is there anything else we need to know to help support your child at camp? Form on website - separate from website - exceptionalities and behaviors form - how they are supported, what support looks like for them at camp, it is submitted to Michael then a follow up conversation is had with the parents, sometimes it's also the introduction of the child, or someone accompanies them to camp or someone is provided to assist the child

How do you provide the support - Senior instructors are there to support whatever camp requires attention

McMaster (Maggie) - 1 on 1 support is a separate program, it's a competitive program to get into If people show up - they are gently told that there is a waitlist for people to sign up

Makes things clear on website about what supports they can and cannot provide

Other - parents can hire someone to provide support

UVic (Kathleen) - works with a community organization that has staff that comes to assist with camp. UVic now hires two staff that receives special training to assist with 1 on 1 support. Prefer to guide parents through agencies in the city vs having the parents providing support as they don't have a criminal record check or know what type of training they have received

Toronto - Mississauga (Cameron) - wondering what happens in Ontario schools with 1 on 1 support. They have 1 on 1 support staff, however cannot meet some very specific needs of children - how do others handle this

Guelph (Kevin) - keeps connected to other camps in the area, if they cannot meet their needs try to steer the parents to a camp that may be able to meet their needs

UBC (Emily) - acknowledges their limitations of the programs and explains that the decisions are based on health and safety of the child

Where do you find and hire you inclusion facilitators?

Toronto - Mississauga (Cameron) - post for it, nursing/social work programs)

Brock (Michelle) - We recruit them alongside our other instructors and post specifically for the roles.

Guelph (Kevin) - CMHA hires trains and parents can utilize them as 1 on 1 staff workers

UBC (Emily) - pull strong staff from previous years, those that have proven skills, star camp counselor skills to provide them with a new opportunity

What General Behaviour Management policies do you have?

Guelph (Kevin) - 3 strikes, every incident is communicated with the parents, both negative and positive, that communication is key. Each incident is documented, depending on severity will determine the consequence. Work with the parents to understand the underlying issue

McMaster (Maggie) - progressive discipline, 3 strikes, working on getting something on paper.

Brock (Michelle) - Has a camper code of conduct. Parents acknowledge this during online registration.

Queens (Lisa) - Parent and child need to read and review camper code of conduct and both need to sign if the child can read.

Ottawa (Tash) - Code of conduct provided in part of a guide that is provided to parents after registration. Created a camp mantra that is the same at all camps (play smart, play together), help counselors to frame behavior management overall, also had the kids create their own rules

5. Registration Process (Kevin)

a. Software

Camps are currently using

Fusion - Canadian company

UVic - reporting is primitive, creating updates 3 - 4 months, waitlist function is primitive

Toronto - Mississauga - same as other campuses and had some crashes, emergency contact and pick up needs some work, end user end parents are happy. Separate registration for extendicare programming, may help with the lunch order issue

SFU (Justin) - does use the lunch function on Fusion

CampBrain

Brock - we LOVE campbrain! Reports, support, registration are all great. We have been using for 10+ years. Rec programs are in ActiveNET.

ActiveNet

Guelph/Regina

UBC (Molly) - Perfect Mind - just on implementation phase

Lunch box orders - Guelph, works great

What software / methods do you use when making master facility schedules and instructor schedules ?

Excel - Guelph, Regina, Toronto - Mississauga

SFU - Rec Staff

Sub it up - UBC - creates a timesheet for them

IWork - McMaster

Microsoft Teams - Brock

E-Register Concordia

When does registration open up

McMaster (Maggie) - Last week of registration - only some weeks at a time

Guelph (Kevin) - first week of february

Regina (Alison) - March 15

Dalhousie - Early January

Queen's - Beginning of February

Toronto - Mississauga - 3rd Thursday in February

6. Miscellaneous (Kathleen)

a. How do you manage holidays during the summer

7. New to Camps (Alison)
 - a. Youth Camps Course - McGregor and Associates
<https://www.sportrisk.com/online-course/youth-camps/>
Feb 3-28
8. NIRSA Canada Conference (Alison)
UBC - January 23 - 25, 2020
<https://recreation.ubc.ca/nirsa/>
9. NIRSA Annual Conference (Alison)
Phoenix, AZ - April 18 - 21, 2020
<https://nirsa.net/nirsa2020/>
10. Ontario Camps Association Conference (Kevin)
Toronto, ON - February 26 - 28, 2020 (day rates available too)
(schedule and website out soon)
11. Youth Pathways Conference at SAIT (Rozlynn)
Calgary, AB - April 22 and 23, 2020
The intention of this event is to bring together a variety of practitioners within post-secondary (and in some instances secondary) to discuss programs that we all offer for a youth (under 18) audience.
<https://www.sait.ca/youth-programs>
12. Facebook - A NIRSA Canadian Camp Professional page (Kevin)
ability to share with others that are coordinating camps and can share ideas or look for help). Private Group
<https://www.facebook.com/groups/842501739273454/>